

COS09: Questioning Skills – Using Open and Closed Questions

Have you ever felt that when you ask a question you never seem to get the answer you were looking for? Well, it's quite possible that you weren't asking the right type of question.

In this course we are going to look at open and closed questions.

Knowing how to ask open questions is absolutely vital, as they are the keys that unlock the information treasure chest!

Many people believe that closed questions have no place in the communication skills set; this, however, is incorrect, as closed questions do have an important function. They are generally used when the questioner requires a commitment - either positive or negative - from the other person.

This course will help you select the right type of question for the situation you need to resolve.

Course Content

- The definition of open questions
- Types of open questions
- The definition of closed questions
- The purpose of closed questions

Course Duration

- 30 minutes

Available in:

- Audio
- Non-audio

Delivered via:


- Internet

If you require any further information please contact NYES:

T: 01609 533222

E: nyes@northyorks.gov.uk

www.nyeducationsservices.co.uk

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