

Adult Protective Services: Professional Communication

Question Style and Content Answer Key

Group participants into pairs. Distribute **Handout #3, Question Style and Content** and then read the following instructions out loud.

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).

Ask if there are any questions and then tell participants that they have approximately 25 minutes to complete this activity. Once everyone is done, reconvene participants. Read each question and pick a group to share their classification. Discuss any answers that do not match the answer key. Proceed to the next question and repeat this process.

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.
G	O	3	W	Marge, who lives with you?
		4	C	My son, John.
F	Y/N	5	W	Does John provide any of your care?
		6	C	Yes.
F	O	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.
F	L	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.
G	O	11	W	How do you and John get along?
		12	C	Ok, most of the time.
F	O	13	W	Tell me about the times when you don't get along.
		14	C	Well...sometimes I get on his nerves.
F	L	15	W	What happens then? Does he lose his temper or yell at you?
		16	C	<i>(silence)</i>
F	O	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.
F	MC	19	W	Does he take you to the bathroom then or does he ignore you?
		20	C	Sometimes he's bush and I have to wait. And sometime I have accidents and that makes him really mad.
F	Y/N	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.
F	MC	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.
DC	O	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.
DC	Y/N	27	W	<i>(sees bruises on arms)</i> Is that how you got those bruises on your arms?
		28	C	I guess so.
DC	O	29	W	When was the last time John got mad at you?

		30	C	Yesterday.
DC	Y/N	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.
DC	Y/N	33	W	So, he was more angry than usual?
		34	C	I guess so.
DC	L	35	W	He was so mad that he hit you, didn't he?
		36	C	<i>(silence)</i>
F	C	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.