

Distinguishing Information-Seeking and Reassurance-Seeking

An Information-Seeker	A Reassurance-Seeker
Asks a question once	Repeatedly asks the same question
Asks questions to be informed	Asks questions to feel less anxious
Accepts the answer provided	Responds to an answer by challenging the answerer, arguing, or insisting the answer be repeated or rephrased
Asks people who are qualified to answer the question	Often asks people who are unqualified to answer the question
Asks few questions that are unanswerable	Often asks questions that are unanswerable
Seeks the truth	Seeks a desired answer
Accepts relative, qualified, or uncertain answers when appropriate	Insists on absolute, definitive answers whether appropriate or not
Pursues only the information necessary to form a conclusion or make a decision	Indefinitely pursues information without ever forming a conclusion or making a decision