Leading with Curiosity

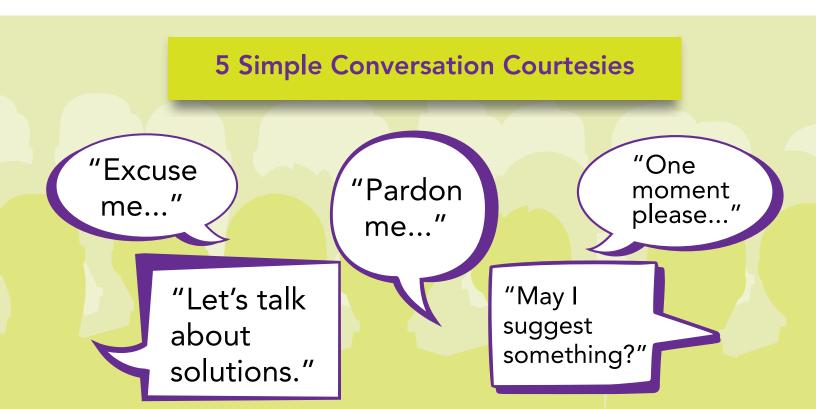
Questioning Techniques That Support and Connect



7 Communication Blockers

These roadblocks to communication can stop communication dead in its tracks.

- 1. "Why" questions. They tend to make people defensive.
- 2. Quick reassurance, saying things like, "Don't worry about that."
- 3. Advising "I think the best thing for you is to move to assisted living."
- 4. Digging for information and forcing someone to talk about something they would rather not talk about.
- 5. Patronizing "You poor thing, I know just how you feel."
- 6. Preaching "You should. . ." Or, "You shouldn't. . ."
- 7. Interrupting Shows you aren't interested in what someone is saying.



Leading with Curiosity

Questioning Techniques That Support and Connect

The Art of Questioning

The four main types of questions are:



Leading Questions

For example, "Would you like to talk about it?" "What happened then?" Could you tell me more?"



Open-ended Questions

Use open-ended questions to expand the discussion — for example, lead with: "How? What? Where? Who? Which?"



Closed-ended Questions

Use closed-ended questions to prompt for specifics — for example, lead with: "Is? Are? Do? Did? Can? Could? Would?"



Reflective Questions

Can help people understand more about what they said — for example, someone tells you, "I'm worried I won't remember. . . " Reflective Q: "It sounds like you would like some help remembering?"