

EVOCATIVE

asking a question to probe for
desire, ability, reasons, need or commitment

Examples:

- “Why do you want to make that change?” (desire)
- “How might you go about it, in order to succeed?” (ability)
- “What are the 2 best reasons for changing it?” (reasons)
- “How important is it for you to make this change?” (need)
- “So what do you think you’ll do?” (commitment)

Open-Ended Questions

Scenario:

Assessment question – When and what is in the bottles?

WIC participant response – *“She has a bottle with milk at bed time. We’ve been trying to stop using bottles, but it’s really hard to get Marissa to fall asleep at night without her milk bottle.”*

ELABORATION

when a change talk theme emerges, ask for more detail

Examples:

- “Tell me more about that.”
- “In what way?”

Open-Ended Questions

Scenario:

Assessment question – “Given all we have talked about, what nutrition or health questions do you have today?”

WIC participant response – *“How can I lose weight? I want to get back to what I weighed before I had my baby. I’ve started exercising some.”*

EXAMPLE

when a change talk theme emerges,
ask for specific examples

Examples:

- “What happened?”
- “Give me an example.”
- “When did that occur?”

Open-Ended Questions

Scenario:

Assessment question – How do you plan to feed your baby?

WIC participant response – *“I might try breastfeeding until I return to work, but I’m not sure. I tried breastfeeding my first baby and it didn’t go very well.”*

LOOK BACK

ask about a time before the
participant's current concern emerged

Example:

- “How were things better or different when you did it before?”

Open-Ended Questions

Scenario:

Assessment question - What foods do you typically eat?

WIC participant response - *"I used to eat a lot of salads when I was pregnant, but I'm not doing as well now with vegetables. I have them maybe once or twice a week."*

LOOK FORWARD

ask what may happen if things continue
as they are (status quo) or change

Examples:

- “If you were 100% successful in making the changes you want, what would be different?”
- “How would you like the situation to be a year from now?”

Open-Ended Questions

Scenario:

Assessment question – Has your doctor identified any health problems or medical conditions for Tyler?

WIC participant response – *“The doctor wants Tyler to gain weight. We’re trying, but it’s always a struggle to get him to eat. He’d rather have his sippy cup than eat.”*

QUERY EXTREME

ask what may happen in the worst or best case scenario

Examples:

- “What is the worst thing that might happen if you don’t (or do) make that change?”
- “What is the best thing that might happen if you do make that change?”

Open-Ended Questions

Scenario:

Assessment question – Tell me what Elaina routinely drinks most days?

WIC participant response – *“She drinks milk, Pediasure and water. We saw the nurse yesterday. She said it’s okay if we stop giving Elaina Pediasure. I’m a little nervous about doing that because the Pediasure has really helped.”*

CHANGE RULER

use a scale to assess readiness

Example:

- “On a scale from zero to ten, how important is it to you to make that change – where zero is not at all important, and ten is extremely important?”

Example of follow-up questions:

- “And why are you at __ and not zero?”
- “What might happen that could move you from __ to a higher number?”

Open-Ended Questions

Scenario:

Assessment question – Are you avoiding food for any reason such as food allergies?

WIC participant response - *“My doctor wants me to stop drinking soda during my pregnancy. I drink soda at my McDonald’s job because it’s warm there and soda is free.”*

Open-Ended Questions

GOALS AND VALUES

ask what the person's guiding values are

Example:

- “What do you hope for in your child's future?”

Open-Ended Questions

Scenario:

Assessment question – How do you feel about Emma's growth?

WIC participant response – *"I'm worried about Emma's weight, how other children might tease her."*