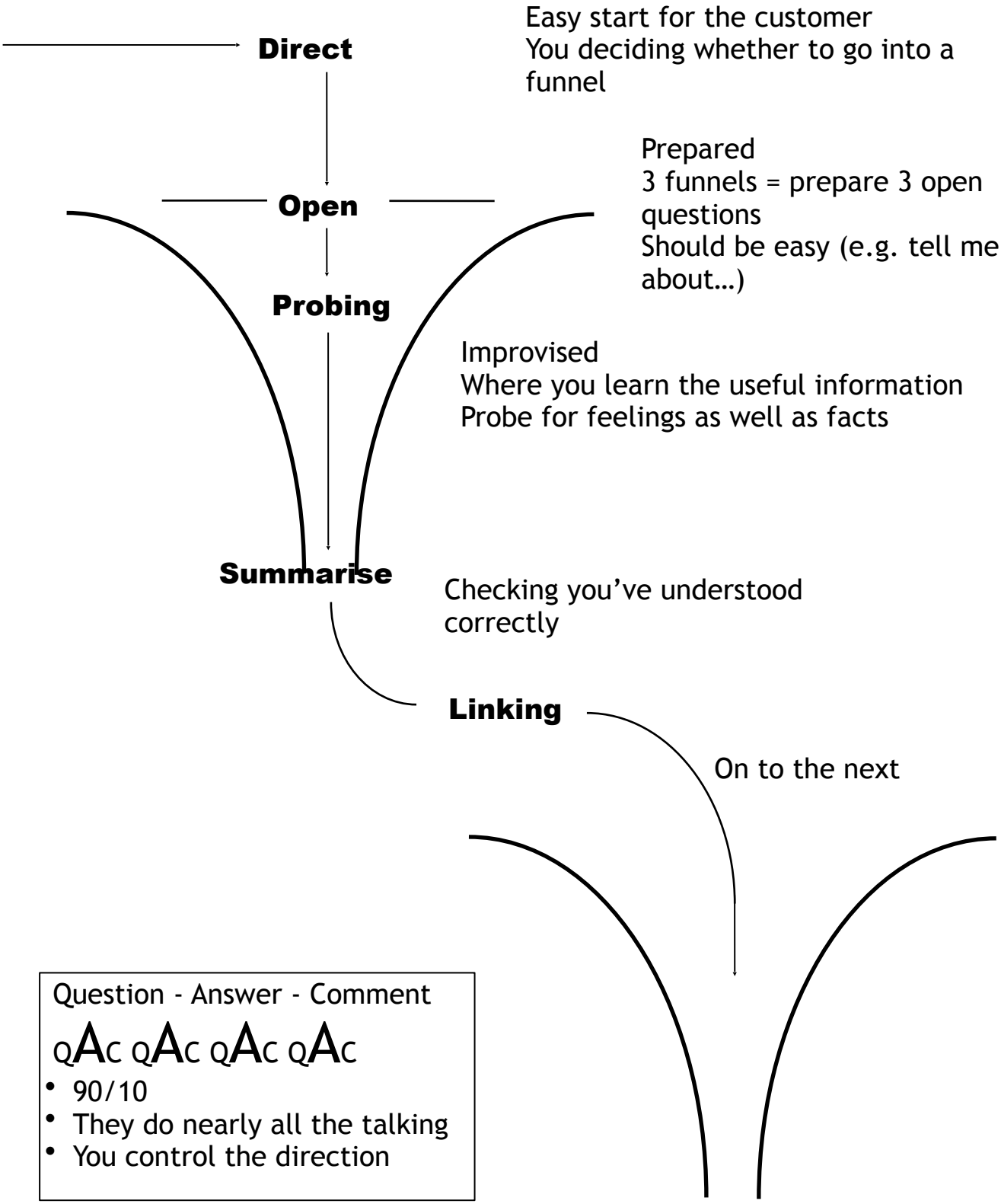
The Questioning Funnel



Question - Answer - Comment

QAC QAC QAC QAC

- 90/10
- They do nearly all the talking
- You control the direction