

Strategic Questions

Closed Questions

DEFINITION

There are two definitions that are used to describe closed questions. A common definition: *A closed question can be answered with either a single word or a short phrase.*

'How old are you?'... 'Where do you live?'... 'Which one do you prefer?'

A more limiting definition: *A closed question can be answered with either 'yes' or 'no'.*

'Are you happy?'... 'Is that your daughter?'... 'Is that right?'

USING CLOSED QUESTIONS

Closed questions have the following characteristics:

- They give you *facts*.
- They gather data.
- They keep control of the conversation with the *questioner*.

Usage	Example
Makes it easy for the other person to answer, and doesn't force them to reveal too much about themselves.	<i>Did you find parking ok? Where do you live? How long do you have to meet?</i>
For testing their understanding (asking yes/no questions).	<i>Do you want to go try a trial work experience before we look at a more permanent option?</i>
For setting up a desired positive or negative frame of mind in them	<i>Are you happy with your current counselor? Do they address your needs? Would you like to find a better counselor?</i>
For achieving closure of a persuasion	<i>If I can get you an interview, will you apply?</i>

Cue your ear...

Turning into a closed question that forces a yes or no by adding tag questions, such as "*isn't it?*", "*don't you?*" or "*can't they?*" to any statement.

The first word of a question sets up the dynamic of the closed question with words like: **do... would... are... will... if...**

Have you looked everywhere?

Are you looking for...?

Is there something specific you are looking for?

If she agrees, will you go?

Do you want to continue?

Does that help? Would that help? Will this help?

Do you need more clarification?

Is that correct/right/ok?

Does that answer your question?

****Can you...**

Open questions

DEFINITION

Open questions are those questions that will solicit additional information/details and encourage a full, meaningful answer using the subject's own knowledge and/or feelings. Open-ended questions develop trust, are perceived as less threatening, allow an unrestrained or free response.

USING OPEN QUESTIONS

Open questions have the following characteristics:

- They ask the respondent to *think* and reflect.
- They draw out *opinions* and *feelings*.
- They tend to be more objective and less leading
- They hand control of the conversation to the *respondent*.

Open questions begin with such as: ***what... why... how... describe... tell me more...***

How may/can I help you?

What services are you hoping for?

What would you like to know about?

Describe what you mean...

What is most important to you?

How will you manage in the meantime?

Why else are you concerned?

Tell me how this happened...

In what ways will this most help you?

****Open questions that elicit or evoke draw out or bring forth perspective from the individual...**

What would be most helpful with the time we have here?

Tell me about your best case scenario?

How would you go about making that change?