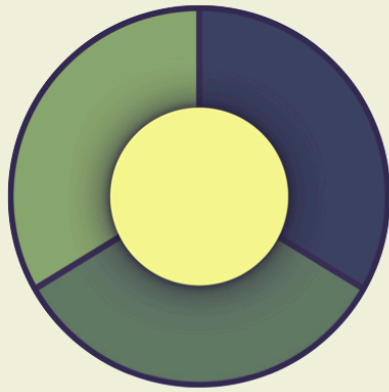


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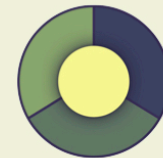
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Top 10 Ways to Show Listening

ICF: Active Listening

(Core Competency 5.4)

Summarizes, paraphrases, reiterates, and mirrors back what client has said to ensure clarity and understanding.

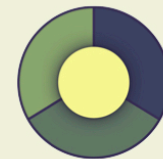


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Top 1

#10: Confirming/Clarifying Closed Question

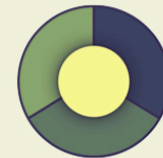
- So, are you saying...?
- Coach is hearing, but not a great way to demonstrate Active Listening.
- Focus is more on the coach's need for clarification rather than the client's growth and development.



Top 1

#9: Summary

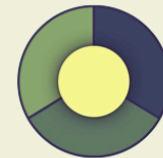
- This is a mix between reiteration and paraphrase.
- Can come across as a “obvious real-estate agent” approach.
- Client made the meal, and coach is reminding them what is on the table.



Top 1

#8: Open Informational Question

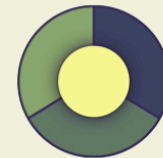
- Again, coach may demonstrate hearing, but the informational question is focusing on the coach's needs.
- These questions can often be adjusted to open, explorational:
 - Instead of: "When is the meeting happening?"
 - Consider: "How urgent is your preparation for this meeting?"



Top 1

#7: Reiteration

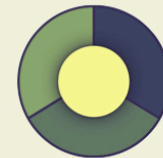
- Reiteration is restating word for word. This can be done to play back and confirm the language the client has used.
- Reiteration does not tend to contribute much to the exploration, but it does demonstrate that the coach is listening to the details of the session.



Top 1

#6: Paraphrase

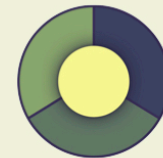
- Paraphrasing happens when a coach plays the client's ideas back in the coach's own language.
- This can both demonstrate listening and contribute to exploration, but should not be done too often.



Top 1

#5: Interpretive Observation with Handoff

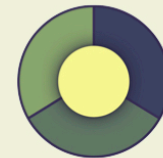
- Interpretive Observations can be a bit risky (I sense your fear here...).
- Without an open handoff question the interpretation can lead to a client having to correct a coach.
- I sense your fear here as you are describing your situation. What do you think of my observation?



Top 1

#4: Acknowledgement

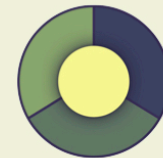
- Acknowledgements are one of the best ways to demonstrate listening, particularly when the coach highlights the effort and qualities of the client showing up in the session.
- Coaches should not overly rely on acknowledgement to show active listening though.



Top 1

#3: Mirroring

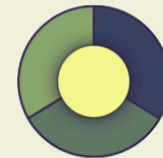
- The way we are defining mirroring here (as opposed to reiteration) is that mirroring happens when a coach plays back core language or meta-language for the client to hear.
- This mirroring can be a simple restating of a single, meaningful word.



Top 1

#2: Open, Powerful Question with Client Input

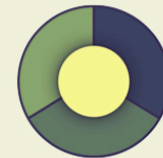
- This is the standard, most powerful way for the coach to consistently demonstrate deep, active listening.
- When a coach asks a powerful question with the addition of the client's language, the momentum of the session can build towards the client's desired outcome.

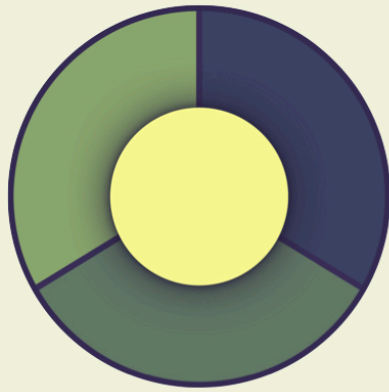


Top 1

#1: Fact-Based Observation with Handoff

- When done in moderation, the fact-based observation with an open, awareness-focused question can demonstrate listening better than anything else a coach can do
- e.g. I noticed you doing _____ + What are you learning in this moment?





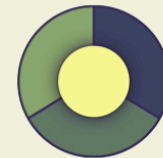
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Active Listening Practice

Practice 1: 1, 2, 3 x4



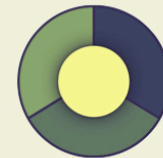
- Once a client is done speaking, take 4-5 full seconds to pause.
- When practicing, count or tap out 1, 2, 3 four times before coming in with the next question.
- Practicing in a structured way can help build long-term habits.



Practice 2: Study Our Responses



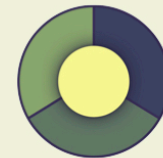
- Take a moment in day to day conversations to consider our responses.
- Consider: Is what I am saying indicating:
 - Judgement?
 - Advice?
 - Direction?
 - Validation?
 - Curiosity?

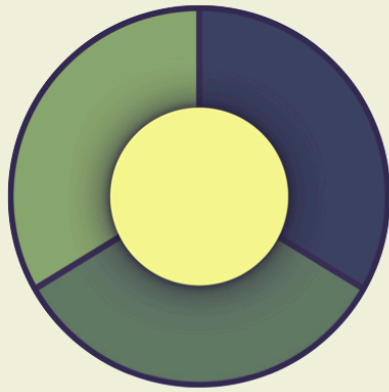


Practice 3: Study Our Pacing



- Take a moment in day to day conversations to consider our pacing.
- “How comfortable am I with pausing briefly in my daily conversations?”
- What difference is there between my quick responses and spacious responses?





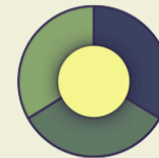
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Listening for Meta-Language

Meta-Language: Figurative Language



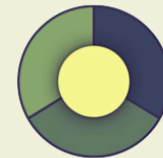
- General note taking can kill active listening and the coaching presence
- Listen for, take note of and use these for observations and questions:
 - Metaphors, similes, analogies
 - Illustrative language
 - Hyperbole
 - Idioms



Meta-Language: Patterns



- Common words that are used frequently within a session may indicate deeper meaning for the client.
- Consider taking note of and highlighting these patterns as they show up.
- Patterns across multiple sessions can be especially important to note!



Meta-Language: Naming Ideas



- When a client names an idea, we want to use that name throughout our work with them.
- This name will contain many thoughts and ideas all wrapped up into a word or phrase.
- Consider challenging your client to name new areas of awareness from the coaching.

