

LISTENING DEEPLY



Quiz

SHIFTING TOPICS

shifting topics

Read the following questions and try to answer them.

You'll find the answers after each question

shifting topics

How do you know when a person has finished a topic?

by

the **finality** of their tone and rhetorical expressions

not having much to say about it, especially no interior cognition

their **shift back to the session mode**

the **space** the person leaves at the end of a topic

shifting topics

After realizing a topic is finished, which pull tab is best to pursue?

shifting topics

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

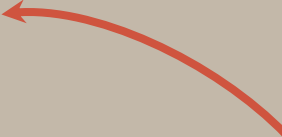
jump to a pull-tab that was **emotionally shaded**

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

What else would you consider?



consider



what you know about
the person when
deciding which job to
go to next

is it far from their main focus?

is it part of the purpose?

has the person covered it already? ... more than once?

will it get to more interior cognition?

shifting topics

What phrases will you use to shift a topic?

shifting topics (to pursue pull tabs)

“Earlier you said <topic and pull tab>”

“You mentioned <topic and pull tab>”

“So, that <topic and pull tab> ...”

“What do you remember about <topic and pull tab>?”

“What about <topic and pull tab>?”

shifting topics

How do you keep the memory mode going?

remember the flow

to easily return to leading the conversation
to easily return to memory mode



saying, “I want to” switch topics **interrupts** the person

