



Building Organizations **Delivering Results**

Organizational Design + Effectiveness

Open vs. Closed Question Quiz

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Open vs Closed Questions

Open Questions – An open question elicits a longer answer. They usually begin with ‘what, why, and how’. An open question asks the respondent for his or her knowledge, opinion or feelings:

- What happened at the meeting?
- Why did he react that way?
- What took place next?

Closed Questions – Are questions that elicit single or very short responses, often ‘yes’ or ‘no’. They are precise, and factual.

Examples include:

- What colour is the sky?
- Is today your birthday?

Open questions are good for opening a conversation, “what else do we need to do to make this a success?”, or finding out another person’s opinion or issues, “what do you think about this policy?”

The best way to have the employee do most of the talking (70/30 rule) is to start with open questions and finish the meeting with closed questions. It will also ensure you are both in agreement of what you discussed/decided in the meeting.

Quiz

To test your understanding of open and closed-ended questions please complete the short quiz below. Identify each statement below with a “C” for closed and an “O” for open ended questions.

1. ___ Have you ever used a computer?
2. ___ What did you like about your last position?
3. ___ How long did it take to become proficient in your current role?
4. ___ Why did you apply for your current position?
5. ___ When did you graduate from school?
6. ___ Which do you most like to do in your spare time, watch TV, or read a good book?
7. ___ What kind of boss do you work for, one who is controlling or one who lets you do your own thing?
8. ___ What did you do the last time someone didn’t like an idea you were proposing?
9. ___ Do you like exercising?
10. ___ What route do you take to get into work?

Answers

(1.C, 2.O, 3.C, 4.O, 5.C, 6.C, 7.C, 8.O, 9.C, 10.O)

