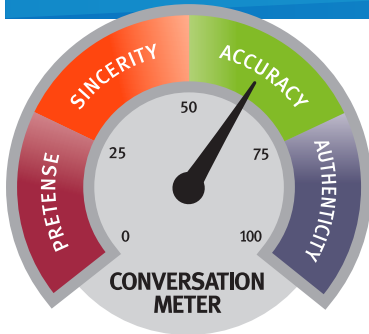


Moving up the Conversation Meter



Focus: Listen to learn

Ask questions

Pretense to Sincerity

Research opinions, purposes, and concerns.

- Ask questions they would like to answer.
- Ask questions that can't be answered by "yes" or "no."

(Name), what is your opinion about (facts)?

Have you seen a similar situation?

Please tell me about that.

What do you think we should do?

Sincerity to Accuracy

Research the facts and explanations.

Uncover the facts behind the opinions.

Ask the reporter's questions: who, what, when, where, and how?

- For example: What happened that has you say that?

Are there any other possible explanations for those facts?

Which explanation is most useful?

Accuracy to Authenticity

Research purpose.

For you, (Name), what is important about...?

What makes that important to you?

What are your essential purposes and concerns here?

My sense of it is _____ is important to you, is that right?

Low-end Authenticity to High-end Authenticity

Research the intersection.

Clarify essential purpose and reveal intersections for action.

If (X) is important to you and (Y) is important to me, how can we help one another?

What do we have in common?

What do you think is possible?

What is it time for now?