

Open-Ended and Closed Questions

Open-Ended Questions	Closed Questions
What concerns do you have?	Do you agree with this change?
How could you make this idea better?	Did you consider the impact on revenue?
What have we missed in this change?	Can you administer this change?
Whose perspective should we consider?	Will you execute this change?
What are all the positive things that will result from this change?	Will your team support this change?
What could be the unintended consequences of this change?	Is your leader informed about this change?
How will we know that this change has been successful?	Do you run a particular report on this change?
Cultivates Curiosity	Cross-Examination
Encourages Listening	Yes/No answer
Advances the idea	Advances the agenda
Shared ownership	Ownership stays with questioner