

LISTENING DEEPLY



Quiz

ENDING A SESSION

# ending a session

You can sense when a listening session is getting close to an end by the way the person talks and behaves.

There are several techniques that will help you in the process of ending a session. We'll review them in the following slides.

You'll be able to read the answers after each question.

# ending a session

When do you start the process of ending a session?

# ending a session

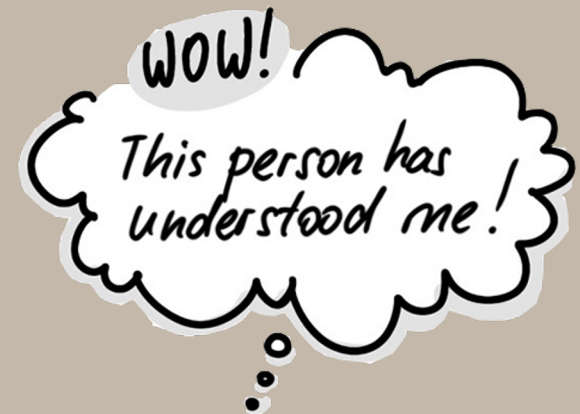
- ✓ Whenever you feel comfortable that the important pull tabs were covered
- ✓ When here don't seem to be other instances of the purpose

**But what if the hour is up?**

# ignore the time

Don't keep going (or stop) just because of the clock, **unless they mentioned** a hard stopping time.

It's over when the **person** is finished



# ending a session

What else is important to recognize as a marker to end the session?

# the person slows down

The person could be tired, ready to quit, or with truly nothing more to pull from memory.



end the session  
even though you  
have pull tabs



# ending a session

What is the process for ending a session?



# ending a session

The process of ending a session, in support of the person:

1. the closing question
2. how did that go? (optional)
3. the thank you gift
4. the recording

**But wait!** What can you say to the person before starting the process to make them feel appreciated?

# acknowledge their contribution

A good way to begin to end the session is to remark about **how much you have covered together.**

“We’ve covered a lot, and this has been fabulous.”

“It feels like we’ve explored so many topics together.”

“You’ve shared so much great thinking about <purpose>.”

# ending a session

Then you'll be able to ask the closing question.

What phrases can you use as the closing question?

# ending a session

“Is there anything else you expected to cover when you agreed to this session?”

“Before we started today, was there something you expected to bring up?”

“Is there anything that we haven’t covered that you intended to talk about?”

# ending a session

Why ask the closing question that way?

to avoid making the person review everything  
that they said so far

tie the closing question to what went through the person's  
mind between the earlier information session and this  
listening session



# ending a session

If it feels right, in session mode ask the **person** how it went.

What might the person be wondering?

# ending a session

Was the session **worth my time**?

Did you **respect my perspective**?

What am I **going to get** out of this in the long-term?

Will you make **solutions to better fit my approach**?



# ending a session

What's the best way to thank a participant?

# ending a session

The best thank you gift to the participant is two-fold

1. **Make solutions** to better fit different participants' approaches to the purpose

let them know the **knowledge** they gave you is an **opportunity** to collaborate and **evaluate ideas**

2. Give the person something of value for their time in the listening session

# watch your language


Thank You gifts are **NOT** “incentives.” When you recruit participants for a problem space study, you are not trying to **entice** them to participate in the study.

Instead, you are **inviting** them to participate, if they have done a lot of thinking about the purpose and want to give you their thinking about it. At the end of the listening session, you thank them for this valuable knowledge.

# ending a session

When should you turn off the recording?

# after the person leaves



if you are communicating via chat or text, make a reminder to save it

Common phenomenon: after you turn off recording, the person feels freer to delve into their interior cognition

(do not “trick” them into this by telling them you turned the recording off, but really didn’t • unethical)

