

11. Discussing?

Yes

Sometimes

No

12. Agreeing and disagreeing?

Yes

Sometimes

No

Monitoring effectiveness

Did you observe:

14. Non-verbal support of listeners?

Yes

Sometimes

No

15. Participants checking for others' understanding?

Yes

Sometimes

No

Managing communication breakdowns

Did you observe participants managing:

16. Long pauses?

Yes

Sometimes

No

17. Disagreements?

Yes

Sometimes

No

Maintaining and changing topics

Did you observe any:

18. Repetition?

Yes

Sometimes

No

19. Reinforcement?

Yes

Sometimes

No

20. Redirection of the conversation back to the topic

Yes

Sometimes

No

Closing the discussion

Did you observe participants:

21. Summarising decisions or key points

Yes

Not clearly

No

22. Identifying or clarifying possible next steps

Yes

Not clearly

No