

QUESTIONING

- **WHY ASK**
 - TO GET INFORMATION
 - TO CLARIFY
 - TO GET UNDERLYING ISSUES
 - TO GET OPTIONS
 - TO PUT A PARTY AT EASE
- **WHAT TO ASK**
 - RELEVANT FEELINGS, RELATIONSHIPS
 - COMMUNICATION, ISSUES, CONCERNS
 - USUAL POLICY, WHAT'S WORKED
 - FOLLOW-UP QUESTIONS
- **HOW TO ASK**
 - OPEN-ENDED
 - NON-JUDGMENTAL, NON-ACCUSATORY
 - DON'T INTERROGATE
 - SIMPLE, CONCISE
- **WHEN TO ASK**
 - AT THE RIGHT TIME/STAGE
 - PARTIES ALONE OR TOGETHER
 - ALLOW VENTING BEFORE OPTIONS
 - MAKE SURE PARTIES FEEL HEARD BEFORE MOVING ON

Ask To Encourage Reflection, Elaboration, Dialogue, and Deliberation

“What did you mean by...?”

“Do you want to say more about that?”

“What do you want him to understand...?”

“Is there something you don't understand or want to know more about?”