<table>
<thead>
<tr>
<th>Topic Area(s)</th>
<th>Asking Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Open Question Strategies-Chapter 9</td>
</tr>
<tr>
<td>Last Revised</td>
<td>3/21/07</td>
</tr>
<tr>
<td>Time Required</td>
<td>55 -60 min</td>
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<tr>
<td>Purpose</td>
<td>To complete open question activities in Chapter 9, provide a cheat sheet of types of open questions and open questions strategies Dr Ford suggests and practice in a group role play. This session combines skills in open questions with previously learned skills of listening and responding to feelings.</td>
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<tr>
<td>Audience:</td>
<td>Staff, partners</td>
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<tr>
<td>Method:</td>
<td>Small group, Role play</td>
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<tr>
<td>Materials</td>
<td>Make copies for all participants of reference handouts at end of this guide unless already provided. Types of Open Questions and Open Question Strategies Listening for Feelings</td>
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<tr>
<td>Pre-Class Preparation:</td>
<td>Make copies of handouts if needed.</td>
</tr>
<tr>
<td>Special Considerations</td>
<td>Can be combined with Bo &amp; Hope Practice Guide Activity. In order to do the role play at the end of this guide on combining open questions with listening for feelings, class will need to already have done the Listening and Responding to Feelings Session.</td>
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<tr>
<td>References or Resources</td>
<td>Chapter 9, Asking Questions. Listening and Responding to Feelings Practice Session Guide</td>
</tr>
<tr>
<td>Contact(s)</td>
<td>Pam Prichard, Training, (503) 947-5159</td>
</tr>
</tbody>
</table>
Review Dr. Ford’s Definition of Closed & Open Ended Questions
Page 131 & 132 (5-10 min)

Note: Dr Ford’s examples of closed ended questions entail a one word answer or Yes or No. Her open ended questions may have just one answer, but are open to more possibilities, e.g., “Who do you think could help you with the children?”

What are the most common difficulties in asking open ended questions? (Dr. Ford mentions two main ones: One is that the asker does not allow enough time for thinking and response. The second is that the question is too broad and needs a follow up question. She also mentions that too many questions in a row can sound like an interrogation and that combining them with feeling statements can help balance them.)

Pass out Reference Handout on Open Ended Questions provided at the end of this guide. This reference handout is a summary of types of open questions Dr. Ford presents in Chapter 9, Asking Questions. Briefly review the types of open questions and question strategies she suggests that haven’t been already mentioned in the discussion.

Workbook Activity page 136-138 (5 minutes)
Give participants a minute or two to find the closed ended questions. Then ask for volunteers for open ended replacements.

Workbook Activity page 139 (5-8 minutes)
Assign two or more questions to small groups so there is overlap of questions and give a few minutes for them to create the question and then report out. Compare the answers of the groups that did the same question to see different variations. Ask if anyone else has any other suggestions?

Workbook Activity page 140 (5 min)
Do as a group and ask group to identify the best follow up question.

Role Play with Open Ended Questions and Feeling Statements: (15 or more minutes) Note that one of Dr. Ford’s strategies is combining feeling statements with open ended questions. This can be an opportunity to do some role play with volunteers playing client and case manager to practice open questions, feeling statements with open questions and follow up questions. To determine topics for the role plays, ask what kind of situations they run into where the client is upset and they need to gather
information: Client eviction, child expelled from school, embarrassing work history, criminal background – “Who will hire a felon?”, etc. Have group refer to the handout below taken from material in the Making Case Management Work Book Chapter 9, to use as a cheat sheet.

**Review Dr. Ford’s Lead-ins to Responding to Feelings (5 minutes)**
Pass out **Listening for Feelings Handout**.

**Role Play Note (15 min or longer):** In the role play, look for participants using Dr. Ford’s suggested types of open questions as well as lead-ins for feeling statements. Some people will want to avoid using Dr. Ford’s lead-ins for feeling statement and prefer to be more direct, e.g., “Are you angry?”, etc. You may need to remind group that Dr. Ford’s lead-ins have some advantages and are important to have as a skill set. When someone suggests being more direct and asking directly, “Are you angry?” or “How are you feeling?”, ask the rest of the group what they think so the participant can also get feedback from others about why being so direct may have drawbacks. Also note in role play, is the person role playing the case manager offering enough feeling statements to create rapport so the questions don’t sound like an interrogation? The role play facilitator can ask the person role-playing the client how they feel in response to the questions/feeling statements, etc.
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.
Listening for Feelings

Feeling Statements

Generalized Feeling Statements

Sometimes, it can be a little (scary, overwhelming, etc.) to …
It must be very (disappointing, frustrating, etc.)…
It can be (exciting/lonely, etc.) ….

OR

Personalized Feeling Statements

You sound (angry, anxious, etc.)...
You seem (concerned, worried, etc) that…
You seem pretty (upset, frustrated etc.) that…
It may be that when you…
It seems that you have a difficult time with..

Feeling statements/questions to avoid

How are you feeling?
Are you feeling (angry, anxious, etc.)?
You’re feeling (upset, frustrated, etc).

Questioning and Feeling Statements

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. – From Making Case Management Work, Ch 9.