

The reference table below provides examples of closed and open questions and describes how they differ.

Closed, leading questions that you should avoid	Open, non-leading questions you should include	Difference between the examples
In what ways would your ratings increase with the implementation of this feature?	How would your ratings be effected with the implementation of this feature?	Stated “increase” in the first question whereas the second question allows for responses to indicate increases and decreases or even no effects.
Provide reasons why this idea would not work for your team’s dynamic/workflow?	In what ways would this idea affect your team’s dynamic/workflow?	First question is presuming the idea will not work whereas the second question is open to asking how the idea would work for the team.
What are the positive aspects of this screen design?	What are the positive and what are the negative aspects of this screen design?	First question only asks about the positive aspects of the screen display whereas the second question asks for the positive and the negative aspects too.