

# review of writing a summary

write summaries in **first person**,  
from the **viewpoint of the participant**

your **unconscious bias** comes through  
when you write in **third person**

before

- his washing machine knows best, and knows better than the directions on detergent
- he should make use of all the options on his washer and dryer
- created a secret downstairs laundry bin out of an amazon box
- threw out all of the unmatched socks **he had 8 months ago and replaced them with one kind of white hanes crew sock**
- reads tags on things that are made out of special materials

after

- **Decide** my washing machine knows best and ignore the directions on the detergent bottle in my hand
- **Try to make use** of all the options on my new washer and dryer because I want to clean things the best way I can
- **Decide** to make it easier to change my socks by creating a downstairs laundry bin because it takes time to go upstairs
- **Decide** to throw out all the unmatched socks I have to replace them with one kind of white crew sock so they all match
- **Pause** to read tag because this item seems to be made out of a special material

before

- has done extensive research on wikis and reddit
- uses a special bag to wash his wife's satin bra
- washes his adult blankey in a special bag
- abandoned buying clothes that would fit if he lost weight after wasting \$5,000 in his 20's
- feels proud of accomplishing the laundry – a small amount of effort for such a satisfactory results

after

- Research how to best wash my wife's special satin bras by reading for tips on wikis, reddit
- Decide to buy a special washing bag sized just for a bra, because it will help clean better
- Decide to wash my favorite blanket that might fall apart in a special bag
- Realize that buying clothes smaller than I am now does not work as a motivation for me to lose weight after spending \$5000 and not changing
- Feel satisfied by accomplishing the laundry because only a little effort results in perfectly clean clothes

before

- loves doing laundry
- enjoys the feeling of productivity he gets from doing laundry
- likes the process of doing laundry more than he cares about the clothes... the clean clothes are secondary
- enthusiastic about laundry... didn't talk this way about anything else really... it's HIS thing
- the care that he takes with laundry has nothing to do with the value of the clothing
- likes the standardization of clothing: same socks, undies, things matching
- thinks the colors and sensors on his new machine are so cool

after

- Enjoy the feeling of productivity I get from doing laundry because I can see the empty laundry bins and all these nicely folded clothes
- Feel pleased to see things that are matching: same socks, undies, etc.
- Feel thrilled with the sensors, colored lights, and song that my new washing machine makes

before

- trusts the washing machine because it was expensive
- enjoys the feeling of clean, dry socks so he changes them multiple times a day
- shows his wife he loves her through taking care of her clothes
- feels that showing love and caring are done through actions, **one of which is laundry. Another is cooking dinner.**
- likes **the Mark Zuckerberg model** of wearing the same thing every day
- heat is bad for clothes

after

- **Trust** the new washing machine because I picked the expensive one with all the features that will take care of all kinds of laundry
- **Enjoy** the feeling of clean, dry socks, which I change multiple times a day for the pleasure
- **Believe** in showing love and caring toward my wife through actions, like doing laundry, cooking dinner
- **Stick with** wearing the same type of thing every day to reduce decision-making
- **Believe** heat will harm the clothes because it made my shirts look older

first formula is for inner thinking and  
guiding principles:

**verb** + **key point** + **supporting detail(s)**

second formula is for emotional reactions:

**feel** emotion + **key point** + **supporting detail(s)**

# example of concepts & summaries

CLEAR SUMMARIES	ID	QUOTE	TYPE
Feel <u>furious</u> that I have to risk getting <u>killed</u> in <u>my wheelchair</u> because there is <u>no curb cut</u> and I have to go <u>down a driveway into traffic</u>	104	There was no curb cut. I was furious. Like there's no curb cuts in any of the four corners of either intersection. I have to take my wheelchair down a driveway into traffic to cross the street. ... I could have gotten killed doing that!	Reaction
Feel <u>riled up</u> that the <u>community</u> has not provided curb cuts at the <u>public transit bus</u> , even <u>in the 21<sup>st</sup> century</u>	104	We're in the 21st century! ... I just get riled up about it because I just expect more from our community. It's a public transit bus. How are you supposed to get to a bus?	Reaction

cannot develop cognitive empathy up here

# typical conversation

## surface

- explanation
- opinion
- preference
- statement of fact
- scene setting
- generalization
- conjecture

## social goals

- banter to ease tension
- make them understand me
- make them feel better
- impress them
- make them laugh, jokes

## responding

- giving direction
- warning
- advising
- persuading
- moralizing
- judging
- agreeing
- shaming
- analyzing
- probing
- reassuring
- distracting

## intentions

- connect with the other person
- fix it for the other person
- disagree/debate
- plan an exit strategy
- space out
- question, probe

## depth

- inner thinking
- emotional reactions
- guiding principles



cognitive  
empathy

# listening deeply to understand someone

**inner thinking** – active thought process at a time and place, whys & wherefores, decision-making, indecision

**emotional reaction** – emotion, feeling, that causes an action or decision or thought process

**guiding principle** – rule or foundational instruction for making decisions

the verb must:

evoke a strong, clear-cut sense  
of what is going through the  
speaker's mind

## avoid these red flag verbs

Vague Verbs	Passive Verbs	Surface Verbs	Often Layer 1 (stated to the Listener)
Communicate	Be	Approve	Compare
Consider	Discover	Believe (reserve for GPs)	Complain
Deal with	Experience	Disapprove	Critique
Do	Find	Explain	
Expect	Get	Feel it's	
Manage	Have	Feel like	
Plan on	Hear	Feel that	
Use	Know	Judge	
	Let	Like, Love, Hate	
	Need	Prefer	
	Observe		
	Read		

## Strong, Clear Active Verbs

Accept	Decide	Hesitate	Recognize
Adopt	Distrust	Instill	Remind
Anticipate	Draw	Isolate	Reprimand
Avoid	Emphasize	Justify	Respond
Balance	Encourage	Keep	Search
Build	Endure	Look for	Suspect
Celebrate	Enjoy	Make sure	Teach
Change	Fear	Mix	Try
Choose	<b>Feel</b> [emotion]	Prepare	Tell
Communicate	Fit in	Put off	Welcome
Convince	Give myself	Realize	Wonder
Create			Write