

Exercise for training communication-skills

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Types of questions

<u>Detective</u>	<u>Captain/judge</u>
Explore and unravel 'the mystery'.	Charting the course
'Good' curiosity	Keeping focus, creating an overview and directing
To see what's there and not what we think is there	Good advice, summing up
The intention is to clarify	The intention is to correct The questions are more closed, leading questions
Questions are primarily wh-questions like what, where, when, who, which etc.	<u>Examples:</u>
The word 'why' is an exception since it may cause an unpleasant feeling of being obliged to justify or explain statements or thoughts.	What do you think is most importance for us to talk about?
<u>Examples:</u>	Where are we and what is needed?
What is this?	How do you move on from here?
What may be necessary here?	How can you achieve your goals?
What's most important?	What will be the net thing for you to do?
Who is involved?	

<u>Researcher/ anthropologist:</u>	<u>Guide</u>
Investigates the many different relations attached to the content, needs and challenges in the conversation	Guiding, gazing into the crystal ball
Investigates different cultures and subcultures in society	Putting words to wishes, dreams and ideas
Investigates how other people perceives the world, how they describe their life and their philosophy of life	Thinking 'out of the box', giving new perspectives
The intention is to investigate	The intention is to facilitate
Questions are wh-questions.	Hypothetical questions.
<u>Examples:</u>	<u>Examples:</u>
What motivates you?	What will happen if....?
	What if...?
	If you had a free choice what would you do?
	How do you think this will be in three months?

Inspired by Karl Tomm(1989): *Det systemiske spørgehjul*

Exercise with different types of questions

- Go together 4-5 persons.
- Draw areas on the floor with chalk and write the headlines (the different question types) on the areas.
- One person is narrator and acts one of the children from the Somalian family described in the case below.
- The other person asks questions and moves physically between the areas on the floor – dependent on the position from which questions are asked.
- The remaining 2-3 persons are observers and 'life-lines'.

Timeframe:

- Conversation: 10 min
- Reflection: 15 min: What was it like to be questioning the other person? Discuss possibilities and challenges within the different question types.

Roles:

Every person in the group needs to try to question one of the others.

Case:

This family are refugees from Somalia. Family consists of mother (35 years), father (40 years) and 6 children in the age of 0 -15 years.

The family lives in Vollsmose. They live very isolated and mostly they meet with other Somalians They speak very little Danish. They do not know the possibilities for leisure activities in the area.

The mother takes care of and controls the youngest children while the father takes care of and controls the older children.

The father is often absent and together with other Somalian men. He is a frequent user of khat.

The father suffers from posttraumatic stress syndrome caused by traumatic experiences in Somalia. He has problems sleeping and he is often irritated. The mother is overweight and suffers from Diabetes. Also the children are overweight and in bad physical shape.

You meet the family.....