

# ASKING

## *Supportive Questions*

Support and Learning Cards

For the full publication and access to the other **FOCUS learning** educational products see the **FOCUS learning** Website: ➔ [www.focus-learning.eu](http://www.focus-learning.eu)

The material these cards are based on is from **FOCUS learning**, Chapter 3 - 'Facilitation of Learning'



**FOCUS**  
*learning*

**SALTO** TRAINING &  
COOPERATION



# ASKING SUPPORTIVE QUESTIONS

A youth worker who was interviewed for the 'Time to Show Off!'<sup>1</sup> research report said:

*'Asking good questions is according to me the most crucial competence of a youth worker... and it's so damn difficult!'*

These **2 sets of cards** are designed to give a focus on the role of the youth worker in asking questions.

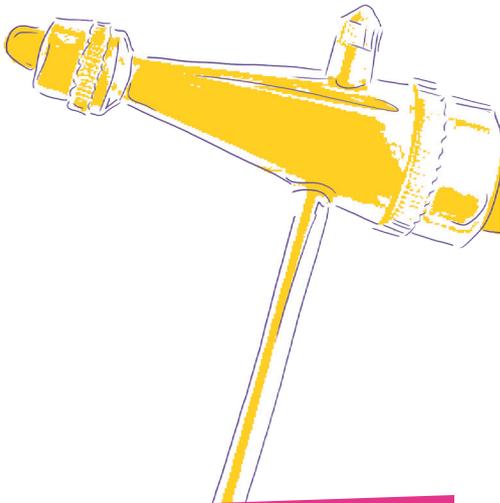
- The first set are key pointers about why it is important to ask questions.
- The second set explores what makes a good question.



**ASKING**  
*Supportive Questions*

**Support and Learning Cards**

<sup>1</sup> Kloosterman, P. (2019)



## WHY

*it is important to ask questions.*

**SET 1**



## ASKING

*Supportive Questions*

**Support and Learning Cards**

1

ASKING QUESTIONS CAN  
HELP YOUNG PEOPLE TO

SEE  
NEW

PERSPECTIVES

WHY

*it is important to ask  
questions.*

1



ASKING QUESTIONS CAN  
HELP YOUNG PEOPLE TO

RE  
COGNIS  
E

THEIR  
OWN  
LEARNING



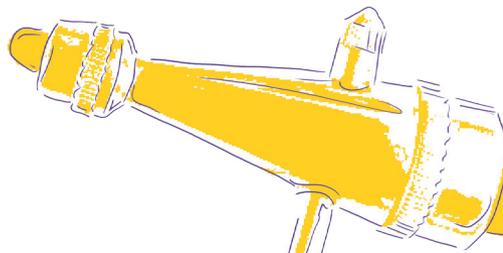
WHY

*it is important to ask  
questions.*

ASKING QUESTIONS CAN  
HELP YOUNG PEOPLE TO

GIVE  
WORDS  
TO

DOUBTS AND  
CHALLENGES



WHY

*it is important to ask  
questions.*

ASKING QUESTIONS CAN  
HELP YOUNG PEOPLE TO

W H H P  
ARTICULATE  
T H E V R  
E Y E I  
N  
C  
E  
D

WHY

*it is important to ask  
questions.*

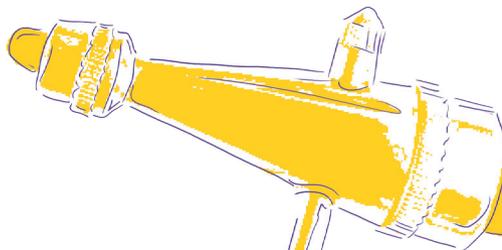


5

ASKING QUESTIONS CAN  
HELP YOUNG PEOPLE TO

TALK

ABOUT  
THEMSELVES



WHY

*it is important to ask  
questions.*

5

ASKING QUESTIONS CAN  
HELP YOUNG PEOPLE TO

# FOR WISHES AND NEEDS LATE

## WHY

*it is important to ask  
questions.*



ASKING QUESTIONS CAN  
HELP YOUNG PEOPLE TO

REFLECT

REFLECT

WHY

*it is important to ask  
questions.*



WRITE YOUR OWN

THOUGHTS

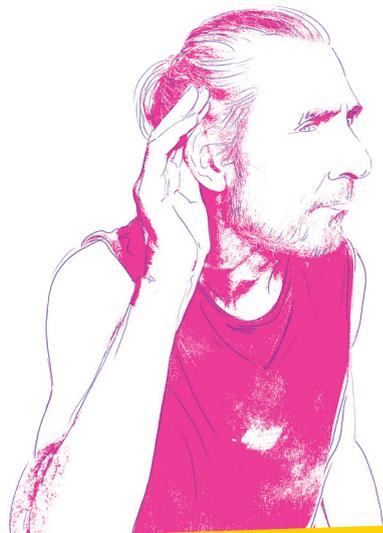


WRITE YOUR  
OWN THOUGHTS



**WHAT**  
*makes a good  
question?*

**SET II**



**ASKING**  
*Supportive Questions*

**Support and Learning Cards**

1

A QUESTION IS

MORE THAN

A QUESTION

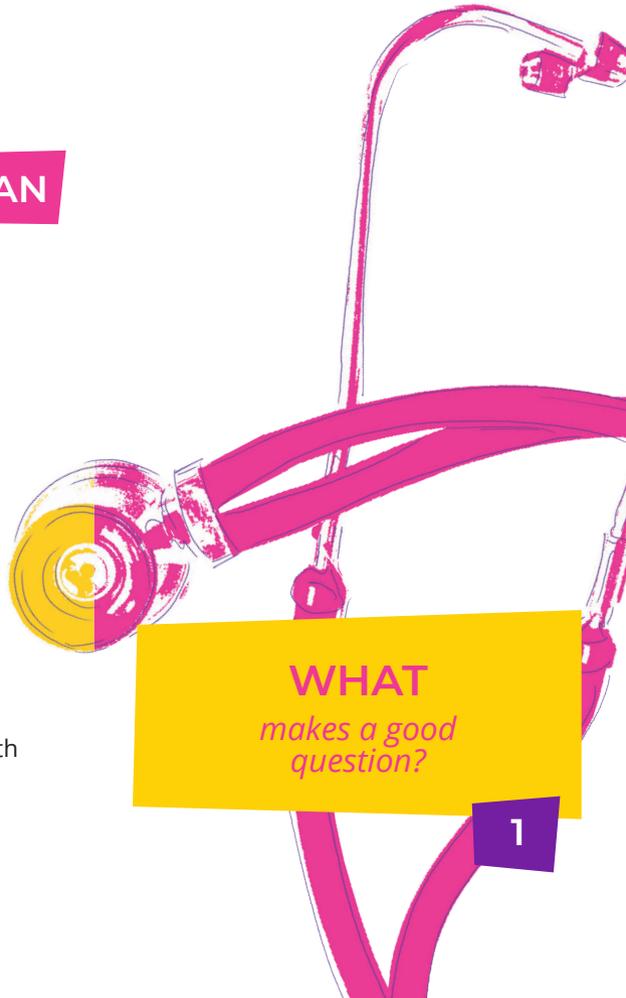
**Asking questions is about much more than the questions themselves.**

**It involves:**

- the situation in which they are asked
- the attitude of the youth worker asking the question
- the relationship between the youth worker and the young person
- the way the questions are asked

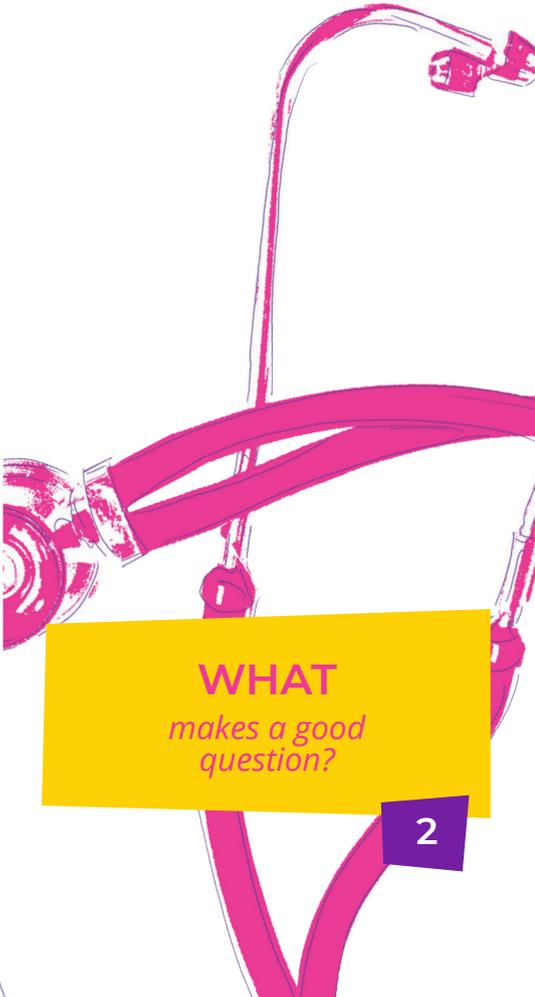
**WHAT**  
*makes a good question?*

1

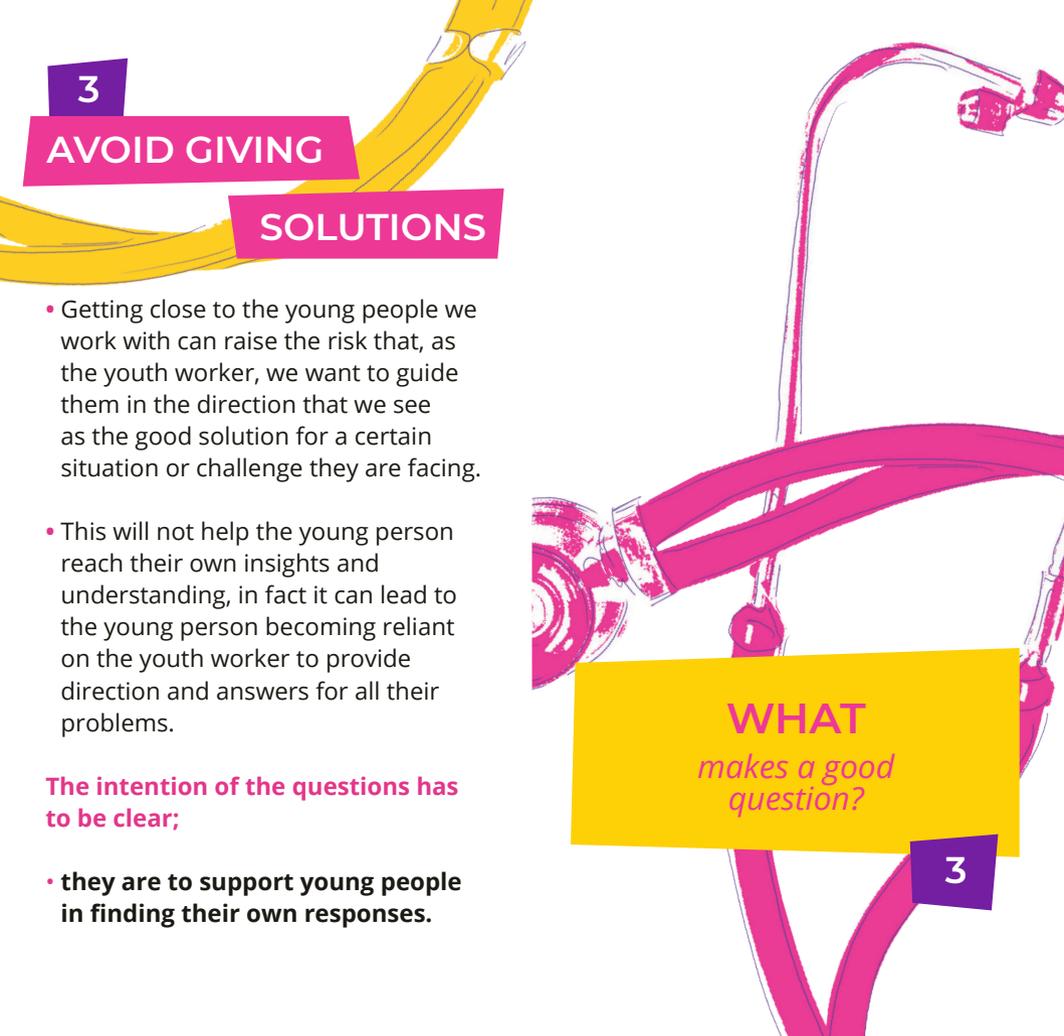


## GOOD QUESTIONING

- The most important part of 'good' questioning is you, the youth worker, having a **genuine and sincere interest in the young person** and ensuring that they understand this.
- The most wonderfully formulated question will not work if you don't **show connection and curiosity to the young person** you are asking the question to.
- Being sincerely interested in the young person will help you ask the **right questions** because they **will come naturally from the curiosity** you have about this young person.



**WHAT**  
*makes a good  
question?*



3

## AVOID GIVING

## SOLUTIONS

- Getting close to the young people we work with can raise the risk that, as the youth worker, we want to guide them in the direction that we see as the good solution for a certain situation or challenge they are facing.
- This will not help the young person reach their own insights and understanding, in fact it can lead to the young person becoming reliant on the youth worker to provide direction and answers for all their problems.

**The intention of the questions has to be clear;**

- **they are to support young people in finding their own responses.**

**WHAT**  
*makes a good question?*

3

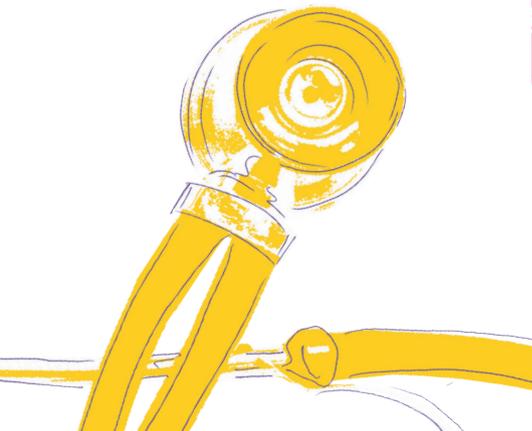
4a

## LISTENING

**To listen is crucial when asking questions.**

This may sound obvious, but it may be quite challenging.

Many young people, especially at the beginning of the process, are used to listening and will expect the youth worker to talk.



**WHAT**  
*makes a good  
question?*

4a

4b

## LISTENING

**The crucial element for the youth worker, however, is to listen carefully and attentively to what the young person says.**

Listening is vital to discover and recognise any specific needs, blocks and passions the young person might have.

**Too often we immediately come up with answers and solutions, instead we should be listening and asking the questions that **support the young people - the learners - to come up with their own solutions.****

**WHAT**

*makes a good question?*

4b



## QUESTIONS AND

## CHALLENGES

- Look again at Set 1 of the cards, reflect on the information on each card and identify when you have achieved each of these scenarios with a young person, can you recall the types of questions you used...?
- Think about the young people you are working with and try to come up with questions you could ask incorporating the principles of the 2nd set of cards
- Try to measure the amount of time that you speak and the time taken by the young person to speak, do this during an individual talk.



## QUESTIONS AND CHALLENGES

WRITE YOUR OWN

THOUGHTS



WRITE YOUR  
OWN THOUGHTS