Cheat Sheet for Getting Actionable Information

Communities need really detailed information to design powerful strategies. Unfortunately, people typically give fairly vague, high-level answers when asked questions. Try using the following clarifying questions during conversations to get actionable information.

Clarifying Questions

- What would that **look like**?
- Can you **tell us more** about XX?
- Could you **explain what you mean** by XX?
- Can you **tell me something else** about XX?
- Can you **give me an example**?
- **Who** does that involve?
- **When** does it happen? **Where**? **How**?
- **Why do you think** that happens?

Example of a response that does <u>NOT</u> have enough detail:

- Families need support
  - *Example clarifying questions you could use for this response: What kinds of support do families need? Can you give me an example?*

- Programs aren't affordable
  - *Example clarifying questions you could use for this response: What programs? What would be more affordable for families?*

Example of a response that <u>DOES</u> have enough detail:

- Families need more early literacy supports to help their 4 year old kids get ready for school

- Quality childcare programs are not affordable for many families; programs that cost over $200 a week are too expensive.