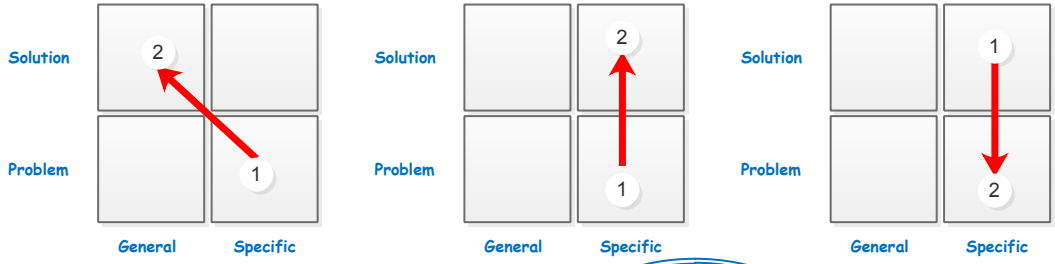
Conversation Control Part 3 - Behavioural Tactics

Summarising and Testing Understanding - Listening, slowing things down, interrupting, moving

- So what you're saying is...
- It sounds like...
- So, the real problem is...
- Can I just check...

The Summarising Two Step - the perfect bridge to take you (and them) to where you want to go



The 3YB Rule - Noticing when they don't want to go there

- Seek Information
- Seek Proposals

Signposting - Announcing the destination before you do the behaviour

- OK let's talk about....
  - how to tackle this
  - the real issues here
- So here's an idea...
- Let's just check...

Source: Developed from the work of Charles Margerison and his book Conversation Control for Managers

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