

UBS Wolfsberg Think Tank

August 30, 2006

Thinking Partners Behaviour Guidelines

- Pay unbelievably beautiful attention to the thinker, even if you don't agree with them or like them. Listen with respect, interest and curiosity
- Keep your eyes on their face; don't look away unless there is a fire or you have a seriously unsavoury personal emergency
- Look interested; or rather, *be* interested
- Make sounds to indicate understanding or encouragement only occasionally
- Be at ease: nothing horrible is about to happen
- Smile occasionally, when it won't be interpreted as derision
- Don't even think about interrupting
- Don't ask picky clarifying or confirming questions unless you are so confused that you feel faint
- When your partner has nothing more to say, ask, 'What more do you think or feel or want to say about this?'
- Again, do not even think of interrupting them
- If the thinker becomes quiet, but their eyes are alive, relax. *They are still thinking.* Leave them to it. The fact that they are not talking does not mean that they are not thinking.

After Nancy Kline, 1999, *Time to think*. Cassell, London.

Activity

Find a partner for this activity

Agree who is to go first

'A' talks about 'me and dialogue' for five minutes, while 'B' follows the guidelines above

Brief review

'B' talks for five minutes and 'A' follows guidelines

Plenary review