

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.

5 Simple Conversation Courtesies

"Excuse me..."

"Pardon me..."

"One moment please..."

"Let's talk about solutions."

"May I suggest something?"

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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?"