When something you observe concerns you, ask questions, try to gain more information, and avoid making assumptions! Try to keep your questions and comments focused on the child, not the parent! Avoid using “why” questions; replace them with “what” questions. Help the parent be more specific by avoiding general terms such as “good” or “bad”. Explore what terms means to them by asking questions.

From: S.Campbell, et.al. Fortifying Programs against the "Forces of Risk"; 1999

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Questions to gain more information:
- Does he/she like it when you…?
- How does he/she let you know when she has had enough?
- How does he/she let you know when she wants more?
- How do you learn to…?
- Do you usually…?
- Is…working?
- What happens when…..?
- When were you having fun?
- What do you think he/she liked best?
- How do you think….affects the baby?

Questions to get parents to think of alternatives:
- Have you ever tried…?
- What happens when…?
- Are there other ways he/she likes to…?
- What do think she is trying to tell when he/she…?
- What do you think he/she would do if…?

Comments that help you gain more information
- It looks like….works well for you.
- Tell me more about….
- I wonder why she/he chooses…over…
- Help me to understand….