What are open questions?

Open questiions are questions that need long answers.

Open questions usually start with the words what, why or how.

An open question asks for the person answering it to share their knowledge, thoughts or feelings, for example:
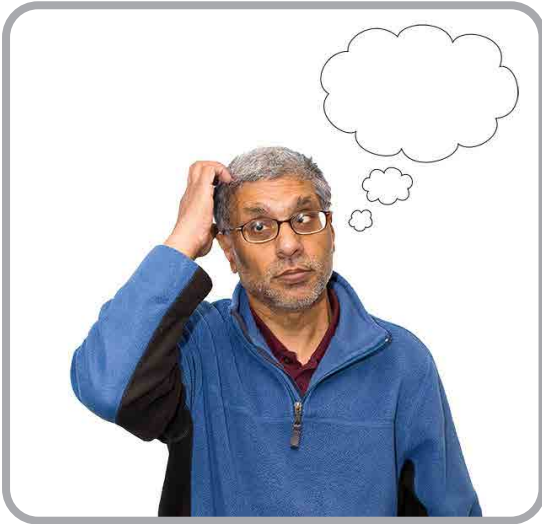
- 'What happened at the meeting?'

Open questiions help people to share more information and can be used after a closed question, for example:

- Closed question - 'Do you need more information?' Answer - 'Yes'

- Open question - 'What kind of information are you looking for?'

Using open questions

Open questions are good for helping people to think about issues, for example:

- 'How do you think the changes will affect people?'

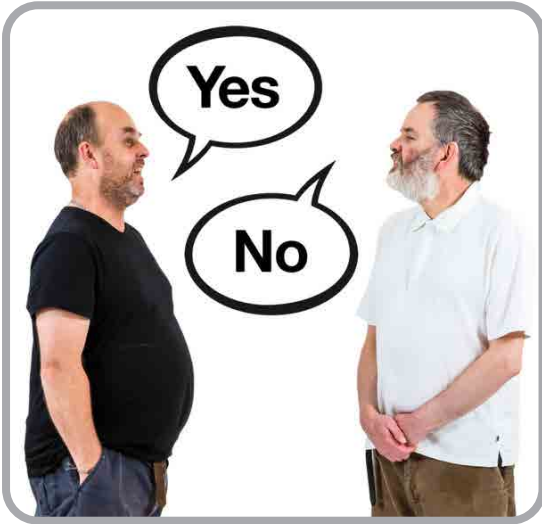Open questions are good for finding out how people are feeling about an issue, for example:

- 'How does losing your service make you feel?'

Open questions are good at helping people to take part and speak up about issues, for example:

- 'Tell me what you think about the ideas?'

What are closed questions?

Closed questions usually have very short answers. Closed questions can often be answered with yes or no.

Closed questions are good for collecting information, for example:

- Question - 'Are you thirsty?' Answer - 'yes'

Sometimes you can answer a closed question with the name of a place or a time, for example:

- Question - 'Where do you live?' Answer - 'I live in Spain.'

Using closed questions

Closed questions are good for checking if you are being understood, for example:

- Question - 'Do you understand?' Answer - 'No.'

Closed questions are good for getting a quick answer, for example:

- Question - 'Do you need more information?' Answer - 'yes.'

Closed questions are good for ending a conversation, for example:

- Question - 'Is that everything?' Answer - 'yes.'