



Follow-up Questions

Follow up questions are allowed in the following circumstances:

1) Clarification

- **When to use:** Participant uses an unclear or vague term; provides a short or generalized answer or when there are multiple possible interpretations of an answer.
- Allowable Questions:
 - You mentioned [term or phrase]. Can you help me understand that better?
 - How do you define [term or phrase]?
 - Could you give me an example of what '[unclear term]' looks like in practice?
 - Is/was there any other person/people involved in this process?
 - Could you clarify if you're referring to [specific context A] or [specific context B]?

2) Quantity

- **When to use:** To understand the scale of a problem/program.
- Allowable Questions:
 - How often do you encounter this specific issue?
 - How long did it take you to complete the whole process?
 - On average, how many [items/people/incidents] are involved each time this occurs?
 - Over the course of a [day/week/month/year], how many times do you find yourself dealing with this?
 - Is this something that affects your entire team, a specific subgroup, or just you?

3) Variation

- **When to use:** After participant provides specific examples of scenarios, pain points, or processes that ‘failed.’
- Allowable Questions:
 - What could you have done differently to ensure continued success?
 - What early warning signs did you miss that, in hindsight, could have helped you prevent this outcome?
 - What's the most significant lesson you took away from this experience, and how has it influenced your approach to similar situations since?
 - What resources or information, if you had them earlier, do you think would have made a difference in avoiding this situation?