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What to do	What to say
Embrace the impasse, and tease apart the current thinking. (You may discover that focusing on "data" brings you all down the ladder of inference.)	"What do we know for a fact?" "What do we sense is true, but have no data for yet?" "What don't we know?" "What is unknowable?"
Look for information that will help people move forward.	"What do we agree upon, and what do we disagree on?"
Ask if there is any way you might together design an experiment or inquiry that could provide new information.	
Listen to ideas as if for the first time.	
Consider each person's mental model as a piece of a larger puzzle.	"Are we starting from two very different sets of assumptions here? Where do they come from?"
Ask what data or logic might change their views.	"What, then, would have to happen before you would consider the alternative?"
Ask for the group's help in redesigning the situation.	"It feels like we're getting into an impasse and I'm afraid we might walk away without any better understanding. Have you got any ideas that will help us clarify our thinking?"
Do not let conversation stop with an "agreement to disagree."	"I don't understand the assumptions underlying our disagreement."
Avoid building your "case" when someone else is speaking from a different point of view.	