

TOPIC PERSON

	Personal	Factual	Orienting
RED Light	1 FIGHTING Attack/Blame Righteous Question Sarcasm Self Attack/Defend Complaint	2 OBSCURING Mind-Reading Negative or Positive Prediction Gossip Joking Around Thinking Out Loud Social Ritual	3 COMPETING Yes-But Discount Leading Question Oughtitude Interrupt
YELLOW Light	Personal Information Current Personal Information Past Personal Opinion/ Explanation Personal Question	5 FINDING FACTS Facts & Figures General Information Narrow Question Broad Question	6 INFLUENCING Opinion Proposal Command Social Reinforcement
GREEN Light	7 RESONATING Inner Feeling Feeling Question Answer Feeling Question Mirror Inner Experience Affectionate Joke Self Assertion	8 RESPONDING Answer Question Clarify Own Answer (with data) Paraphrase Summarize Corrective Feedback	9 INTEGRATING Agreement Positives Build on Other's Ideas or Experience Work Joke

Silence, Laughter, Noise

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