1. Are **Closed Questions** good or bad things?
2. The answer could be **Yes** or **No**. It kind of depends.
3. If you have discovered that the habit is to ask an awful lot of **Closed Questions,** what we will find is, inadvertently we are putting **other people in control of the conversation** i.e. The people who are answering the questions.
4. So, when you say to somebody, “Did you enjoy the football?”.

And **they respond**, “Yeah, wasn’t it an amazing game. I really like the fact that we attacked down the wing and scored so many goals or whatever”  
The answer is that they are deciding how much info to give us.  
They could of course just say “yes”. Now in a Social Conversation, that would have been quite rude and we’d be quite shocked by that response.  
But the reality is that they are deciding how much info they give you.  
And they are not necessarily **deciding that consciously**.  
**That’s subconscious decision**.

1. What is also very true that the moment there is a little bit more formality to that situation, that more formality might be in a business, professional relationship (You are manager and talking to a member staff or you are supplier and talking to a potential customer 🡨 These are situations), or may be the formality is just to do with the intensity or the expectation of the relationship or in a romantic situation or even in a more conflict or stress situation.  
   But the minute that perception of formality increases, what most people do when they are answering questions, is they tend to close their answers down.  
   So, we are far more likely to get a Yes or No response when there is a formality in the situation.
2. So, there are times when asking **Closed Questions** are very useful.  
   **For example**: If we are in a deep conversation with someone and we want **to summarize to highlight** that we have **actually been listening** to what they were saying, then a **Close Question** can be really Good.  
   There are times when we want to get someone to say “Yes” or “No”. So, if we using questioning as part of a **Sales Strategy**, we are very much keen to get someone saying “Yes” to get someone nodding to our proposal.  
   So often **Sales People** will throw in some **Closed Questions** to get that sort of **Tacit Approval** because it means people are more likely to go on and buy, in theory.
3. There are situations where in fact, people are trained exactly the opposite.  
   If politicians are being interviewed and they will desperately try to avoid saying “Yes” or “No”. So, they will certainly answer fully even when they are asked **Closed Questions** because they do not want to be committed by a very definite “Yes” or a very definite “No”.
4. So, **Close Questions** are very useful at times depending our intentions, circumstances, and depending on the degree of formality.
5. But the harsh reality is, we are questioner are in control of that conversation.   
   The person who is in control whether they know it or not, is the person answering the questions.