

Foundational Principles of Deep Listening



When you, as the coach, can listen masterfully, you then hold in your hands the key to creating results through your coaching.



Principles to be A Masterful Listener

1. Everyone wants to be seen, heard and loved

- When client feels seen, heard, and loved they feel validated and naturally also feel more confident, more accepting of themselves, more courageous, more valued, and more willing/able to take action.
- When you focus too hard on being a good coach, you inevitably stop listening. And when you stop listening, you've detracted from the mutual love and respect of the coaching relationship.
- What usually gets in the way of client feeling seen, heard and loved is 100% related to the unequal playing field. If you're focused on your flaws or your client's flaws it will be hard to see, hear, and love your client.

Deeper Dive

- > On a scale from 1-10, how well are you doing at helping others feel seen, heard, and loved.
- > What stops you from being a wholehearted 10 in this area? What keeps you from being able to fully see, hear, and love others?
- > How has YOUR need to be seen, heard and loved by a client shown up for you?

2. Be truly present in every moment

- This means showing up fully. It means bringing full mind, attention, focus, heart, spirit, and soul to the session.
- When you're not fully present, you're not fully your best.
- Not allowing distractions like technology, or thoughts about rest of your day, or anxiety about performance get in the way of you showing up fully.
- Energy follows energy. If you're fully present, the client is much more likely to be fully present. If you're not, then the client is also not likely to be fully present.

- Distraction of you're not good enough or session is not going well enough leads to worry and stress, and you start to question yourself more. When you're feeling off because you're questioning yourself, there's no way you can remain fully present to client.
- Being present with client will actually help override the self-doubt, at least in that moment.
- Bring in any mindfulness or presence practices you can use to stay present.

Tips for Staying Present

- Do a grounding meditation before getting on a client call
- Get grounded at beginning of the workday. Take time to get present before starting calls. This can have a lasting effect throughout the day.
- In the morning, before client sessions, think about clients you'll be working with that day. Energetically send love and set intentions for how you want to show up in the session.
- Turn off distractions email, social media, and notifications.
- Tace care of body
- Don't read emails that might trigger you.
- Continue to bring your focus back to your client.

Deeper Dive

- > In what ways do you distract yourself?
- > What tends to get in the way of you being fully present?

3. Listen to yourself as well as your client

- Listening is a dance between listening to your client and listening to your own internal wisdom response based on what client is saying.
- It's checking in with your inner wisdom to hear beyond what the client is saying with their words.

Deeper Dive

- > How does your intuition or inner wisdom give you guidance when you are listening?
- > Can you recall a time when you followed your inner wisdom in a conversation with a client or friend/family member? What happened?

Post-session reflections can help build your inner wisdom muscle:

- What went well?
- What would I like to do differently next time?
- What is my inner wisdom telling me about this client that she may not even know about herself yet?

4. Be curious

- Things open up when you are curious. More solutions become available.
- Listening deeply to your client yields intuition or inner wisdom. Stay curious based on what you heard from client and what you heard from yourself.
- Your intuition is there to open you up to be curious in the most potent and powerful places of what the client is sharing with you.
- When your curiosity is activated, you don't simply take things client says for granted or at face value. Curiosity helps you listen underneath the surface.
- Curiosity helps you to be more fully present.

Deeper Dive

- > What is your relationship with curiosity? Do you lean into curiosity easily or is it harder for you?
- > What are the things in your life you're taking as a given?

5. Listen for the WHO

- As a coach you want to coach the WHAT based on the WHO
- A mistake some practitioners make is, for example, hearing a certain result a client wants to achieve and begin coaching towards that goal without considering where the client is and what else might be going on with the client. They coach the WHAT and not the WHO.
- Be sure to listen for where a client is when they start working with you.

Deeper Dive

- > What causes you to default to coaching only or primarily to the what rather than the who?
- > Where do you tend to apply a cookie cutter approach to coaching?

