**Asking the**

**Right Questions**

*Mediators gather information for clarity and understanding.*

*Unlike “closed” questions that have only a yes or no answer, “open-ended” questions invite the disputants to tell how they are feeling and what they are thinking instead of the mediators guessing.*

*This exercise gives mediators practice in asking open-ended questions instead of closed questions that are answered only with a yes or no.*

*Take these closed questions and make them open-ended questions:*

Are you sad about that?

Did you freak out when you heard that?

Did that upset you?

Did you want to hit him?

Does that surprise you?

Are you telling the truth?

Did that make you mad?

Were you scared?

Do you remember that?

Are you sure it happened that way?

Do you believe that?