**Questioning Techniques**

An important part of the investigatory process is drawing out information using appropriate questioning techniques.

 **Open Ended & Probing Questions**

Questions to get an explanation or start a new area of discussion – starting with what, why, when, how, where, who

 **Probing questions**

To get more details/clarify points. Follow up on information already provided

 **Closed questions**

Questions which can only be responded to with one word answers. This is to be avoided when opening up areas of discussion but they can be useful for confirming facts, e.g. Did you, can you, are you etc

 **Playback question**

Used to “play back” to the employee your understanding of what they have said

 **Multiple questions**

To be avoided. Asking more than one thing at a time can lead to confusion and may lead to parts of the question being unanswered

 **Leading questions**

To be avoided. These can be perceived as putting words in the mouth of the witness e.g. so you did, so you were going to etc