**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