Helpful Questions for Eliciting and Clarifying Input

Questions to Solicit and Clarify Input	
Question Type	**Consider using this question…**
Open Questions ➢ Have a variety of acceptable responses ➢ Encourage creativity ➢ Explore options	What have we observed in the last quarter that might prevent us from being successful in reaching the year-end deadline? How does that relate to what Joe just described? Can you elaborate on that comment? What are the possible reactions that might occur if we implement <Decision-A>?
Closed Questions ➢ Have a clear answer ➢ Quick check of knowledge ➢ Drive to a decision ➢ To confirm understanding	Are we in agreement on this? Who knows how often <Situation-X> occurred in the past month? Do we have data to support that observation? Who will take responsibility for this action item?
Leading / Tag Questions ➢ Bringing people back to the task ➢ Check for understanding ➢ Lead the group in a certain direction	Can we move to this section of the agenda for a few minutes? We have 15 minutes remaining, can we take a checkpoint on progress? We didn't just say <XYZ>, did we? So we're all in agreement on <Decision-A>, correct?
Challenging Limitations ➢ Listen for words like "should", "should not", "can't", "ought" ➢ When ideas are not flowing	What would happen if you didn't do <X>? If we don't do <X>, what is the impact? (You may then want to explore how to address the key impacts.) If we adopt <Decision-A>, what are the benefits? What are the challenges? (You may then want to explore how to address the key challenges.) If there were no constraints on you, how would you <X>? If you have all the resources you need, how might we do things differently?
Clarifying Generalizations ➢ Listen for words like "never", "always", "all", "they", "only"	Never? Can you explain to us what causes you to believe this could "never" happen? Who are "they"? What information do we have that supports the assumption that <X> would "always" happen?

Helpful Questions for Promoting Decision-Making

Questions to Promote Decision-Making
What specifically is preventing us from making this decision?
What else do we need to know / understand in order to make a decision?
Do we have the right people in the room to make this decision?
Is there something else that we need to clarify before we can decide?
Do we have enough information to complete the decision on this item?
I've heard several participants voice their agreement with <Decision-A>, are there any objections to that decision?
If we adopt <Decision-A>, what will that do for us?
If we postpone this decision, what will be the impact?
I hear us leaning toward <Decision-A>, is that correct? Do we need any further discussion?