



QUESTIONS THAT ENCOURAGE PROBLEM SOLVING

1. Questions that encourage description	What was it like? Tell me about it. What happened?
2. Questions that lead to clarification	In what way does this make sense to you? What seems to confuse you about this? Can you explain what you mean by that?
3. Questions to identify issues	What seems to be the trouble? In what ways does this bother you? What do you consider the most troublesome part?
4. Questions that encourage looking at the total picture	What led up to this? What have you tried so far? What do you make of all this? When does this usually happen?
5. Questions that encourage exploration	Why do you suppose people do things like that? How could a person handle a problem like that? If you had your choice, what would you prefer to do?
6. Questions that encourage the use of information	What information do you need before you decide? What do you know about it now? How do you suppose you can find out more about it?
7. Questions that encourage evaluation	How do you feel about it? What do you think is best? What are some of the other ways of looking at this?
8. Questions that raise alternatives	What are the possibilities? If you had your choice, what would you do? What are the possible solutions? What if you do..., and what if you don't?
9. Questions that encourage planning	What do you see as the first thing you have to do? What are you going to do about it? Where do you go from here? What are your next steps? Where do you think this will lead? If this doesn't work, then what are you going to do? What are some other options available to you?