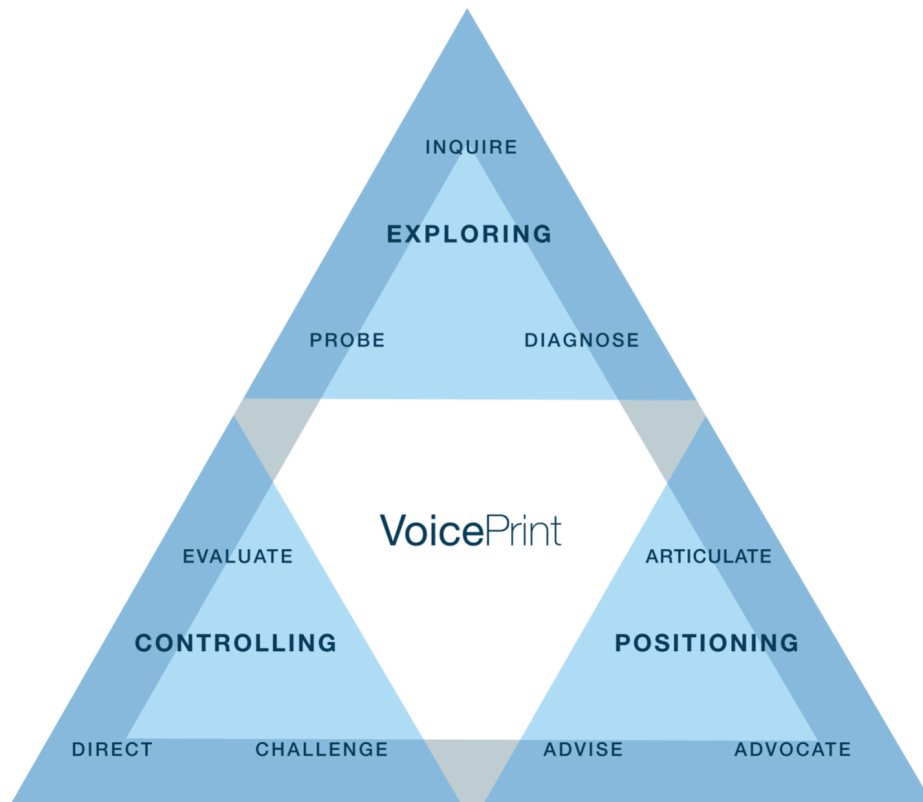


Map 2: The three angles



The nine voices in the VoicePrint model constellate in three clusters or angles, with the three voices in each of these clusters sharing a similar broad purpose. Inquire, Probe and Diagnose are all forms of Exploring. Advocate, Articulate and Advise are all forms of Positioning. Direct, Challenge and Evaluate are all forms of Controlling.

It may help people to understand and grasp the differences by describing the three angles in plainer language. Thus, Exploring can be called the Asking voices, Positioning the Suggesting voices and Controlling the Telling voices. In the VoicePrint Listening profile, the three angles are more readily understood when called Discovering, Differentiating and Determining, or Finding Out, Sorting Out and Deciding About respectively.

Shared understanding is more important than the exact terminology. Agreeing a shared set of terms can provide a very helpful way of facilitating communication in groups and between individuals.

Most important is to be clear about the subtle differences between the voices in each angle.

In the Exploring cluster, Inquire is conceptually the most open of the three, ideally asking without preconception, whereas Probe and Diagnose are both more focused forms of exploration. Probe is more pointed, drilling down below what is given to find out more deeply, while Diagnose is more expansive, often starting from a hypothesis or assumption and working outwards from that towards a broader understanding.

In the Positioning cluster, Advocate is the most personal or 'owned' form, whereas Advise recognises that any suggestions or recommendations need to be offered to the decision-maker/s and Articulate aims at a more neutral or objective form of clarifying the position, where doing so may be either for personal clarity or for mutual benefit.

In the Controlling cluster, Direct is the most hierarchical, authoritative form, whereas Challenge is a more instantaneous, interruptive form of intervention and Evaluate is a more systematic, elaborate (and consequently more time-consuming) process of weighing up in order to work towards a conclusion.