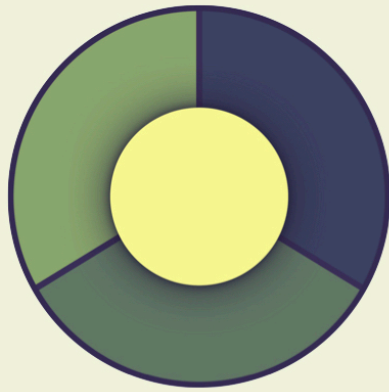


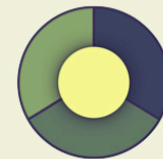
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Listening and Relationships 101

Active Listening Markers

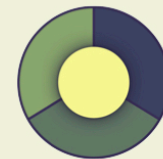
Measuring the Listening of the Coach



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“Focuses on what the client is and is not saying to fully understand what is being communicated in the context of the client systems and to support client self-expression”

<https://coachfederation.org/core-competencies>

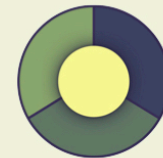


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2 Types of Markers



1. What the Coach Does
2. What the Coach Reflects



Marker 6.6

SILENCE

Marker 6.6

The coach is not paid to speak
while the client is working.

Indirect Reflection of Listening

Markers 1-5, 7



6.1: **Coach's questions and observations are customized** by using what the coach has learned about who the client is or the client's situation.

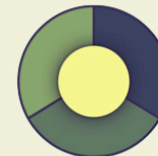
6.2: Coach inquires about or explores **the words the client uses**.

6.3: Coach inquires about or explores the **client's emotions**.

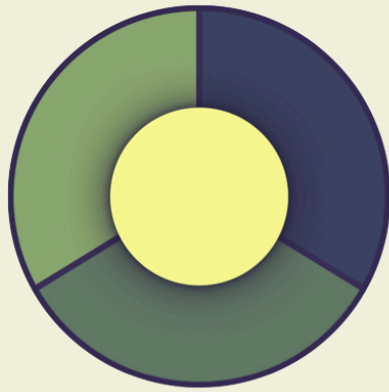
6.4: Coach explores the **client's energy shifts, nonverbal cues or other behaviors**.

6.5: Coach inquires about or explores **how the client currently perceives themselves or their world**.

6.7: Coach succinctly reflects or **summarizes what the client communicated** to ensure the client's clarity and understanding.



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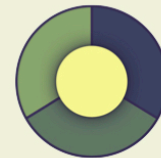


Listening and Relationships 101

Trust and Safety Markers

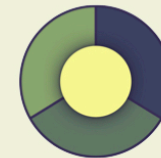
“Partners with the client to create a safe, supportive environment that allows the client to share freely. Maintains a relationship of mutual respect and trust.”

<https://coachfederation.org/core-competencies>



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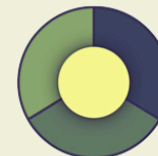
Create a Safe Space for Coaching



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How to Create a Trusted Coaching Relationship

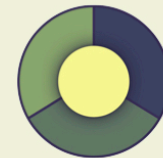
1. Acknowledge the Client's Work



How to Create a Trusted Coaching Relationship



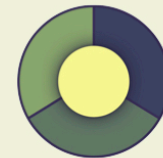
1. Acknowledge the Client's Work
2. Show Support throughout the Challenge of Being Coached



How to Create a Trusted Coaching Relationship



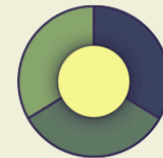
1. Acknowledge the Client's Work
2. Show Support throughout the Challenge of Being Coached
3. Make Coaching a Space to Fully Express Themselves

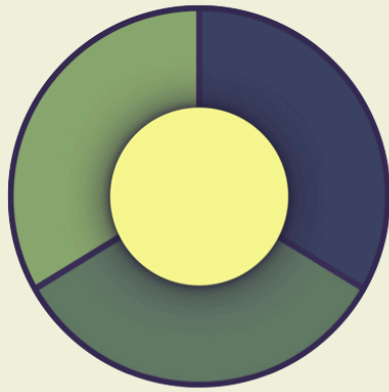


How to Create a Trusted Coaching Relationship



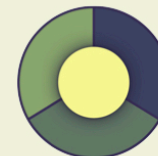
1. Acknowledge the Client's Work
2. Show Support throughout the Challenge of Being Coached
3. Make Coaching a Space to Fully Express Themselves
4. Allow the Client to Respond Openly to Any Direct Statement from the Coach





Listening and Relationships 101

Interrupting Clients



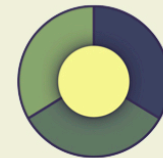
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Listens Actively

Marker 6.6

Coach allows the client to complete speaking without interrupting unless there is a stated coaching purpose to do so.

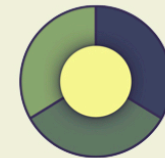
<https://coachfederation.org/pcc-markers>



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Types of Interruptions

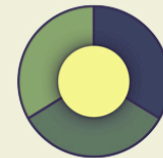
1. While the Client is Speaking



Types of Interruptions



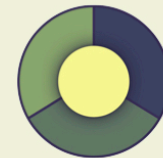
1. While the Client is Speaking
2. The Coach Asks a Question and the Client Is Considering It

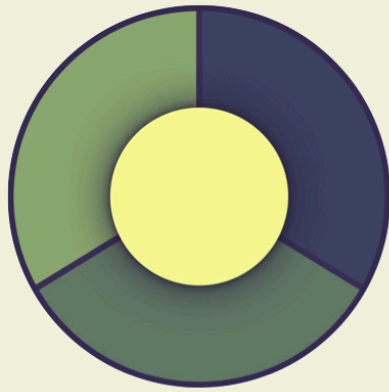


Types of Interruptions



1. While the Client is Speaking
2. The Coach Asks a Question and the Client Is Considering It
3. The Client Has Just Finished Answering a Question

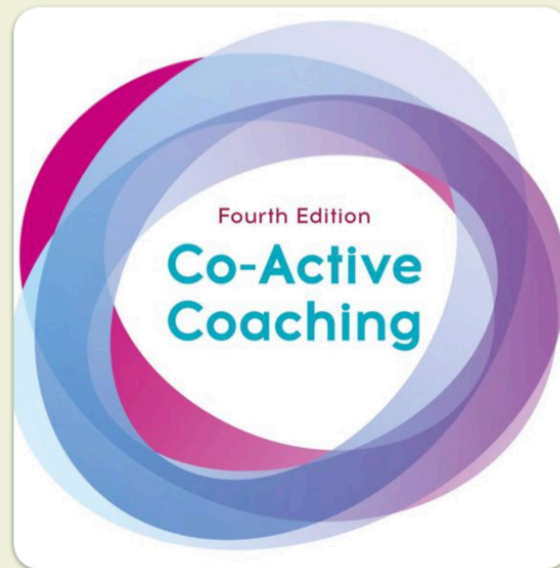




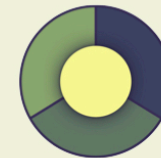
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Practicing Silence with 1, 2, 3

The Coach Dances in the Moment with Their Client.

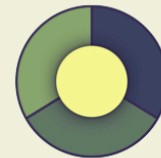


<https://www.amazon.com/Co-Active-Coaching-Fourth-transformative-conversations/dp/1473674980/>



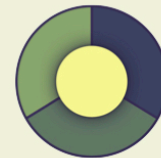
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Silence Is Space for Significance



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Offer the Music of Silence



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