



FLOW OF THE PROCESS

- 1) RIGHT PERSON, RIGHT SUBJECT, RIGHT TIME**
- 2) EXAMINE YOUR MOTIVATIONS**
- 3) ISSUE THE INVITATION**
- 4) FRAME THE TOPIC**
- 5) APPROACH THE OTHER**
- 6) STRUCTURE THE CONVERSATION**
- 7) MONITOR AND BRING UNDERSTANDING INTO THE CONVERSATION**
- 8) DEEPEN UNDERSTANDING - FEELINGS AND WHAT'S IMPORTANT TO EACH**
- 9) LOOKING BACK AFTER THE CONVERSATION**