

Предисловие

принимаем тысячи мгновенных микрорешений: Michael Yeomans et al., “A Practical Guide to Conversation Research,” *Advances in Methods and Practices in Psychological Science* 6 (2023).

очень сложны и динамичны: Michael Yeomans, Maurice Schweitzer, and Alison Wood Brooks, “The Conversational Circumplex: Identifying, Prioritizing, and Pursuing Informational and Relational Motives in Conversation,” *Current Opinion in Psychology* 44 (2022): 293–302.

непрерывный акт совместного творчества: Janet B. Bavelas, Linda Coates, and Trudy Johnson, “Listeners as Co-Narrators,” *Journal of Personality and Social Psychology* 79, no. 6 (2000): 941.

значительно изменяют: Amit Kumar and Nicholas Epley, “Undersociality Is Unwise,” *Journal of Consumer Psychology* 33, no. 1 (2023): 199–212.

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быстрые свидания: Karen Huang et al., “It Doesn’t Hurt to Ask: Question-Asking Increases Liking,” *Journal of Personality and Social Psychology* 113, no. 3 (2017): 430.

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звонки по продажам: Alison Wood Brooks and Leslie K. John, “The Surprising Power of Questions,” *Harvard Business Review* 96, no. 3 (2018): 60–67.

обмен сообщениями и незатейливая болтовня между незнакомцами: Alison Wood Brooks and Michael Yeomans, “Boomerasking: Answering Your Own Questions” (в работе); Michael Yeomans and Alison Wood Brooks, “Topic Preference Detection in Conversation: A Novel Approach to Understand Perspective Taking” (в работе).

характера отношений с собеседником: Yeomans, Schweitzer, and Brooks, “Conversational Circumplex.” seeking the nearest exit: Alison Wood Brooks and Maurice E. Schweitzer, “Can Nervous Nelly Negotiate? How Anxiety Causes Negotiators to Make Low First Offers, Exit Early, and Earn Less Profit,” *Organizational Behavior and Human Decision Processes* 115, no. 1 (2011): 43–54.

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Глава 1. Координационная игра

обмен словами между двумя: Michael Yeomans et al., “A Practical Guide to Conversation Research: How to Study What People Say to Each Other,” *Advances in Methods and Practices in Psychological Science* 6, no. 4 (2023).

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интимные разговоры требуют: Emma M. Templeton et al., “Long Gaps Between Turns Are Awkward for Strangers But Not for Friends,” *Philosophical Transactions of the Royal Society B* 378, no. 1875 (2023).

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Matthew J. Lupoli, “Prosocial Lies: Causes and Consequences,” *Current Opinion in Psychology* 43 (2022): 335–40; Emma E. Levine and Maurice E. Schweitzer, “Prosocial Lies: When Deception Breeds Trust,” *Organizational Behavior and Human Decision Processes* 126 (2015): 88–106.

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Глава 2. Темы

“Он был не обычным греком”: Primo Levi, *The Reawakening*, trans. Stuart Woolf (London: Bodley Head, 1965), 45.

вербальное содержание разговора: Michael Yeomans et al., “A Practical Guide to Conversation Research,” *Advances in Methods and Practices in Psychological Science* 6 (2023).

Выбираем именно темы: Michael Yeomans and Alison Wood Brooks, “Topic Preference Detection in Conversation: A Novel Approach to Understand Perspective Taking” (в работе).

попросили тысячу человек: Там же.

выбирать темы, исходя из ваших отношений: Michael Yeomans, Maurice Schweitzer, and Alison Wood Brooks, “The Conversational Circumplex: Identifying, Prioritizing, and Pursuing Informational and Relational Motives in Conversation,” *Current Opinion in Psychology* 44 (2022): 293–302.

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системой 1: Daniel Kahneman, *Thinking, Fast and Slow* (New York: Macmillan, 2011).

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обычно только выигрывает: Abi-Esber et al., “Power of Preparation.” improves networking success: Mindy Truong, Nathanael J. Fast, and Jennifer Kim, “It’s Not What You Say, It’s How You Say It: Conversational Flow As a Predictor of Networking Success,” *Organizational Behavior and Human Decision Processes* 158 (2020): 1–10.

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Множество веских причин недолюбливать: Там же.

в порочном круге small talk: Michael Kardas, Amit Kumar, and Nicholas Epley, “Overly Shallow?: Miscalibrated Expectations Create a Barrier to Deeper Conversation,” *Journal of Personality and Social Psychology* 122, no. 3 (2022): 367.

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тема, которую вы уже обсуждали раньше, чтобы укрепить свои отношения, или секрет: Michael L. Slepian and Katharine H. Greenaway, “The Benefits and Burdens of Keeping Others’ Secrets,” *Journal of Experimental Social*

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Предварительная подготовка: Abi-Esber et al., “Power of Preparation.”

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с участием пар незнакомых людей: Cooney et al., “Switching Topics More Frequently.”

Не исключает ли широкий диапазон: Yeomans and Brooks, “Topic Preference Detection in Conversation.”

сигналы вовлеченности собеседника: Там же.

совместными усилиями: Janet B. Bavelas, Linda Coates, and Trudy Johnson, “Listeners as Co-Narrators,” *Journal of Personality and Social Psychology* 79, no. 6 (2000): 941; Hanne K. Collins, “When Listening Is Spoken,” *Current Opinion in Psychology* 47 (2022).

«создавать атмосферу»: Levi, *Reawakening*, 45.

Глава 3. Вопросы

Кэрри Фишер было два года: Dave Itzkoff, “Carrie Fisher, Child of Hollywood and ‘Star Wars’ Royalty, Dies at 60,” *New York Times*, December 27, 2016; Carrie Fisher and Rob Delaney, *Carrie Fisher: The Memoirs* (New York: Simon & Schuster, 2018).

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гостем программы Fresh Air: “Actress and Author Carrie Fisher,” *Fresh Air*, NPR, February 21, 1997.

Второе состоялось в 2004 году: “Actress and Novelist Carrie Fisher,” Fresh Air, NPR, February 4, 2004.

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Благодаря тщательной подготовке: Terry Gross, All I Did Was Ask: Conversations with Writers, Actors, Musicians, and Artists (New York: Hachette, 2004).

Вопросы — самый действенный инструмент: Matteo Di Stasi, Alison Wood Brooks, and Jordi Quoidbach, “Asking Open-Ended Questions Increases Personal Gains in Negotiations” (в работе); Karen Huang et al., “It Doesn’t Hurt to Ask: Question-Asking Increases Liking,” Journal of Personality and Social Psychology 113, no. 3 (2017): 430.

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Задавая вопросы, вы предлагаете собеседнику поделиться новой информацией: Julia A. Minson et al., “Eliciting the Truth, the Whole Truth, and Nothing But the Truth: The Effect of Question Phrasing on Deception,” Organizational Behavior and Human Decision Processes 147 (2018): 76–93; Alison Wood Brooks and Leslie K. John, “The Surprising Power of Questions,” Harvard Business Review 96, no. 3 (2018): 60–67.

Вопросы — лучший способ узнать мнение людей: Tal Eyal, Mary Steffel, and Nicholas Epley, “Perspective Mistaking: Accurately Understanding the Mind of Another Requires Getting Perspective, Not Taking Perspective,” Journal of Personality and Social Psychology 114, no. 4 (2018): 547.

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