



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*?