

Open vs. Closed Questions: Communication Scenarios

Instructions: Read the following scenarios and think of an “open” question you might ask that would elicit more information from the person you are asking.

1. **Feline Intake:** A local rescue group consistently brings in kittens, despite the fact that you’re struggling with admissions from the field and the public.

2. **Heartworm Treatment:** Christa is taking home her new dog who is currently being treated for heartworm. She has lots of questions about what “keeping the dog quiet” means.

3. **Medications on board:** Walter has just been adopted! He’s going home with meds that need to be given 3 times a day.

4. **Puppy Adoption:** The Dempster family is here to adopt a puppy. It’s their first pet now that the kids are older – ages 4 and 6.

5. **Return to Owner (RTO):** Fergus has come into the shelter 3 times in the past few months as a stray. His family has come each time to reclaim him quickly.

6. **Staff/Volunteer:** A new volunteer started out enthusiastically doing great work with cats. He’s just told you he’s leaving because it’s not what he’d hoped.
