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?