

**Journaling tips**

Try using 'what' and 'how' during your conversations today.

Spend some time after your conversations today to note if you collected more information from using open-ended questions.

List a few of the open ended questions you used today: \_\_\_\_\_

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Document if you found more information than expected by using the above questions: \_\_\_\_\_

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How can you add more open ended questions to your daily interactions? \_\_\_\_\_

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**Pro tip**

Be mindful of the questions you're asking today. Try to word them using "what" and "how" to give others space to answer freely.