

## OPEN-ENDED QUESTIONS OR STATEMENTS THAT PROMOTE FAMILY-CENTERED HELP-GIVING PRACTICE

*Open-ended questions and leading statements* are particularly useful in getting to know families. An open-ended question cannot be answered *yes* or *no*, but parents can choose the information they want to share when answering. A family contact can be thought of as a funnel, starting with very broad, open-ended questions or statements that become more specific and focused as one narrows in on specific areas of concern. Leading statements are an alternative to questions, but have the same goal of eliciting information by introducing a topic, and allowing the parent to choose the information they want to share.

### **INVITATION/ENTRY PHASE**

1. What's new?
2. What would you like to talk about today?
3. How have things been going?
4. What have you been thinking about since our last visit?
5. Can you share with me some of your ideas about.....?
6. Tell me about when \_\_\_\_\_ was born.
7. I'd like to hear your opinions about \_\_\_\_\_.
8. Give me an example of how you \_\_\_\_\_.
9. Maybe it would help to talk about \_\_\_\_\_.
10. Tell me more about it.

### **EXPLORING AND PLANNING: Discovering needs, strength and resources of support**

1. What experiences have you had with this sort of thing?
2. What have you already tried?
3. What has worked for you before?
4. What information do you have about that?
5. Will you fill me in on the background?
6. What do you want to have happen?
7. What have you already found out?
8. Where do you see this going?
9. Is there someone in the neighborhood/at work who can help?
10. Who has helped in the past with that?
11. What about \_\_\_\_\_? Could they help with this?
12. What do you think you could do?
13. How do you plan to do it?
14. What if that doesn't work?
15. What are the other possibilities?
16. What's the next step?
17. How does it fit into your future plans?
18. You've always had good questions for me, perhaps you could think of some questions you would like to write down for the doctor.
19. You're always organized so well. I need you to help me think through this.
20. Your idea is good. Another point to consider might be \_\_\_\_\_.

21. You take such good care of \_\_\_\_\_. Perhaps you could offer to take care of your sister's boys.
22. I know you often take your mother to the store. How would she feel about watching \_\_\_\_\_ for a couple of hours in exchange for you to \_\_\_\_\_?

**SUMMARIZING: Courses of Action**

1. How would you summarize our ideas?
2. Which of the things we've talked about would you like us to begin to work on this week?
3. Several things you've mentioned seem to be related to \_\_\_\_\_. It sounds as though you'd like to start working on that right away. Should we write it down on the IFSP?
4. We've talked about several things related to (this need). Could you help me review the steps we need to take to accomplish it so we can write down our course of action?
5. We've just talked about several important things. I think we decided you'll do \_\_\_\_\_ and I'll do \_\_\_\_\_. Was that your understanding, too? Let's write that on the IFSP so we won't forget.
6. Your suggestions for meeting this need were well thought out. Does the way we wrote them down include everything we want to do?
7. What do you feel we've accomplished during this visit?

Andrews, M.A. & Andrews, J.R. (1993). Family-centered techniques: Integrating enablement into the IFSP process. *Journal of Childhood Communication Disorders JCCD*, 15(1), 41-46.