

OPEN AND CLOSED

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OPEN AND CLOSED questions.

So what is a Question?

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A question is simply a request for more information.

(PAUSE)

Most of us have heard about Open and Closed questions.

They are both methods of obtaining information.

Open questions uncover the most information;

Let's take an example of an interview situation using open questions.

An example would be... "Explain to me why you think you are suited to this role"...

OR "Tell me about yourself".

These are both good open questions.

These will allow the respondent the maximum opportunity to provide information.

So what about **Closed questions**?

It is important to remember that Closed questions can also be very useful...

For example... "Are you happy in your existing role?"

The answer is "no"...

that's good information because it is a specific simple response.

Another closed question is... "Are you qualified in x".

This allows you to establish whether or not the person has the core requirements for the specific role.

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Why would you use these?

OPEN QUESTIONS get the other person talking and keeps them engaged.

They also avoid YES/NO answers or short clipped responses.

And they uncover in depth information.

Now in relation to CLOSED QUESTIONS...

These ensure a simple response and they establish simple specific facts and information.

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[Call to action]

Most people in life use closed questions most of the time.

As we have already said, closed questions have their use, however, remember open questions develop communications and conversations.

So starting today, make a conscious decision to think before you ask a question... should it be open or should it be closed?

What suits best in this particular situation?

OPEN or CLOSED.