



PROBE	SUMMARY
OPEN-END PROBE	Has no boundaries
PAUSE	Gives time to think and speak
REFLECTIVE STATEMENT	Vents interfering emotions
NEUTRAL PHRASE OR QUESTION	Gets more information

PROBE	SUMMARY
BRIEF ASSERTION	Keeps the other person talking
CLOSED-END QUESTION	Yes/no and specifics
LEADING QUESTION	Implies the answer
SUMMARY STATEMENT	Restates content, in own words

UNDERSTANDING NEEDS

Understanding intrinsic needs can help you motivate others. Linking intrinsic benefits to behaviors can help you be more influential.

