

Open-Ended Starter Questions

Questions should be open-ended, not multiple choice or yes/no.

Refer to question list below to help you and your team deepen your understanding of a person's experience by crafting open-ended questions.

OPEN-ENDED

"Tell me a little about..."

SEQUENCE

"Walk me through a day in the life of..."

COMPARE TO OTHERS

"How do other [roles, people, communities' positions] handle situations like this?"

DECODE JARGON

"What does that acronym or phrase mean?"

CHANGES OVER TIME

"How are things different now than a year ago? How could they be different a year from now?"

PROJECTION

"What do you think would happen if..."

SPECIFIC EXAMPLES

"Let's take your last experience: what was your favorite part?"

CLARIFICATION

"...and when you say '[X]', what do you mean exactly?"

QUANTITY

"How many times does that happen? In a day, a week, a month?"

PERSPECTIVE

"I'm curious, I'm not familiar with [X]. Can you tell me more about it?"