

Participant name or identifier (if anonymous):

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**1. What to listen for and observe in the conversation.**

Pay attention to the words participants use, their tone and emotion, what are their feelings and body language. Describe the atmosphere—how does it function. Tip: Write key words, quotes which summarise the participants key point.

**2. Key learnings—what was important?**

At the end of the conversation, when it's fresh in your mind record the key learnings that jumped out at you. Suggest 5-6 key points.