### Topic Area(s)
| Asking Questions: Strengths and Problems I Need to Solve |

### Title
| Observational Skills & Confrontation |

### Last Revised
| 3/9/07 |

### Time Required
| Approximately 1 ½ hours |

### Purpose
To model asking open ended and follow up questions in order to elicit information from the client that will help them to address their needs. (Based on the Strengths and Problems I need to Solve section of the 7823.)

### Audience:
DHS Staff and Partners

### Method:
Workbook activities, Instructor Role Play, Small Group Role Plays for Large Group

### Materials
- Participant copies of Dr. Ford’s Workbook “Making Case Management Work” or copies of needed pages.
- One 7823 for instructor role play and additional 7823 for each small group with identifying information changed or deleted.
- Copies of Handout on Open Questions and Open Question Strategies
- Copies of Practice Session Survey
- Chart pack stand, paper and markers

### Pre-Class Preparation:
Make copies of pages in Dr. Ford’s workbook if necessary.
Make copies of the Open Questions and Open Question Strategies (see end of this practice guide).
Make copies of Sample 7823’s for instructor role play and small group role plays. Ideally, choose some realistic client 7823’s and remove or change all identifying information.
Make Copies of Practice Session Survey (see end of this practice guide.)

### Special Considerations
Consider using the same 7823’s in future sessions which allows class to become familiar with the details of the 7823 for the hypothetical clients used for the role plays, particularly the client used for the instructor role play.
Consider creating a follow-up handout of open questions generated in the practice session (see follow-up handout).

### References or
Dr. Ford’s Making Case Management Work Workbook.
Welcome Back! (5 minutes): (Summarize the last practice session and ask, "Who had a chance to practice? and "What was it like?.

Introduction to material in Dr Ford’s Making Case Management Work Workbook: (5 minutes) Here is some information from Dr. Ford’s workbook (pp.131-132) that may be helpful as an introduction to today’s exercises:

“The skill of questioning can be used to build your relationship and thus, your influence with participants. Good questions say to the participant "I care about you to want to hear what you are thinking and feeling.”

Questions can also help you:
Probes beyond the data you already have to obtain new information
Gain a more comprehensive picture of the participant
Probes for both facts and feelings
Empower participants to think about who they are, what they want, and how to reach their goals.

Case Managers have to decide what questions to ask and how to ask questions that will provide new information to them and new insights for participants.

...You need as much information as possible to explore what will affect self-sufficiency. You also want to engage the participant in thinking and making decisions for herself. Your questions should be designed to help her think. Frequently participants can’t answer questions you ask them because they haven not thought about these questions before.

For these reasons, open questions are more likely to be useful to you.

Open questions seem to require more thought while closed questions seem to come to us more naturally. Using open questions will require more practice on your part.

Large Group Activity: Ask the group, “what are examples of open ended questions that you are asking when working with your clients?” Chart the answers on either a chart pack or whiteboard. Once done with group
feedback, handout ‘Types of Open Questions & Open Question Strategies’.  
(15 minutes)

- **Paired Activity.** Handout the activity on page 140 and have people work in pairs to complete. They will only need a couple of minutes to review the three questions. Feedback can be given as a larger group by a show of hands as to which follow up questions are the most effective for gathering information.  (5 minutes)

- **Facilitator Role Play.** This will require 3 participants ~ a narrator, a case manager and a client. Using actual 7823’s with confidential information blacked out, the facilitators will demonstrate a role play. We will focus on the ‘Strengths’ and ‘Problems I Need To Solve’ sections of the 7823 only. The CM will model asking open ended and follow up questions in order to elicit information from the client that will help them to address their needs. The narrator will interrupt on occasion to ask the audience to provide feedback on what they are seeing ~ what is working, how does this seem to be affecting the interaction, etc.  (15 minutes)

- **Small Group Activity.** Divide the large group into 4 smaller groups (count off 1-4). Each group will be given a 7823 and will be using that to formulate open ended and follow up questions that they will demonstrate in a role play for the group. Each group role play will only last 5 minutes. Again, they will focus on the same areas on the 7823 that the facilitators did, but can use the entire form to gather ideas for questions. Each group will have 2 members for their role play: a CM and a client. They will have 10 minutes to review the 7823 and prepare for their role play by developing open ended and follow up questions. Each group will “perform” their 5-minute role play in front of the large group. After all groups have done their role play, we will have a brief discussion as a large group. Ask the group how that experience was for them and what they learned.  (40-45 minutes)

- **Wrap up & Survey.** Here is a chapter summary from Dr. Ford’s workbook:

"Questioning is a useful tool. When used too frequently or to the exclusion of reflecting feeling statements, constant questions can sound like an interrogation and hinder the establishment of rapport. Combining questions with reflecting feeling statements makes the interview sound more conversational. It is more conducive to both relationship building and effective data gathering."
...Good questions are beneficial for you and the participant. They empower people to think about themselves and to consider different options and possibilities. They provide you with more honest comprehensive information that you need to plan the strategies for moving participants toward their goals.”

In future sessions, we will be exploring how to use the information that we have gathered to assist clients in solving their own problems and to create case plans that will be based on their strengths and motivations.

Distribute Practice Session Survey and ask participant’s to complete regarding today’s session. **(5 minutes)**
Making Case Management Work, Chapter 9
Types of Open Questions & Open Question Strategies

Statement Questions
Tell me about…
Tell me how you feel about…

Indirect Questions
Who Where How
What When
Avoid Why questions as they tend to make people defensive

Example Questions
Give me an example…
Name three things that…

Plus/Minus Questions
What do you think the advantages and disadvantages of…are..
What would be the pros and cons of…

Problem Solving Questions rather than Why Questions
What can you do to…

Strategy: When Open Questions Do Not Work

• Pause and give her some time to think and respond
• Ask a more specific follow up question
• Prompt the participant with an idea from you, e.g., “What about…”

Strategy: Combine Feeling Statements with Open Ended Questions

• Too many open questions in a row may seem like an interrogation.
• Combining questions with feeling statements makes the interview seem more conversational. It allows for relationship building and effective gathering of data.
Practice Session Survey

1. What part(s) of today’s session do you think will be the most valuable to the work that you do?

2. What types of activities are most helpful to you at the sessions (i.e. role playing, worksheets, lecture, small or large group, etc)?

Name (Optional) ________________________       Branch ____________
(Sample Follow-up Handout to Practice Session)

**Examples of Open Ended Questions**

“How do you see your role in this?”

“What’s happening?”

“What’s your understanding of ______?”

“What part can you do?”

“Where have you gone?”

“What have you done in the past?”

“What is your dream job?”

“How can our program help you move toward ______?”

“What’s going on?”

“What’s working well for you?”

“Tell me about the things you have done in the past and what skills you have learned from those”

To make a positive first impression when meeting a client for the first time: Introduce self with a handshake, make eye contact, etc.