

# 5 Steps Listening Conversation

Discussion  
Between:

- 1. Explore:**
- Listen
  - Paraphrase
  - Engage



- 2. Spotlight:**
- Identify
  - Prioritise
  - Clarify



- 3. Journey Planner:**
- Agree Outcomes
  - Identify Small Steps
  - Create Action



- 4. Reflect**  
**5. Review:**
- Summarise
  - Revisit and clarify next steps



**Actions and Communication**