

Open Ended vs. Closed Ended Questions

Closed-Ended Questions – They can be answered with 1 word-usually yes or no. They are not effective for getting people talking.

Open-Ended Questions – require more thought and longer answers – they are likely to get a person talking beyond 1 word responses.

Turn the following closed ended questions into open ended questions. The first one is done for you as an example.

Closed Ended	Open Ended
Do you like your job?	<i>What do you like about your job?</i>
Do you make enough money?	
Do you like your health insurance?	
Is there anything you'd like to change about your job?	
Is there anything you'd like to see improved about your job?	
Wouldn't you like to be able to take a vacation?	

Other good questions to ask:

- How long have you worked as a _____(job title)?
- Tell me about an average day on the job for you?
- How would that job improvement impact your life?
- How has COVID affected you or your family?
- What kind of things are you concerned about in your community?