

# ToP Focused Conversation Skills checklist

Date \_\_\_\_\_

Event \_\_\_\_\_

Observer \_\_\_\_\_

CTF Candidate \_\_\_\_\_

## Objective Level Questions

- Did facilitator ask precise and specific questions?
- Were the questions easy to answer?
- Did facilitator emphasize that there are no wrong answers?
- Did facilitator ask every participant to answer at least one question?
- Did facilitator bring out the facts and objective data from the group?
- Did facilitator invite inclusive participation?

## Reflective Level Questions

- Did facilitator ask a range of questions with positive emotions before negative ones?
- Did facilitator ask questions that link with previous experience?
- Did facilitator ask questions which stimulated imagination?
- Did facilitator acknowledge emotions, memories, and associations?
- Did facilitator invite participants to use their imaginations?

## Interpretive Level Questions

- Did facilitator ask questions that added meaning, significance, value, importance, or purpose to the situation, topic, or conversation?
- Did facilitator ask questions that surfaced the significance of an individual's attachment to the subject?
- Did facilitator build the collective consciousness and shared awareness within the group?
- Did facilitator draw out the significance of the conversation in the bigger picture of their lives or their work together?

## Decision Level Questions

- Did facilitator help the group identify available and appropriate options and possibilities?
- Did facilitator allow the group to share at the deepest level possible or appropriate for the group?
- Did facilitator make the conversation relevant to the future?
- Did facilitator help discover individual and group choice?

## Focused Conversation Observation checklist, continued

**THINGS TO WATCH FOR:** *(Rank facilitator 1-5 -- 1 needs much improvement, 5 is excellent)*

1. Introduction that focuses the topic \_\_\_\_\_
2. Begins with answers from everyone \_\_\_\_\_
3. Questions in ORID sequence \_\_\_\_\_
4. Open-ended questions \_\_\_\_\_
5. Natural flow to the conversation \_\_\_\_\_
6. People spontaneously talk \_\_\_\_\_
7. Second & third level questions to pursue an insight \_\_\_\_\_
8. Questions have a focus, a clear topic to pursue \_\_\_\_\_
9. Handles group so that all contributions are heard \_\_\_\_\_
10. Conclusion that wraps up what happened \_\_\_\_\_
11. Questions relate to RA & EA \_\_\_\_\_

**COMMON TRAPS TO BE AVOIDED:** *(check if these were present)*

- Confusing introduction
- Yes- or no-type questions
- Everyone talks to facilitator only -- like running a quiz show
- Letting garbage get by
- Awkward O-level question(s)
- Omitting R-level questions
- Impossible or vague questions (facilitator has not answered him/herself in preparation)
- "You mean..." or "What you're trying to say..." demeaning responses
- Non-conclusion