



Module 3

Handout 2: Examples of different types of question

Questioning Technique	Description / example	When is it useful?	When is it not so useful?
CLOSED	Narrow focus. Invites 'yes/no' or very short answers. "How old are you?". "Do you live in Brighton?".	Establish specific facts Start discussions	Gaining new and unexpected information in areas not known by the mentor
OPEN	Encourages discussion. "How do you feel about that?" "What do you think of ..."	Most openings. To open up the discussion and gather information	With very chatty people!
PROBING	"Exactly what happened next?" This could follow an "open" question to get further information	Build a picture, get more detail	Exploring emotionally charged areas.
REFLECTIVE	"That confrontation with your customer bothered you?" Repeat back emotional content of a person's statement	Emotionally charged situations. However it is straying into the counselling arena!	Getting to know what makes the mentee "tick"



LEADING	"I suppose you're sorry now are you?" This invariably leads to the answer you expect.	Gaining acceptance of your viewpoint	Gaining new information
HYPOTHETICAL	"What would you do if ...?" Posing a hypothetical situation	Very powerful for getting a person to think about new areas	With a person who needs time to give a reasoned reply
MULTIPLE	String of questions/statement	Never	Always