

## Open vs. Closed Questions: Quiz

Asking your employee questions—even when you think you have the answer—can serve many important purposes. This goes for both open and closed questions. The effectiveness of your questions depends on their purpose and the applicable situation. This quick quiz can help you spot when it's appropriate to use either open or closed questioning.

**Closed questions** have answers of “yes” or “no,” or one short, correct answer.

**Open questions** usually begin with what, why, or how. Openings like “Tell me...” or “describe...” have the same effect as open questions.

Which kind of question would you use...	Open	Closed
<b>...as opening questions in a conversation?</b> ➡ So, did you take the train here today?		
<b>...to develop a conversation with someone who is rather quiet?</b> ➡ How would you suggest we proceed?		
<b>...to test your understanding or help get someone back on track?</b> ➡ So, you want to include the team in the decision—right?		
<b>...for setting up a desired positive or negative frame of mind?</b> ➡ Are you happy with your current supplier?		
<b>...to get more information or learn what you don't know?</b> ➡ Why do you think that happened?		
<b>...to find out more about a person, such as plans, problems, and passions?</b> ➡ This seems important to you. Why is that?		
<b>...to achieve closure and end a conversation?</b> ➡ So, if you get this help, can you meet the deadline?		
<b>...for getting a quick factual answer and moving on?</b> ➡ Where is the shared file now?		
<b>...to help your employee find solutions and create ownership?</b> ➡ How would you like to proceed?		
<b>...to strengthen relationships and build rapport?</b> ➡ How did you manage to change his mind like that?		

**TIP!** If you want to ask more open questions, start today by asking questions that begin with what, why or how.