



Building Conversation

Distant Thoughts

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Person A

Person B

Length: 30 - 40 minutes

A. *Hi, you are speaking with.....*

B. *Hi, you are speaking with*

I will follow a script.

A. *Me too.*

B. *We are asked to think of an impressive experience in which we encountered someone who we didn't know.*

Silence

B. *Can you describe the experience in as much detail as possible?*

A. describes the experience

B. asks clarifying questions*

B. *What did you feel physically when this happened?*

A. answers

B. asks clarifying questions

B. *What made it such an impressive experience to you?*

A. answers

B. asks clarifying questions

B. *What is needed to make this happen more often?*

A. answers

B. asks clarifying questions

B. *I think this is a good moment to switch roles.*

A. *You have also been thinking about an impressive experience in which you encountered someone who you didn't know.*

Silence

A. *Can you describe the experience in as much detail as possible?*

B. describes the experience

A. asks clarifying questions*

A. *What did you feel physically when this happened?*

B. answers

A. asks clarifying questions

A. *What made it such an impressive experience to you?*

B. answers

A. asks clarifying questions

A. *What is needed to make this happen more often?*

B. answers

A. asks clarifying questions

A. *How do our experiences relate to each other?*

A. and B. speak about the experiences they just shared, concentrating on the last question: *What is needed to make this happen more often?*

B. *It is time to say goodbye.*

A. *Do we follow the script?*

B. Yes.

Silence

B. *Thanks for the conversation.*

A. *You too.*

B. *Have a nice evening/morning/afternoon.*

A. *Have a nice evening/morning/afternoon.*

B. disconnects and puts the phone away

A. puts the phone away

* A clarifying question is a question in which you ask someone to clarify something that is just said; *'Can you describe what it looked like?', 'What did you feel when it happened?'*.