

APPENDIX 4-A

Strategies of Questioning

Questions are communication tools to help you gather relevant and reliable information to make accurate judgments. The kinds of questions you ask largely determine whether your interview process is successful. Described below are four types of questions that can be helpful in conducting interviews.

Type 1 CLOSED

- Definition: State specific issue and allow only one correct answer.
- Purpose/Use: Probe specific knowledge and skill competencies of the member.
- Examples: " How often should we take inventory?" "What testing techniques would you use to identify blood sugar levels in a patient?"

Type 2 OPEN-DIRECTED

- Definition: Identifies specific issues but allows for a broader range of appropriate answers.
- Purpose/Use: Probe competencies in areas where more than one approach is possible. Gather information on candidate's problem-solving ability and quality of judgment.
- Examples: " How do you prepare for a field assignment?"
"How would you handle a student with a complaint?"

Type 3 OPEN-SELECTED

- Definition: Identifies an issue and directs person to focus and evaluate selected features of the issue.
- Purpose/Use: Probe for person's perception of significant features of job and its problems. Gather information on candidate's values and concerns for selected features of the job.
- Examples: " What do you see as the three major flaws of our operating procedures?"
"Which facets of your job do you do best?"

Type 4 OPEN-UNDIRECTED

- Definition: Identifies an issue area but has no definite acceptable answer.
A projective, introspective probe.
- Purpose/Use: Gather information on the personal feelings and opinions of the candidate. Probe a person's imagination. Test the person's awareness levels and concern levels.
- Examples: "Why might you get bored with your work?"
"What does 'quality work' mean to you?"
"How would the ideal manager treat employees?"

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