

Open questions allow a respondent to give their feelings, understanding and opinions, enabling you to better understand their issue or concern.

Clarification Questions

What do you mean by ... ?
What do you think is the main problem?
Can you tell me more about that?
Why do you say that?
Could you put that another way?
Could you give me an example?

Assumption Questions

What are you thinking here?
What do you think is happening?
What could we assume instead?
What else could be happening ?
You seem to be thinking ... do I understand that correctly?

View Point Questions

What do you mean by ... ?
What would be an alternative?
What is another way to look at it?
What might someone who believes ... think to this?
How are ... and ...'s ideas similar/different?
How would ... answer this?

Implication Questions

What would happen if you did that?
How likely is that to happen?
What else could you do?
How will that affect ...?
What do you mean by that?
If that happened, what else would happen as a result?

Question About the Question

Why do you think I asked ...?
Why is this question important?
Is this question difficult to answer?... why?
Does this question lead to other important issues?
Why do you think that?