Conversation Control Part 4 - Time, Phases and Classes

Phases - Where is the conversation or what is the conversation about?

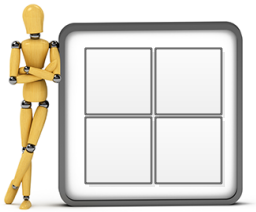
	General	Specific
Solution	Proposals	Direction
Problem	Enquiry	Diagnosis

- What's going on?
- What's causing that?
- What could we do?
- What shall we do?

Tense - Where in time is the conversation or contribution?

- Future
- Present
- Past

	General	Specific
Solution		
Problem		



Picturing - What can you see? What's in/not in the picture?

- I missed the train
- I'll be there soon
- I shan't be there
- I was there
- I'm on my way
- I'm outside your door

Precision - Consciously choosing your behaviour to get what you want

Get things moving	Initiating
Increase understanding	Clarifying
Respond and evaluate	Reacting
Manage the flow	Controlling

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