

Questioning Styles

Open - Asking open questions is one of the most effective ways of encouraging the person you are interacting with to talk to you. Because the question is open the respondent can answer in a number of ways, so this technique is useful for ascertaining attitudes, thoughts and feelings.

Closed - The term 'closed questions' is used to describe questions which don't offer the respondent a choice of response. These can be useful for gathering specific information, clarification and closing a discussion.

Leading - Leading questions can be used to take the respondent in the direction sought by the interviewer i.e. the questioner can guide them towards an expected response.

Recall or Probing - These encourage the respondent to expand on a previous statement. They are considered probing questions which show you have been listening and allow the discussion to go into greater detail.

Question	Definition	Can you re-phrase any of the closed questions?
You're not very happy are you?		
You mention you've been there before – what was it like?		
Did you have a difficult journey?		
I think they're the best ones around. What do you think?		
That's really interesting – tell me about it		
Have you made any friends?		
You don't look very pleased with the outcome		
I bet that happens regularly doesn't it		