

FOUR FORMS OF INQUIRY

HUMBLE INQUIRY

With humble inquiry you ask questions to which you don't know the answer. This helps building a relationship based on curiosity and interest in the other person. By emphasizing exploratory questions you maximise letting the other person tell his or her story in as unbiased a way as possible...

DIAGNOSTIC INQUIRY

With diagnostic inquiry you begin to influence the client's mental processes by focusing on issues other than the ones the client choose to report. The main issue here is whether you are really helping, or just indulging your curiosity in an inappropriate way...

CONFRONTATIONAL INQUIRY

With confrontational inquiry you insert your own ideas – but in the form of a question. This can rarely qualify as Humble Inquiry because you are taking charge of both the process and the content of the conversation. You are tacitly giving advice, and this often causes resistance in others...

PROCESS-ORIENTED INQUIRY

Process-oriented inquiry shifts the conversational focus onto the conversation itself, and enables both parties to assess whether their relationship goals are being met. Process-oriented inquiry can be humble, diagnostic or confrontational...

FOUR LINES OF QUESTIONING



SYSTEMIC QUESTIONS

Questions that build understanding of the **total situation**.



ACTIONS TAKEN OR CONTEMPLATED

Questions that focus others on what they **did**, are thinking about doing, or **plan to do** in the future.



CAUSES AND MOTIVES

Questions about **motivation** or about **causes** that focus the others on their motivations in relation to something that they have been talking about.



FEELINGS AND REACTIONS

Questions which focus others on their **feelings** and **reactions** in response to the events they have described or the problems that have been identified.

