

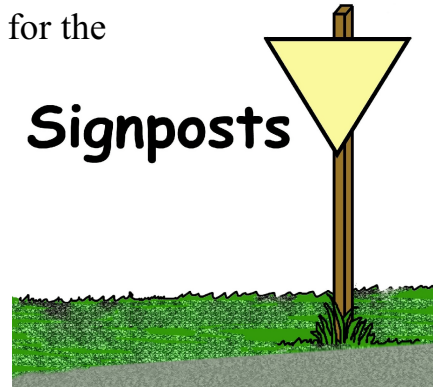
Getting People to Talk

1. Begin with . . .



2. Listen for the

Signposts



3. Insert an occasional brief insert



4. The pause can be one of your greatest allies.



5. Always summarize at the conclusion.

