The Right Question Strategy for Self-Advocacy and Problem Solving

Mt. San Antonio College

April 6, 2017
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The Right Question Strategy for Self-Advocacy and Problem Solving

Components of the Strategy

✓ The Question Formulation Technique
A step-by-step process that allows participants to produce their own questions, improve their questions and strategize on how to use their questions.

✓ The Framework for Accountable Decision Making
An analytical structure that allows participants to focus on key decisions, ask their own questions and apply criteria for accountable decision-making – questions about the reasons, the process and their role in the process.

In a democracy, we should expect and require that all decisions are guided by the following criteria. There should be:

- **Legitimacy:** The decisions are based on policies, standards, rules that are fairly applied.
- **Transparency:** The process used to make the decision is visible to all.
- **Opportunities for participation:** There is a role in the decision making process for the individual affected by the decision.
My List of Questions to Ask

Topic: ________________________________________________________________

1. Ask as many questions as you can about the topic:
   - Do not stop to try to answer or judge the questions
   - Write each question exactly as it comes to mind
   - Change any thoughts or statements into questions

2. Find different types of questions:
   - *Closed-ended questions* – can be answered with “yes” or “no” or with one word.
   - *Open-ended questions* – require an explanation.

3. Practice changing questions to get different information. Change one of each:
   - Closed to Open
   - Open to Closed

4. Find questions about reason, process and role as follows:
   - find one question that will help you learn about the reason(s) for the decision
   - find one question that will help you learn about the process for making the decision
   - find one question that will help you learn about your role or the role of the people affected by the decision

5. Reflection
   - What did you learn?
   - How can you use it?
### OBSERVER CHECKLIST

Please check the box when the facilitator completes the following:

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<tbody>
<tr>
<td>• Invited the participant to ask questions</td>
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<td>• Talked with the participant about the importance of asking questions</td>
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<td>• Explained the reasons for practicing asking questions and writing down the questions before answering them</td>
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<td>• Gave instructions on how to produce questions</td>
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<td>• Paused and gave the participant time to think of questions</td>
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<tr>
<td>• Wrote down the participant's questions</td>
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<td>• Collected more questions before answering</td>
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