

## Open-Ended Questions – Quick Tip

Asking good questions is a critical part of any productive conversation. There is an easy method to use questions to help build more in-depth conversations and enhance effective communication. The method is simple---ask open-ended questions! An open-ended question requires an answer greater than a single word or two. A closed-ended question can be answered with a simple “Yes” or “No”. Be sure to ask follow-up questions when necessary.

The more you can get the customer to talk, the more useful information you will gather in the case management process.

Closed-ended Questions	Open-ended Questions
Do you have a car to get to work?	How would you get to and from work?
Did you attend college?	What is your educational background?
Are you homeless?	Can you tell me about your current living situation?
Did you get fired from your last job?	Why are you no longer working for your last employer?
Do you have any barriers that make it hard to find or keep a job?	What challenges do you face that make it hard to find or keep a job?