



University of Washington Center for Institutional Change

**First National Leadership Workshop for SEM Department Chairs
July 8-9, 2004**

Open & Closed Questions

Loving Leadership™
Applying Communications Skills
Facilitator guide

Introduction examples:

Is the sun out today?
Did the lacrosse team win yesterday?
Is it supposed to rain this afternoon?
Did you go to the movie yesterday?
Did you go out to dinner?

Facilitation notes:

who, what, when, where
how, why

Small Group Practice:

Is it cold outside?
Did you have a good time with your friend last night?
Wasn't our meeting awful yesterday?
Are you going downtown for dinner on Thursday?
Do you know where the meeting is?
Did we get the donation yet?
Did you get my e-mail? "What did you think of my e-mail?"
Did you like dinner last night?
Was yesterday's seminar interesting?
Do you like President Bush?
Do you like my idea?
Do you think we should take the candidate out to lunch?
Did you get in touch with the Provost?
Do we have to turn that proposal into the Dean?
Do we have to turn that proposal into the Dean tomorrow?
Wasn't someone from purchasing going to contact you by now?
Have you turned in your grades?
Do you visit your parents regularly?
Did you order the supplies we talked about last night? "What's the status of the supply order?"
Is Emeril on everyday on the cooking channel?
Is "Lord of the Rings" worth seeing?
Did Sue or Sara volunteer to organize happy hour next week?
Is the meeting this Wednesday or next?
Did you turn off my computer last night? "How did you leave my computer last night?"
"What was the status of my computer last night?"

This may be a difficult closed question to convert to an open question that doesn't have judgment implied. Thus, this computer situation is probably better addressed through an "I statement" rather than an open question. You can use this computer question and the meta messages possibly implied as a segue to return to the large group where we are going to talk about You and I statements.