Open-Ended Questions

Open-ended questions are questions that encourage people to talk about whatever is important to them. They help to establish rapport, gather information, and increase understanding. They are the opposite of closed-ended questions that typically require a simple, brief response such "yes" or "no."

Open-ended questions invite others to "tell their story" in their own words. They do not lead people in a specific direction. Open-ended questions should be used frequently, though not exclusively, in conversation. When asking open-ended questions one must be ready and willing to listen to the response.

Examples of open-ended questions:

• Where would you like to begin?

| Would you tell me more about? |
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| • Could you help me understand? |
| • What are the good things and the less good things about? |
| • What do you think you will lose if you give up? |
| What have you tried before? |
| • How do you feel now about? |
| How do you see things changing? |
| • What do you want to do next? |
| What is more important for you now? |
| What would it be like? |
| What do you imagine? |
| What would happen if? |
| What would you do? |
| • How can we? |
| What is that like? |