

## Facilitator Questions

### Asking Open-Ended Questions

- Open-ended questions can't be answered with a quick "yes" or "no." Open-ended questions can help people look for connections between different ideas.

### General Questions

- What seems to be the key point here?
- Do you agree with that? Why?
- What do other people think of this idea?
- What would be a strong case against what you just said?
- What experiences have you had with this?
- Could you help us understand the reasons behind your opinion?
- What do you think is really going on here? Why is that important?
- How might others see this issue?
- Do you think others in the group see this the way you do? Why?
- How does this make you feel?

### Questions to Use when there is Disagreement

- What do you think he is saying?
- What bothers you most about this?
- What is at the heart of the disagreement?
- How does this make you feel?
- What experiences or beliefs might lead a person to support that point of view?
- What do you think is really important to people who hold that opinion?
- What is blocking the discussion?
- What don't you agree with?
- What do you find most convincing about that point of view?
- What is it about that position that you just cannot live with?
- Could you say more about what you think?
- What makes this topic hard?
- What have we missed that we need to talk about?

### Questions to Use When People are Feeling Discouraged

- How does that make you feel?
- What gives you hope?
- How can we make progress on these problems? What haven't we considered yet?

### Closing Questions

- What are the key points of agreement and disagreement in today's session?
- What have you heard today that has made you think, or has touched you in some way?