

Table 4 General Conduct

- Talk less than the other person
- As twice as many open-ended questions than closed questions
- Offer 2 reflective comments for every question (a reflection is rephrasing what was just to emphasize you heard)
- At least half of the reflections should offer a deeper inference (e.g. would you have felt differently if the person was your brother?)
- Affirm (e.g. that is a good suggestion)

Adapted for Miller and Rollnick in Sakauye KM: The Tool Kit for Spreading Eracism Like a Virus.