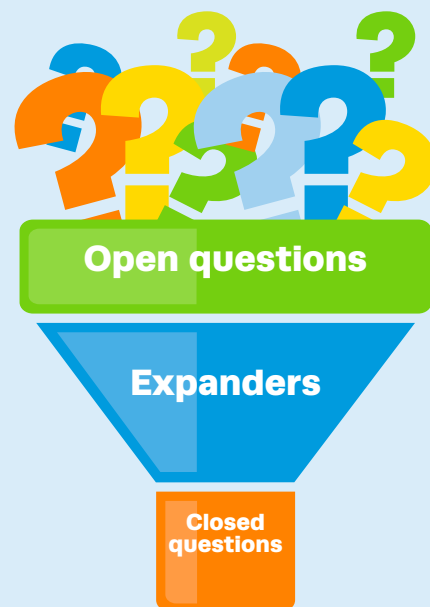




# Be curious through questioning

When you're asking questions, think about the flow of the conversation like a funnel. At the beginning of the conversation ask big open questions to get them talking and gather information. As you move through the conversation, use closed questions to get specific information and confirm your understanding.



## OPEN QUESTIONS

Open ended questions allow you to collect valuable information and are great at getting the conversation started. They often begin with what, why, how, when, which or who.

Open questions are good for:

- Developing a full conversation.
- Uncovering more detail.
- Understanding the other person's opinion or issues.

## Expanders

To make your open questions even more powerful, use an expander. These are words like tell, describe or explain. They tell the other person you want more information than just a short answer.

*"Tell me what you are proud of this month" or  
"Describe what you are finding challenging with the project."*

## CLOSED QUESTIONS

Close ended questions can be answered with a simple yes, no or a quick short answer. They start with can you, would you, do you, have you. Closed questions get a bad rap but they do have their uses.

Closed questions are good for:

- Testing your understanding.
- Finding out specific pieces of information.

If you are struggling to get someone talking, it may be that you are using too many closed questions.

## During the conversation:

- Use open questions to start your conversation and add expanders to make them more powerful.
- Use closed questions to check that you've got right.
- Don't be afraid of silence. Ask a question and wait. Give the person time to think and answer.