**BRITISH CANOEING AWARDING**

## Open questions

These are useful in getting another person to speak. They often begin with the words: What, Why, When, Who. Sometimes they are statements: "tell me about", "give me examples of". They can provide you with a good deal of information.

*"What did you do that made that work better ?"*

## Closed questions

These are questions that require a yes or no answer and are useful for checking facts. They should be used with care - too many closed questions can cause frustration and shut down conversation.

*"Is this the River Soar ?"*

## Specific questions

These are used to determine facts. For example

*"How much did you spend on that ?"*

## Probing questions

These check for more detail or clarification. Probing questions allow you to explore specific areas. However be careful because they can easily make people feel they are being interrogated

*"What exactly did you do with your left knee ?"*

## Hypothetical questions

These pose a theoretical situation in the future. These can be used to get others to think of new situations .. They can also be used in interviews to find out how people might cope with new situations.

*"What would you do if you capsized on this rapid ?"*

## Reflective questions

You can use these to reflect back what you think a speaker has said, to check understanding. You can also reflect the speaker's feelings, which is useful in dealing with angry or difficult people and for defusing emotional situations.

*"How do you feel about that now ?"*

## Leading questions

These are used to gain acceptance of your view - they are not useful in providing honest views and opinions. If you say to someone 'you will be able to cope, won't you?' they may not like to disagree.

*"Do you agree that was a better way to role ?"*

You can use a series of different type of questions to "funnel" information. This is a way of structuring information in sequence to explore a topic and to get to the heart of the issues. You may use an open question, followed by a probing question, then a specific question and a reflective question.