

	CONVENTIONAL DISCUSSION PROCESS	THE UNDERSTANDING PROCESS
PREMISE:	In any given situation there is one right answer or right perspective, <i>usually</i> one's own.	In any given situation there are multiple, valid answers & perspectives, <i>including</i> one's own.
GOAL:	To win, To be right, To sell, persuade or convince	To understand the other person from their point of view (To understand does <u>not</u> mean to agree)
ATTITUDE:	Evaluating & Critical	Curious & Open
FOCUS:	"What's wrong with this picture?"	"What's new? Of value? What can I learn?"
BEHAVIORS:	LISTENING: <ul style="list-style-type: none"> • Accept nothing at face value. • Hear advocacy as a challenge to be met. • Listen judgmentally. • Listen for errors and flaws. • Plan your rebuttal. • Talk more than you listen. INQUIRING: <ul style="list-style-type: none"> • Interrogate the other person. • Ask questions that: <ul style="list-style-type: none"> • Support your perspective. • Challenge other person's view. ADVOCATING: <ul style="list-style-type: none"> • Assert own position. • Describe flaws in other perspectives. • Justify your position. • Defend your assumptions as truth. 	LISTENING: <ul style="list-style-type: none"> • Accept what is said at face value as true for the giver. • Hear advocacy as an opportunity to deepen understanding. • Listen: <ul style="list-style-type: none"> • "For" their story. • Without judgment. • Listen more than you talk. • Reflect instead of react. INQUIRING: <ul style="list-style-type: none"> • Ask questions in order to: <ul style="list-style-type: none"> • Clarify and deepen your understanding. • Understand what another's ideas mean to them. • Explore taken-for-granted assumptions. ADVOCATING: <ul style="list-style-type: none"> • Offer your ideas as yours only. • Explore alternative points of view.
ROLE:	Devil's Advocate or Truth Sayer	Walk in Another's Shoes
OUTCOME:	DEBATE	DIALOGUE