

Adult Protective Services: Professional Communication

Question Style and Content Activity

For this activity, you are being asked to identify both the question content type (*general, focused, or disclosure clarification*) and question style (*open-ended, multiple choice, yes/no, leading, or coercive*).

Use the following script of an interview between a worker (W) and a client (C). In the first column, please identify what content type (*general, focused, or disclosure clarification*) the question is using the key below. In the second column, please identify what style (*open-ended, multiple choice, yes/no, leading, or coercive*) the question is using the key below. Use line #1 of the script as an example.

NOTE: When making a decision about the question style, you may find that a question is *open-ended, multiple choice, or yes/no* **AND** also either *leading or coercive*. If this is the case, please only select *leading or coercive*, and not the other relevant style type (so, if the worker's statement is both multiple choice and coercive, choose only coercive).

KEY

QUESTION CONTENT TYPE		QUESTION STYLE	
G	General	O	Open-Ended
F	Focused	MC	Multiple Choice
DC	Disclosure Clarification	Y/N	Yes/No
		L	Leading
		C	Coercive

CONTENT	STYLE			
G	O	1	W	What's your name?
		2	C	Marge.
		3	W	Marge, who lives with you?
		4	C	My son, John.
		5	W	Does John provide any of your care?
		6	C	Yes.
		7	W	What kind of help does he provide?
		8	C	He does all the housekeeping, as best he can, and the grocery shopping and cooking. He also takes me to the doctor. And, sometimes I have to ask him for help getting to the bathroom.
		9	W	I take it John isn't much of a housekeeper. Doesn't that bother you?
		10	C	Like I said, he does his best.
		11	W	How do you and John get along?
		12	C	Ok, most of the time.
		13	W	Tell me about the times when you don't get along.
		14	C	Well...sometimes I get on his nerves.
		15	W	What happens then? Does he lose his temper or yell at you?
		16	C	<i>(silence)</i>
		17	W	What kinds of things do you do that gets on his nerves?
		18	C	Well, he hates it when I interrupt his television programs because I need help to the bathroom.
		19	W	Does he take you to the bathroom then or does he ignore you?
		20	C	Sometimes he's busy and I have to wait. And sometime I have accidents and that makes him really mad.
		21	W	So he blames you for the accidents?
		22	C	Yeah. He acts like I did it on purpose but I can't help it.
		23	W	Does he help you clean up or do you clean up after yourself?
		24	C	He does sometimes, but he yells at me. And, he is not very gentle.
		25	W	What do you mean when you say that he is not gentle?
		26	C	Well, he grabs me up off the chair and pushes me into the bathroom. I have a hard time walking fast so sometimes he drags me.
		27	W	<i>(sees bruises on arms)</i> Is that how you got those bruises on your arms?
		28	C	I guess so.

APS Core: *Professional Communication*. Written by NAPSA.

Adapted by IHS for Ohio Human Services Training System - Revised August 2018

		29	W	When was the last time John got mad at you?
		30	C	Yesterday.
		31	W	You said he pushes and drags you. Did he do that yesterday?
		32	C	Yeah, he was really mad because I had messed myself.
		33	W	So, he was more angry than usual?
		34	C	I guess so.
		35	W	He was so mad that he hit you, didn't he?
		36	C	(<i>silence</i>)
		37	W	Marge, you have to tell me what happened or the police won't do anything.
		38	C	I don't want to talk about this anymore.