

THE ART OF THE QUESTION

Ask questions that encourage communication:

- Tell me more about ...
- I am not sure I understand the part about...
- Let me make sure I understood correctly...
- Can you help me understand?
- What would you like to see happen today?
- Let me summarize what you just said...
- I want to review your statements and note that this seems to have been very frustrating for you...
- I gather you have been very discouraged about this...
- It would help me if I understood better how you came to decide on the specifics of your request.
- Can you help me get a better idea of the reason for your request?
- Help me understand your view/perception of the issues
- What would it look like to you if this were resolved/not resolved?
- What would it look like if it was....
- Tell me more about how you feel about this...
- What will happen if this is not worked out today?
- What will the program look like without this part?
- What will life look like if this is not resolved? If it is resolved?
- I want to thank you for discussing such a hard issue with us and hope you can tell us more about...
- I am not sure I got this part of your overview correct. I understand that when you asked for...

What to Avoid?

- Avoid a question that can only be answered yes or no.
- Avoid a question that begins with why.
- Avoid asking anyone to talk about their "side".