

# ORID QUESTION FRAMEWORK<sup>1</sup>

- The ORID question framework is a powerful way to gain information and open insights in a conversation.
- It aligns with the way in which adults learn from and through experience.
- Do not underestimate the power of reflective questions. Often uncomfortable to ask, they reveal powerful insights and give space to the other person's internal voice, which in turn can unblock a conversation.

|              |                                 |  |   |
|--------------|---------------------------------|--|---|
| OBJECTIVE    | WHAT'S HAPPENING?               | Questions that surface facts and directly observable data and generate a common pool of "knowledge" needed to understand the context | <ul style="list-style-type: none"> <li>• What is the history of the situation?</li> <li>• What do we know about the situation?</li> <li>• What's happened so far?</li> <li>• What information do we have?</li> </ul>  |
| REFLECTIVE   | WHAT ARE YOU THINKING/ FEELING? | Questions that explore feelings, emotions, personal connections to the situation and that access the 'gut level' response            | <ul style="list-style-type: none"> <li>• How is that sitting with you?</li> <li>• What does this remind you of?</li> <li>• How are you feeling about the situation?</li> <li>• What concerns do you have?</li> <li>• Why do we see it differently?</li> </ul> |
| INTERPRETIVE | WHAT DOES IT MEAN?              | Questions that help make sense of the situation by examining values, assumptions, significance and implications                      | <ul style="list-style-type: none"> <li>• What have you learned so far?</li> <li>• What are some of the underlying drivers?</li> <li>• What might apply on this occasion?</li> <li>• How might that play out?</li> </ul>                                       |
| DECISIONAL   | WHAT NEXT?                      | Questions that encourage commitments to informed, future action and potential experimentation, or pilot projects/closure             | <ul style="list-style-type: none"> <li>• Which option do you want to explore further?</li> <li>• How will you prioritise these?</li> <li>• What else could you do?</li> </ul>   |