




		PERSON		TOPIC	
		Personal 	Factual 	Orienting 	
Red A V O I D A N C E	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 C O N T I N G E N T	4 INDIVIDUALIZING 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 A P P R O A C H	7 RESONATING Inner Feeling Feeling Question Answer Feeling Question Mirror Inner Experience Affectionate Joke Self Assertion	8 RESPONDING Answer Question Clarify Own Answer Paraphrase Summarize Corrective Feedback	9 INTEGRATING Agreement Positives Build on Other's Ideas or Experience Work Joke	

Silence, Laughter, Noise