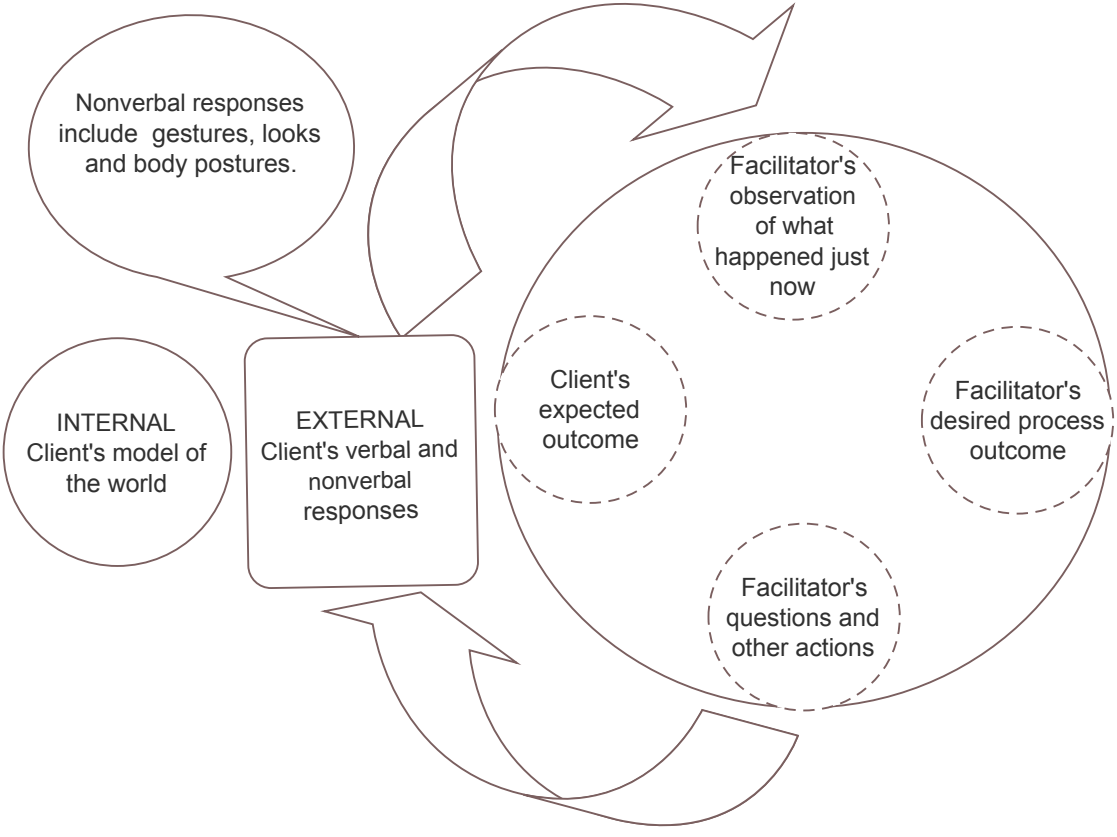
Nonverbal responses include gestures, looks and body postures.
INTERNAL
Client's model of the world
EXTERNAL
Client's verbal and nonverbal responses
Facilitator's observation of what happened just now
Client's expected outcome
Facilitator's desired process outcome
Facilitator's questions and other actions