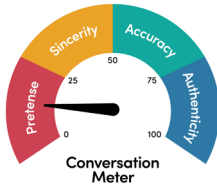


Moving up the Conversation Meter



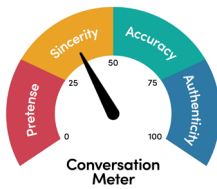
To move from Pretense to Sincerity

Focus: Listen to Learn

- Research opinions, purposes, and concerns.
 - Ask questions they would like to answer.
 - Ask questions that can't be answered by "yes" or "no."

Ask questions

- *(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?*



To move from Sincerity to Accuracy

Focus: Listen to Learn

- Research the facts and explanations.
- Uncover the facts behind the opinions.

Ask questions

- *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?*



To move from Accuracy to Authenticity

Focus: Listen to Learn

- Research purpose.

Ask questions

- *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?*



To move from Low-End to High-End Authenticity

Focus: Listen to Learn

- Research the intersection.
- Clarify essential purpose and reveal intersections for action.

Ask questions

- *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?*