

## ***Focused Conversation*** from ToP®

Useful for guiding discussion, clarifying an issue, reaching a conclusion, including others.

### **Objective:** *what?*

Facts, sensory impressions, information

- What one point of fact or data can you recall?
- What (word, scene, activity, face, event, point, phrase) did you hear?
- What headlines caught your attention this past week?
- What is the first thing you think of when I say \_\_\_\_?
- What is coming up that needs to be on the calendar?
- What areas need funding?

### **Reflective:** *what response?*

Emotions, personal reactions, associations, images

- What does this remind you of?
- How does this make you feel?
- Were you surprised, annoyed, excited, inspired, struggling, uneasy?
- What is difficult about this?
- What is really easy?
- What concerns you?
- What are you uncertain about?
- What about this do you want to stand up and applaud?
- What past experiences does this trigger?

### **Interpretive:** *so what?*

Meaning, significance, values, purpose

- What does this mean for us?
- How will this affect our work?
- What insights are emerging?
- What is this all about?
- What is happening here?
- What values do we want to consider?
- Why is this important?

### **Decision:** *now what?*

Implications, direction, action, resolution

- What decisions is being called for?
- What are our next steps?
- What recommendations have we agreed on?
- What will change because of this?
- Let's prioritize these ideas..., i.e. sooner and later.
- How shall we document and celebrate this work?
- What parts are you willing to be part of?