



# **PUBLIC HEALTH**

**ALWAYS WORKING FOR A SAFER AND HEALTHIER WASHINGTON**



**Washington State WIC Nutrition Program**

# December All WIC Meeting



WIC Connects One-to-One  
December 13, 2010

# Reflecting Back on *Fall* Reflections



What difference, if any, has reflective listening made in the interactions you have had with the people you connect with one-to-one?



*A Winter  
Wonderland  
of Open-ended  
Questions*

# OPEN ENDED QUESTIONS

How I learn what is important to my client

and

enjoy my work!



## OPEN ENDED QUESTIONS:

- You will get a longer answer
- Your client has a chance to think and reflect
- You will hear opinions and feelings
- Hand control of the conversation to the **respondent**

*What did you do on your holiday?*

*How do you keep focused on your work?*



## CLOSED QUESTIONS:

- Give you *facts*
- Are easy and quick to answer (usually “yes’ or “no”)
- Keep control of the conversation with the **questioner**

*It's great weather, isn't it?*

*Where do you live?*

*What time is it?*



## OPEN ENDED QUESTIONS (in closing)

Because it's winter, and the weather outside can be "crummy", we want this activity to be... delicious (you thought I was going to say yummy-didn't you?).. and so we have something you can really sink your teeth into while practicing asking open-ended questions.

**Ask your partner, "Why did you choose \_\_\_\_\_ cookies over \_\_\_\_\_ cookies?"**

**Ask a second open ended question after they respond.**





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