Question Types and When to Use Them

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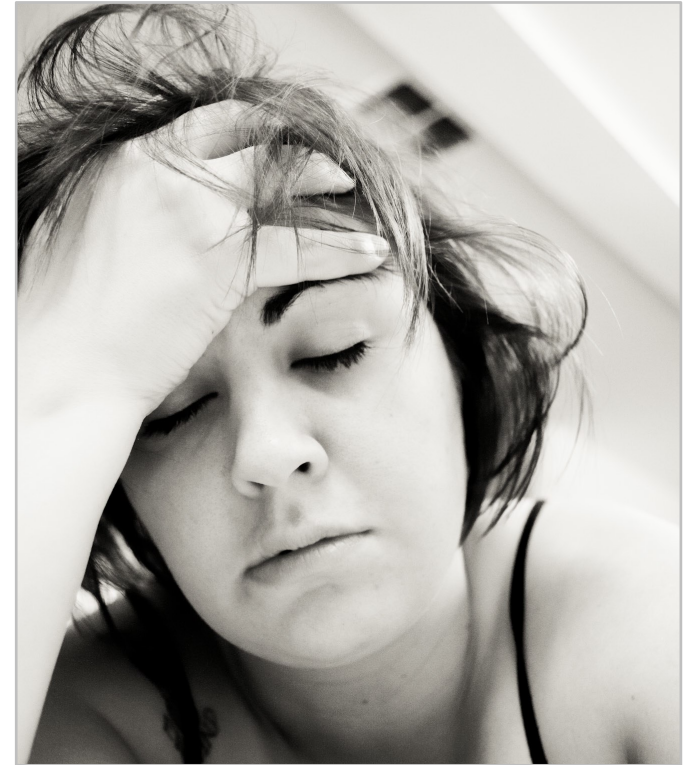
Why Do We Need Different Types of Questions?

► As part of every call, we will collect information from cases and contacts

► People will respond to questions differently, depending on how they are worded

► Asking questions in different ways can help collect information more effectively

► Question types can be used together

Question Types

1. **Closed**—used to limit answer choices

2. **Open**—used to generate descriptive answers that require more than one word

3. **Probing**—used as a follow-up question to get more information about a person's response (for example, *"can you tell me more?"*)

4. **Checking**—used to confirm that you heard correctly

5. **Leading**—used to guide people into believing they should answer in a certain way

Asking About Symptoms: Question Types

▶ **Closed—***"Do you still have a fever?"*

▶ **Open—***"What sorts of symptoms have you had since becoming ill?"*

▶ **Probing—***"You said things have improved. Can you tell me more about how you're feeling today?"*

▶ **Checking—***"On Monday you said that you had a fever—is that correct?"*

▶ **Leading—***"You must be feeling fine now, right?"*

Asking About a Case's Contacts: Question Types

▶ **Closed**—*"Have you spent an extended amount of time with anyone without a mask in the past three days?"*

▶ **Open**—*"How have you been spending your time this past week since you've become sick? Two days before becoming sick?"*

▶ **Probing**—*"Oh, you went walking. Did you chat with anyone on the way?"*

▶ **Checking**—*"Okay, so you said you don't live with anyone. Is that correct?"*

▶ **Leading**—*"So I can assume you didn't see anyone?"*

Tip: You can ask people to check calendars, text messages, and social media for help remembering what they did

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Example: Failing to Apply Question Types

Drew: *Thanks for telling me about your symptoms. Now, I'd like to understand about what you did and who you saw over the past week. You didn't see anyone, right?*
Larry: *Well, no.*
Drew: *Got it. Did you do anything?*
Larry: *No, like I said, I haven't done anything except stay at home. Just like everyone else!*
Drew: *Okay. Thanks for letting me know.*

Video: *Failing to Apply Question Types*

Review: Failing to Apply Question Types

Drew: *Thanks for telling me about your symptoms. Now, I'd like to understand about what you did and who you saw over the past week. You didn't see anyone, right?*	Leading questions may cause the case to feel they should answer in a certain way.
Larry: *Well, no.*	
Drew: *Got it. Did you do anything?*	Closed question does not help the case think through the details of their activities.
Larry: *No, like I said, I haven't done anything except stay at home. Just like everyone else!*	
Drew: *Okay. Thanks for letting me know.*	

Example: Correctly Applying Question Types

Amy: *Thanks for telling me about your symptoms. Now, I'd like to understand about what you did and who you saw over the past week.*
Larry: *Okay, well, like I said, I haven't done anything except stay at home. Just like everyone else!*
Amy: *Okay, you've been staying at home like everyone else. Earlier, you said that when you started feeling sick, you went to the doctor. Did you take the train?*
Larry: *No. I just drove over in my truck.*
Amy: *Got it. So you drove over to the doctor's, and what did you do after you got back?*
Larry: *Well, I talked with my neighbors for a bit.*
Amy: *Okay, we'll come back to that. And after that, what did you do for the rest of the day?*

Video: *Correctly Applying Question Types*

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Review: Correctly Applying Question Types

Amy: *Thanks for telling me about your symptoms. Now, I'd like to understand about what you did and who you saw over the past week.*	
Larry: *Okay, well, like I said, I haven't done anything except stay at home. Just like everyone else!*	
Amy: *Okay, you've been staying at home like everyone else. Earlier, you said that when you started feeling sick, you went to the doctor. Did you take the train?*	Closed, probing question to determine whether the case used public transportation.
Larry: *No. I just drove over in my truck.*	
Amy: *Got it. So you drove over to the doctor's, and what did you do after you got back?*	Open, probing question to uncover more activities done during the day.
Larry: *Well, I talked with my neighbors for a bit.*	Excellent! Probing uncovered more info.
Amy: *Okay, we'll come back to that. And after that, what did you do for the rest of the day?*	Open, probing question to encourage the case to describe his day.