**5 Steps Listening Conversation**



12.

5

Discussion

Between:

1. **Explore:**

* Listen
* Paraphrase
* Engage

1. **Spotlight:**

* Identify
* Prioritise
* Clarify

**4. Reflect**

**5. Review:**

* Summarise
* Revisit and clarify next steps

**Actions and Communication**

**3. Journey Planner:**

* Agree Outcomes
* Identify Small Steps
* Create Action