



Constructive questioning

Open-ended questions

Purpose	Likely outcome in terms of types of information collected	Examples
To establish rapport at start of conversation	Facts, opinions	'How was the traffic this morning?'
To "open-up" a particular topic	Facts, opinions, suggestions	'What ideas have you got about...?'
To discover feelings of others	Opinions	'How do you feel about...?'

Closed questions

Purpose	Likely outcome in terms of types of information collected	Examples
To collect specific pieces of information	Facts	'How long has this group been working together?'
To gain confirmation or otherwise of precise details	Facts, opinions (in yes/no form)	'Do you agree with this statement?'

Follow-up questions

Purpose	Likely outcome in terms of types of information collected	Examples
To show interest and encourage a person to continue talking	More facts, opinions and suggestions.	'Ah? So? And then..?'
To increase the quantity and/or quality of information collected so far.	More facts, opinions and suggestions and/or more perceptive, insightful comments.	'What evidence do you have? 'Why do you say that?' 'Can you tell me some more about the situation?'
To confirm your own understanding of information collected so far.	Clearer restatement of earlier facts, opinions and suggestions.	'If I've heard you correctly, what you are saying is...?'

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