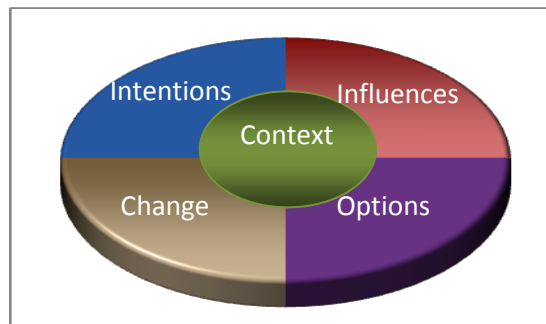


Elicitive Inquiry Framework



Context: *Share facts and perceptions related to the concerns in question*

Open Questions:

- Tell me about this situation.
- What is hardest or most challenging about this situation?

Evaluative Questions:

- I think I get the situation. Is it that...?
- Why is this so hard for you?

Intentions: *Look for the intention behind the action; seek to identify the motivation(s).*

Open Questions:

- What are your intentions?
- What are you trying to accomplish?
- What do you want?
- What do you notice in your body right now?

Evaluative Questions:

- You seem to be doing...
- Based on what you are saying, it seems that you are..

Influences: *Understand what internal/external factors influence the decision.*

Open Questions:

- What causes you to act as you do?
- What influences you in this choice/action/decision?
- How are you responsible for this situation?
- What scares you?
- How are you getting in your own way?

Evaluative Questions:

- Are you influenced by...?
- Do you think your responsibility in the situation is...?

Options: *Consider other approaches/choices that might have been taken.*

Open Questions:

- What other options might you select?
- What other decisions might you make?
- If you knew you could not fail, what would you do?
- What is the best & worst that could happen if you do...?

Evaluative Questions:

- What do you think of these other options you might consider?
- What do you think about doing xx instead?

Change: *How can one be aware of proclivities and act to change potential outcomes in the future?*

Open Questions:

- What might you choose to do differently?
- What do you take away from this conversation?
- What might you change to respond differently in the future?
- How are you getting in your own way?

Evaluative Questions:

- Based on what you have been telling me, I think next time you should consider... What do you think?
- Here is what I would do...

Adapted from "The Fallible Ombuds: Learning from Errors Through a Reflective Practice: Elicitive Inquiry Framework" by David Michael, Ombuds, National Institutes of Health and Francine Montemurro, Ombuds, Boston University, and from Peer and Self-Mentoring, Good Questions to ask by Kathy E. Kram, Shipley Professor in Management, Boston University School of Management.

Elicitive Inquiry Framework

Context: *Share facts and perceptions related to the concerns in question*

Open Questions:

Notes:

- *Tell me about this situation.*
- *What is hardest or most challenging about this situation?*

Intentions: *Look for the intention behind the action; seek to identify the motivation(s).*

Open Questions:

Notes:

- *What are your intentions?*
- *What are you trying to accomplish?*
- *What do you want?*
- *What do you notice in your body right now?*

Influences: *Understand what internal/external factors influence the decision.*

Open Questions:

Notes:

- *What causes you to act as you do?*
- *What influences you in this choice/action/decision?*
- *How are you responsible for this situation?*
- *What scares you?*
- *How are you getting in your own way?*

Options: *Consider other approaches/choices that might have been taken.*

Open Questions:

Notes:

- *What other options might you select?*
- *What other decisions might you make?*
- *If you knew you could not fail, what would you do?*
- *What is the best & worst that could happen if you do...?*

Change: *How can one be aware of proclivities and act to change potential outcomes in the future?*

Open Questions:

Notes:

- *What might you choose to do differently?*
- *What do you take away from this conversation?*
- *What might you change to respond differently in the future?*
- *How are you getting in your own way?*

Elicitive Inquiry Framework

Further reading:

1. Wikipedia discussion on reflective practice: http://en.wikipedia.org/wiki/Reflective_practice
2. [Schön, D.](#) (1983) *The Reflective Practitioner, How professionals think in action*, Basic Books. [ISBN 0-465-06878-2](#)
3. Johns, C (1995). "Framing learning through reflection within Carper's fundamental ways of knowing in nursing". *Journal of advanced nursing* 22 (2): 226–34. doi:10.1046/j.1365-2648.1995.22020226.x. PMID 7593941.
4. Somerville, D; Keeling, J (2004). "A practical approach to promote reflective practice within nursing". [Nursing Times](#) **100** (12): 42–5.
5. Brian Goldman Ted Talk:
http://www.ted.com/talks/brian_goldman_doctors_make_mistakes_can_we_talk_about_that.html?source=email#.UjYHJF1Fhdt.email