
THE RHYTHM

6 STEPS TO A GREAT CONVERSATION

1. Ask a question, and listen to the answer
2. Engage with follow up questions, then listen to the answers
3. Request permission to provide feedback/input/suggestions, then provide feedback only as requested
4. Ask what problem your client would like to solve, question they'd like to answer, goal they'd like to reach
5. Collaborate to set a clear and specific goal
6. Support your client in creating a plan they feel comfortable with

ELICIT – PROVIDE – ELICIT

Elicit: Ask what your client already knows about the topic they're interested in. Listen to their answer. Ask what else they'd like to know about that subject.

Provide: Keeping things concise and on subject, answer only that question your client has asked for information about. Using inclusive language, offer suggestions based on what your client has given you permission to receive.

Elicit: Check in with client by asking them if they have any thoughts on the information you provided. Ask if there's anything else they would like to know.