

CLARIFYING AND PROBING QUESTIONS

Clarifying Questions are simple questions of fact. They clarify the dilemma and provide the nuts and bolts so that the participants can ask good probing questions and provide useful feedback.

Examples of Clarifying Questions:

- Is this what you said...?
- What did you mean when you said...?
- Did I hear you say...?
- Did I understand you when you said...?
- What criteria did you use to...?
- What's another way you might...?
- Did I hear you correctly when you said...?
- Did I paraphrase what you said correctly?
- Tell me more.
- Describe the circumstances in more detail.

Probing Questions are good for gaining clarification to ensure you have the whole story and that you understand it thoroughly.

Examples of Probing Questions:

- Why do you think this is the case?
- What do you think would happen if...?
- What sort of impact do you think...?
- How did you decide...?
- How did you determine...?
- How did you conclude...
- What is the connection between... and...?
- What if the opposite were true? Then what?

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