

LISTENING DEEPLY



Quiz

# FINDING PULL TABS

# finding pull tabs

Read the following questions and try to answer them from memory.

Each answer will appear in the next slide after its question.

# finding pull tabs

When developing cognitive empathy during a listening session you will help the person convey their **interior cognition** for most of the topics. How to help them? Using pull tabs!

What is a pull tab?

# finding pull tabs

pull tabs open something, they set free what is inside.  
In this case, they open up **interior cognition**




# finding pull tabs

How do you use a pull tab in a listening session?

# to notice/monitor

signs there might be **interior cognition**  
behind an idea the person brings up



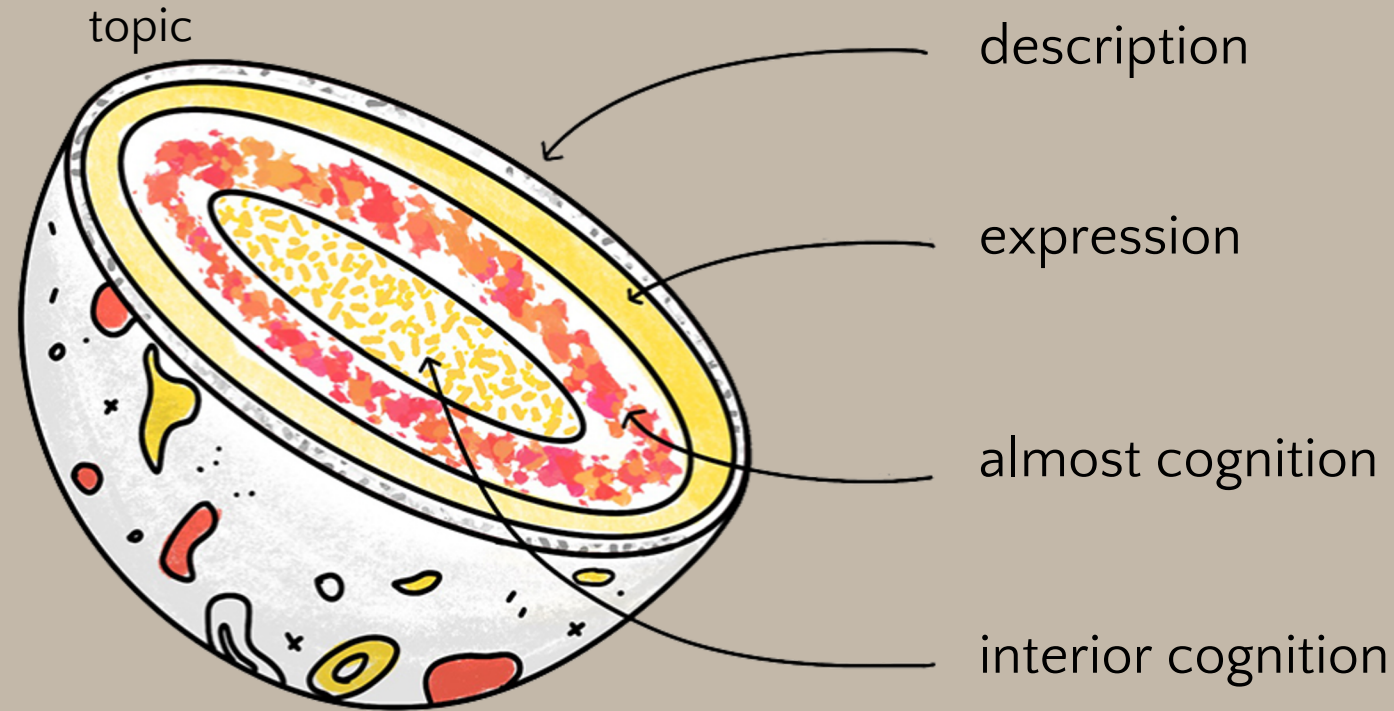
if the person does not dive  
into a topic, help them to  
do so at some point in the  
listening session

# finding pull tabs

But what are the signs of a pull tab?

# finding pull tabs

when you sense



might be interior cognition beneath what the person communicated

phrases (hints)  
emotional shading  
intuition  
assumption



# finding pull tabs

What to do with the pull tabs you recognize?

you will have some pull tabs lurking in your memory,  
it's okay to jot down a promising pull tab for later



jot down  $\neq$  taking notes



if you're very tired, let  
yourself jot down a few  
more pull-tabs than you  
usually do

# finding pull tabs

When do you bring up a pull tab that you noticed?

# finding pull tabs

when the person finishes a topic  
you can decide which pull tab to encourage

how?

# finding pull tabs

there's no hard rule:

pick the **most recent** pull-tab mentioned

jump to a pull-tab that was **emotionally shaded**

pick a pull-tab that was **interesting** to you

# finding pull tabs

What if I don't use all the pull tabs?

# finding pull tabs

you won't get to circle back on *all* the pull tabs

keep following the person until they indicate they are finished



# finding pull tabs

Great!

Now that you know all the concepts flex your muscles and try with a couple of examples.

Purpose (first example): Take Care of My Clothing

Purpose (second example): Cook Dinner as a Creative Cook



Person: Well, okay, so I am generally doing washing for myself and for my husband. So some of the stuff that we have like the jeans, they have certain care requirements, certain temperatures that they need to be washed on like 30°. If I remember, which I normally do, they need to be put inside out to help save some of the indigo so it doesn't change color too dramatically. Also, I need to watch what they get washed with so I can't put anything that's likely to take on their color and look bad through taking on the color. So if I wash anything else that's blue and can't take having a little bit of indigo blue in it, then that needs to go in a separate wash...

Then, there are a bunch of other things that I don't want in with my jeans because the jeans are more heavily soiled ; they get washed less frequently than say tops or shirts and I also feel like heavy items with the heavy metal buttons and things on them might actually damage some of my more delicate T-shirts because a lot of T-shirts these days seem to be quite thin...

Listener: So you mentioned that the jeans were more heavily soiled and you kind of like to keep more heavily soiled things apart. Where did that come from?

Person: Well, for example, my husband rolls up the bottom of his jeans and sometimes rather than...

Person: Well, okay, so I am generally doing washing for myself and for my husband. [scene setting] So some of the stuff that we have like the jeans, they have certain care requirements, certain temperatures that they need to be washed on like 30° [explanation]. If I remember, which I normally do, **they need to be put inside out to help save some of the indigo so it doesn't change color too dramatically** [guiding principle]. Also, I need to **watch what they get washed with so I can't put anything that's likely to take on their color and look bad through taking on the color.** [inner thinking] So if I wash anything else that's blue and can't take having a little bit of indigo blue in it, then that needs to go in a separate wash... [explanation]

Then, **there are a bunch of other things that I don't want in with my jeans because the jeans are more heavily soiled** [inner thinking + pull tab]; they get washed less frequently than say tops or shirts [statement of fact] and I also feel like heavy **items with the heavy metal buttons and things on them might actually damage some of my more delicate T-shirts because a lot of T-shirts these days seem to be quite thin...** [implied emotional reaction or inner thinking + pull tab]

Listener: So you mentioned that the jeans were more heavily soiled and you kind of like to keep more heavily soiled things apart. Where did that come from? [use of first pull tab]

Person: Well, for example, my husband rolls up the bottom of his jeans and sometimes rather than... [explanation]

Person: The sole was like \$20/pound. The black cod was \$15.99 and the red snapper was \$6 or \$7 or whatever. I guess they don't do 99 cents at the farmer's market, but you get the idea . It's like it's twice as much money and red snapper is a perfectly respectable fish. It's a delicious fish. It's not like I was going to get tilapia which is a piece of shit fish. You can't pay me to eat tilapia, even if *I'm* cooking it. Snapper is a good fish, so I thought why pay twice as much. Snapper is a good fish. I know it will be delicious. It's got a really nice flake. That black cod though, man. Maybe I'll pick it up this weekend because it's just lovely. I don't even know how to talk about it. It's got like a nuttiness as well. It's a little meatier.

Listener: How do you have this memory? It sounds like smell is your superpower. How do you remember or know or associate that with the black cod?

Person: That's a really good question. I think it's like anything in your life. When I was a kid, my Dad was really into food... And he opened these bottles of wine. I remember being like 10 years old and my Dad is like, "You must taste this wine. This is what a great Cabernet tastes like." I'm like, "It tastes gross." And he'd be like, "No, no, slow down. You've got to smell it. What do you smell?" He'd start talking me through...he'd be talking it through about is it black cherry or is it red cherry? I do the same thing with my own kid now...

Person: The sole was like \$20/pound. The black cod was \$15.99 and the red snapper was \$6 or \$7 or whatever. [statements of fact] I guess they don't do 99 cents at the farmer's market, but you get the idea [explanation]. It's like it's twice as much money and red snapper is a perfectly respectable fish. It's a delicious fish. [inner thinking] It's not like I was going to get tilapia which is a piece of shit fish. You can't pay me to eat tilapia, even if I'm cooking it [preference]. Snapper is a good fish [opinion or preference], so I thought why pay twice as much. Snapper is a good fish. [inner thinking] I know it will be delicious. It's got a really nice flake. [inner thinking + pull tab] That black cod though, man. Maybe I'll pick it up this weekend because it's just lovely. [implied inner thinking] I don't even know how to talk about it. It's got like a nuttiness as well. It's a little meatier. [inner thinking + pull tab]

Listener: How do you have this memory? How do you remember or know or associate that with the black cod? [use of second pull tab]

Person: That's a really good question. [session mode] I think it's like anything in your life. When I was a kid, my Dad was really into food... And he opened these bottles of wine [scene setting]. I remember being like 10 years old and my Dad is like, "You must taste this wine. This is what a great Cabernet tastes like." I'm like, "It tastes gross." [implied emotional reaction] And he'd be like, "No, no, slow down. You've got to smell it. What do you smell?" He'd start talking me through...he'd be talking it through about is it black cherry or is it red cherry? [implied inner thinking + pull tab] I do the same thing with my own kid now... [explanation + pull tab]

