



Open ended questions

Learning Outcomes

- ▶ 1. Explore a variety of styles of questioning
- ▶ 2. Apply different styles of questioning during your role play of patient/nurse.

Closed questions vs open ended questions

- ▶ **Closed-ended questions can be answered in only:**
 - ▶ One word
 - ▶ Short specific way
 - ▶ Can have the potential to end the conversation
- ▶ **Open-ended questions require:**
 - ▶ Helpful in finding more out about a person or situation
 - ▶ Require a more in-depth or longer response.



Questions about feelings and physical reactions

- ▶ When did you start feeling this way?
- ▶ Tell me more about the feeling? Describe how your body experiences the feeling?
- ▶ Do you have any visual images that capture the feeling?
- ▶ How has your mood been and how is it today?
- ▶ How do you feel here and now?
- ▶ On a scale of 0-10 how strong is the feeling?

Questions about thoughts

- ▶ What thoughts did you have before/during/after the situation?
- ▶ How frequently do you get those thoughts?
- ▶ What memories is this situation stirring up?
- ▶ Were there any other thoughts or images?
- ▶ What are you afraid of?
- ▶ What images do you get in the situation?



Clarifying problems

- ▶ Clarifying questions seek out information about and clarify the counsellor's perception of clients/patients words.
- 1. **"When you say ____, What do you mean?"**
- 2. **"Sounds to me like you're saying _____?"**
- 3. **"What makes you say that ?"**
- 4. **"What do you already know about this?"**
- 5. **" Can you give me an example when this has happened before?"**

Solution focused questions

- ▶ Ask clients/patients to provide information concerning the extent to which they have tried or are trying to do something about their problem.
- ▶ **“What have you attempted to do about this problem to date?”**
- ▶ **“What are your options?”**
- ▶ **What are you planning to do?”**
- ▶ **“How can you change your behaviour?”**



Searching for strength questions

- ▶ *Ivey & Ivey(2003) use the term positive asset search*
- ▶ **“What do you see as your strengths?”**
- ▶ **“What skills do you bring in this problem?”**
- ▶ **“What are your assets?”**

Brief history of problem

- ▶ “For how long has this been a problem for you?”
- ▶ “Have you ever sought help for this problem before?”
- ▶ “How have you attempted to cope in the past?”

Feelings

- ▶ Rating anxiety
- ▶ When you say you get anxious about....., how exactly do you feel?
- ▶ On a scale of 1-10, 10 being highly anxious, how would you rate your anxiety in this situation?

Example of questioning

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- How satisfied are you with your current diabetes therapy?
 - How do you think injectable therapy can help with your diabetes?
 - Who do you know who has taken injectable therapy and what was their experience?
 - What is your past experience with taking injectable medications?
 - What is your greatest concern about starting injectable therapy?
 - How confident are you that you can take injectable therapy on a regular basis?
 - What obstacles do you think will keep you from taking injectable therapy?
 - What information/support do you need to have to be willing to take injectable therapy?
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Student activity

- ▶ In pairs Role play using a variety styles of open ending questioning.
- ▶ You can choose from a number of scenarios:
- ▶ Assisting a patient give up smoking
- ▶ Ensuring a patient gets more exercise after a stroke and see the benefits of exercise
- ▶ Aiding an elderly patient to increase their socialisation explore means and ways of getting out and about more.

references

- ▶ Nelson-Jones, R (2016) *Basic counselling skills: A helpers manual*: London, SAGE
- ▶ Nelson-Jones, R. (2011) *Practical counselling and helping skills*: London: SAGE