

## **F. Keeping the Conversation Client Centered- Handout**

In CCNE lessons, there is a lot of time built in for participants to take part in the class. Open-ended questions are great for opening the conversation and getting participants involved. Some examples can be found in the “Developing Discussion Questions” document in Module 4 of the CCNE Toolkit.

Moving the conversation from person to person and building on previous comments is at the heart of client-centered learning. Nudge, nudge, nudge to keep the conversation moving within a topic.

These nudges encourage the participants to continue a conversation. It may take practice, but try to avoid the “one and done” interaction where you ask for feedback, but just take the first response and then move on to the next question. Build upon responses, by using nudges like:

- Can anyone else relate to that?
- Any other thoughts on that?
- How would others respond?

Other probes are great when you want more from the participant or when there is a comment that is potentially unclear or challenging.

- Could you tell me more about what you mean?
- When you say X, tell me more about your experience.

The following probes are used to make sure that everyone is on the same page.

- What would you like to know more about?
- What have we not covered?
- What other questions do you have?

Finally, probes can be used to make sure you understand what a participant is saying before answering.

- So what you are saying is...?
- This is what I hear you saying...?
- In this situation you did...?
- Am I correct when I say...?

By opening up the discussion, you can make any lesson more client-centered. Make a plan to include some of these nudges and probes the next time you lead a class, even if it is not an official CCNE lesson. Then sit down and enjoy the conversation!