



## Checklist 1: Attention and Follow-through

The list below will help you keep track of the skills you've mastered and those you still wish to develop in engaging and maintaining attention during interactions:

### To Build Rapport:

- Mirror body posture;
- Mimic gestures, head movements, and other movements of your conversation partner;
- Match voice volume, tone, and speaking pace;
- Reflect key words in questions or summaries;
- Use similar jargon or abbreviations;
- Tune into the other person's metaprograms;
- Align with the other person's values or motivations;
- Establish meaningful eye contact.

### To Break Rapport for Pattern Interruption and to Redirect the Conversation:

- Initiate a physical action (stand up, pour coffee, open a window);
- Adopt a completely different body posture;
- Introduce a completely unrelated topic, then return to the initial topic discussed.

### To Dig Deeper:

- Use open-ended questions;
- Apply listening, summarizing, and questioning (LSQ);
- Practice empty listening: fully open yourself to the other person;
- Switch between problem-solving, frame-breaking, and person-developing questions;
- Ask probing questions to reveal personal limiting beliefs;
- Further question to refine and narrow down beliefs;
- Aim for the core of an oppressive belief with targeted questions;
- Employ strategic silence;
- Use brief prompts like "so..." or "and..." after ambiguous responses.