



# *Sacred Depths* Certification

## Deep Listening Skills 2

Hi, everybody. Good to see you all. Hey now welcome. Great to see you. Oh, no is joining us yay. Glad you're here. I'll give everyone a couple moments to get situated and step in

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Hey, Janae Hi jolly. Okay

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so let's get started. We are in our second session of our three session listening module. So, last week, we started our deep listening skills module. And last week was really about almost like the energetics of lifts, listening or foundational principles for listening. And today, we're going to get into an important tool that will really help you listen much more deeply, as well as different things to be listening for. So we've got a lot to cover today. But before we jump in to our new material, I'd love to hear from some of you what's been percolating for you since last week, I saw some of you have shared in the Facebook group. And I'd love to hear voice to voice what's been percolating for you, or have you been applying some of what we've been learning to your sessions? And what are you seeing and learning or to your relationships with anyone in your life. Last week, we looked at, everybody wants to be seen, heard and loved, and how that shows up. We looked at bringing your full presence when you listen and just to your sessions in general, we looked at this idea of listening to our clients as well as listening to ourselves and that dance between the two. We looked at being curious and how curiosity plays a part in listening. So I'd love to hear from some of you what's been moving through you What have you been seeing? And noticing? Or what would you like to celebrate? Aiyana

03:37

Hey, everybody. So I'm my partner and I do sound healing. And I like even right now, how my body feels was I'm probably gonna have to lay down soon and having some real serious health stuff. And I didn't want to cancel. So I thought about what you said with the container. And I've always put an energetic container that I hadn't started with having people say their intention and with asking what, what are their takeaways?

So I was like, Okay, I'm going to start with that. And with that in the middle, and my body, I don't have physical energy, so I just surrender to spirit. And that's what I did. And every single person there cried with tears of like, release and several of them were weeping and there's quite a few people who've gone to a lot of humans that we've done and they said that it was even deeper than they'd ever gone before. Nice for me to even just be like, Okay, I'm showing up. I personality self that this and that. And then in the middle, I got nothing Because I just let spirit come through, and it was hard for me to believe that it went so.

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Yeah, yeah, I'm so glad that you went and implemented that. And it's such great evidence for containers, right? And just that setting of the container in the beginning, asking, What's your intention and having the opportunity to set intentions. And then that book end at the end of what's your takeaways? It like we were looking at last week, it holds everything together, so that whatever magic needs to happen in the container can happen. That's one of the elements of the container. I'm so glad that you experimented with it sounds like particularly this was a week that it was needed for you. And I'm so glad you saw such beautiful results for you and for all of the people that it touched. So really well done. Thank you worked. Well.

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What I want to say though, is that I've been setting container for years with the, you know, energetically and with spirit. But I hadn't added those verbal pieces for other people to hear. I was surprised that some it seem so simple, so powerful. So thank you.

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You're so welcome. It's usually the most simple things that are the most powerful things. So Fijian.

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Yeah, I had an amazing moment, just today, just a couple of hours ago, where I brought a different quality of listening to an experience. And all I did was see that someone had some emotion going on as a new member of our team, and just breathe when she was talking. And then I thought what question Can I ask that's not too intrusive? I don't want to go too personal but and the question help helped her to cry. It was like see this is it. This is it coaching, like right here in this moment, I could feel there's a shift I want to make in this training, which is from consultant to coach. And I can feel you know, anybody working with one client at the moment with this team, and I can feel that I bring this. I know, energy. And just sitting back and asking questions. It's like, Ah, this is it. This is the way it was beautiful. I love

07:23

it sounds like you were employing a couple of things like energetics, you should be shifting those energetics, listening more deeply. Because when you're don't need to be a consultant, you can listen much more deeply. Right? And then that led to this a breakthrough question. So really well done. So great. Jackie. Yeah,

07:53

so I didn't have anything at the beginning, when you first started asking us and then I had this event pop into my mind, that happened to me last week that I felt that it would be really powerful to share. So I have a friend who has been offering to come and do a session with me for several weeks, but her family was sick. And so we just had to keep postponing it. So it happened this last week. And it's hard to explain but she uses essential oils, and just basically you're holding space in the body and like helping to release things and mana massage table. And she's just doing things that's about an hour long session. And she's done these in the past with me before but it was really power, she always asked me to set an intention. I guess I was on like the, like the receiving end of the container. And it was I think it's a really neat experience as we're discussing and talking about these things. And so she had me set an intention, she didn't ask me what it was, it was just within my own space, my own mind my own energy field. And it just intuitively, it wasn't because of what we discussed last week, but like my intuition just told me my intention was to listen that and so I just started listening to myself to just like senses to sounds to my soul to Spirit to all the things that were happening during the session. And at the end of this I had some really beautiful breakthroughs healing very similar to the first person that shared her story, right? Like, it wasn't crying, but it was very, very healing very lots of layers that just came came off during that session. And at the end, she didn't even know she was holding a container but she asked her set an intention at the beginning. And then at the end she asked me like, basically what were my takeaways and I shared some powerful things with her and, and she just was so kind of amazed at the things that happened. She was just holding space because she didn't do anything. She was holding that container and she was like you just navigate it and you knew how to move and I'm like I did and it was just it was really beautiful as much more powerful than it had been in the past.

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I love that. I love that listening and containers and it's Like, yeah, once we come more aware of these pieces, we start to see them and we start to use them in different ways. Beautiful. Who's, who's that on your iPhone that has your hand raised? They just took your hand down. But who is that on the iPhone? You there.

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Hi, it's Maya. I was trying to figure out. No, you got it. You got it? Yeah, I don't know why it says I found out. I'll make sure. I'll figure that out next time. But um,

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are you asking for me to express now? Is it okay? Um, yeah, I just wanted to share a few things. I feel like I've been absorbing all that you've, you know, presented to us as far as equalizing the playing field, the energetics in the deep listening, and kind of like, putting them all together. And and, and I noticed that I started to use all these skills definitely beyond just the idea of client work, and but just like almost everybody I'm interacting with now. And I'm like, and I'm like, Well, hold on, there is a lot of equalizing to do here. And so one thing that stood out to me was, I managed this holistic Center here in Florida and on the beach, and Amelia Island, and I love it, but it's I'm helping a really busy chiropractic doctor, like all day. And, you know, you could just imagine the chaos and but of course, I can't help my intuitive nature.

So I'm saying here, like, it's more than just work overload. Like, there's a lot going on with you. And so he just sat down with me one morning, and I started just expressing and so then I thought, well, let me let me listen to you know, and I did. And I began to be more curious. And I began to, like, not feel some kind of unnecessary, I guess, intimidation or hierarchy type of thing. And I really just saw this person, it's just another being like, you're me, I'm you. And here we are. And something I thought that was really, really profound that happened was he started going on and on about, um, you know, I used to never let anybody do anything for me, like, I just, you know, I just can't accept help in the design. And I just refuse it, I refuse it, I refuse it. And I don't think that typically what I asked this before, without being conscious about really being into the deep listening was something just prompted me to be like, what what do you think the refusal is based on, you know, what, what is this refusal comes from, and then like, out of nowhere, he starts, he just goes in this safe space, I'll just drop it out. But he just goes, I was molested by a priest when I was in second grade. And I was just like, whoa, because we were like, in the office. And I was like, I didn't know we were going there that fast. But it was because I was able to, like really listen to what he was saying. That he and then from there, he just poured in, I was like, Whoa, so this went from like, boss to like, we like switched roles, in a sense, you know, and it was really interesting. And that started into like, a thing where he asked me to work with him weekly. And, and it just created this different dynamic. And I just, I really definitely attribute that to being more conscious about listening deeply. And also recognizing that where we are all equal, and if you can approach it that way, when you're going to, you're going to have a week's in the container, as you'll put it. So yeah, I just wanted to share that,

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Oh, that's such a great share. So beautifully done. And just such a great example for all of us exactly what you're saying how equalizing the playing field, and deep listening and curiosity can lead to breakthrough questions. And then so much can happen from there. Really well done. Thanks for sharing. I'm going to take one more share for now, I love all of these shares. And we'll have time later for more. But we also have a lot of content to cover today, new content to cover today. So I'm going to take Mike Lynn, and then Rhonda and Laura. I do want to hear from you. But I'll do a little bit of teaching first. Michael in

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mind, minds quick, I just noticed a it might be confidence. It might be something else, like a willingness to be seen. But I feel this willingness to step forward now like I'm a leader, I'm a good leader, but I'm a better leader now because I know what I'm I know more and I feel more confident in what I'm presenting how I'm holding the container how I'm creating it. And so I'm really putting myself forward more in my meetings with groups and with one on one clients.

15:09

So happy to hear it, that is a celebration, yay. Good. So as with everything that we learn, don't let it gather dust, we're going to continue learning new things. And we'll keep on dipping back. But I want you to keep on the pieces that you're chewing on. You continue to chew on them, integrate them. It doesn't doesn't it's not all overnight, right? So continue to work on them. Okay, so with all of that, let's take a look at a listening tool. And, you know, as I've said before, some of what we look at here is obvious. But

just because it's obvious, doesn't mean that we're leveraging it fully. And sometimes the more that we can unpack the most obvious things, the more we can bring mastery and really use those tools even better. And so the tool that we're going to look at today, is being aware of our listening filters, or the first tool we're going to look at today being aware of our listening filters. When ever we listen, no matter who or what we're listening to, we're never listening with clean yours, unless we clean them. First. I'm gonna say that, again, whenever we listen, no matter who we're listening to, or what we're listening to, we're never listening with clean ears unless we clean them. First, we're never actually able to hear fully what the other person is saying and to hear the layers beneath it. Until we recognize that when ever we're listening to someone or something else, we come to that experience of listening with all of our own filters, and biases, with all of our own filters and biases. And all of our experiences, filters and biases can either help us listen really, really well. Or those filters and biases can become a major obstacle to truly hearing what the other person is saying. Our filters and our biases are part and parcel of any conversation that we have any learning experience that we have, really any experience we have period. So what are our filters and our biases? Well, there are beliefs, perspectives, and understandings based on our past experiences, and our backgrounds. Our filters, and our biases are our beliefs, perspectives, and understandings based on our past experiences, and backgrounds. And because these filters and biases are often so deeply embedded inside of us, unless we're actively tracking them, and internally calling them out, we can be pretty unaware of them. So let me give you some examples here to really illustrate this. Almost anything can be a filter. So for example, your religion is a filter. If you grew up Catholic, let's say and particularly if you still practice Catholicism. When you listen to other people, You're likely listening through a Catholic filter, whether you realize it or not.

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The part of the world that you live in is a filter, particularly if you've lived in one area your entire life or most of your life. When you listen to other people, you're listening through an urban filter, or a suburban filter, or an American filter, or a southern filter. So if you've always lived in an urban environment, unless you check that filter We'll talk about what that means in a little bit, you literally hear information and make assumptions based on that urban filter assumptions about diversity or assumptions about traffic, or whatever it is. If you've been thin all of your life, you may automatically move through life and listen with a thin filter. Even more, so if everybody in your family has been thin. If that filter is unchecked, then you might make assumptions about other people's experiences or desires based on that filter, if you've been healthy your whole life, similar thing, right, so I'll give an example on this. One of my closest closest friends, and also my first business partner, is some she has a chronic illness. And when we first started working together, I was able to get my tasks done way quicker than she was able to get hers done. And for the first couple of months, it created real conflict for us because I was listening, I was listening through a healthy person's filter through someone who, you know, wasn't stopped during the day because of illness or physical pain, or brain fog, or whatever it is. And so I didn't at first understand that it wasn't that she was being lazy, or that she didn't want it as much as I you know any of the things, right. But I was listening through an unchecked filter. So if you're someone that writes very quickly, that could be a filter to you're working with a client and it's they take, they have a slower rhythm to write. If everybody in your family has gone to college, and you've gone to college, you might listen, that might be a filter for you. And then if that filter goes unchecked, you might not realize that it's a really big deal for a

particular client to have gotten to college, because she was the first in her family, or whatever it is. So I want to be clear, it's not that filters are bad, or that they prevent you from being an incredible deep listener, not at all. In fact, your filters have the power to help you understand the layers beneath the layers of what your client is sharing. Your filters might make give you the ability to really get somebody and understand them way more quickly, than the time it would take for them to explain all about themselves or their situations to you. Your filters can be very, very powerful. So for example, if you're single, or let's say you're working mother, and you have a client, that's a working mother, you get that that struggle, right, the difficulties way quicker, maybe because of that filter. Or if you've desired to have children and have had a lot of trouble getting pregnant. If you have a client with that same experience, that filter helps, you know, it really can help you understand so much more. If you've lived in a foreign country as an ex Pat, and you have a client that's similar situation, right? That filter can help so much filters really can help us listen and understand more effectively. But here's the thing, if and only if we're aware of our filters.

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If we go into conversations, understanding that our filters are there all the time, their presence, and if we don't take them for granted. And if we work to not let those filters slip into our unconscious. It's when we take our filters for granted that our listening then becomes blocked, that we then maybe make false assumptions about the person that we're listening to that we stopped hearing the important details. So we can't get rid of our filters and we don't want to buy As much as possible, we want to be aware of them as they come up. When we aren't aware of the filters are looking for them, that's when we run the risk of not really seeing, hearing who our client is. So what we're really, and I'll let me give an example of not checking a filter, I'll give a personal one, and then a professional one. So personal one, my older daughter is now 13. And when she was in elementary school, she just like, didn't do schoolwork. She got bought, she got good grades, but she was not into doing a lot of schoolwork. For those of you that don't know me, well yet, you may already have started to pick up I've a very type A personality, and I've always been a good girl. And schoolwork was always really important to me, always it was like a big deal. So here I was, with this child who it wasn't a big deal to them. And I didn't check that filter. I just thought it needed to be important to everyone. And I thought that she was doing something wrong or there was something wrong. When really the truth was she loves performing arts that's where she was putting her focus and like schoolwork, fine, get do what needs to do there. But nothing more. The focus and the attention is on the performing arts right when I checked that filter, then I could really see and listen to my daughter. Here's another example. early on. In coach when I was started, when I first started coaching, it was also around the time that I got married. And I had grown up in a family where both of my parents, they didn't have their own bank accounts, like all the money was shared. And that's how John and I, my husband set it up to like I have my business account, but we share our money, there's no my money and his money. And so it was just an unchecked filter that I didn't even realize that I had that couples. Like the way it works best is if everybody shares the money and nobody has their separate bank accounts, etc. And well wouldn't you know it one of my very first clients there that they in their partner had separate bank accounts. And it took me half a session to realize that I was passing judgment on that. Notice any there was anything wrong, it worked for them. But that was a filter that I wasn't checking. That makes sense. Okay. So what we're really talking about here is the again is the ability to really see

your clients fully and not through any distortions of your filters. All right, let me pause here. I see there some comments in the chat

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so Simone is saying it's so often incredibly uncomfortable when we have our filters brought tarde Yes, it can be Jackie's asking is the filter the same thing as a paradigm? It depends how you're defining paradigm hopefully the way I described Jackie it became more clear but I think probably it can be for sure. Yep, sometimes having a similar experience can impede our listening 100% Glad you're sharing you're bringing that in Amy Kendra's saying Could these be seen also as as checking expectations? Because I feel like some of my expected Yes 100% can drop because our expectations are oftentimes created by our unchecked filters. Yeah, Tina saying I actually stopped seeing a practitioner because he wasn't aware of his filters. He made too many assumptions and I felt unheard. Yeah. Because that's it. Exactly. Tina that's why we're looking at the Okay, so let's go a little bit further with this. So we want we can't be aware for as long See this because this question often comes up, we can't be aware of all of our filters going into any session, that would be impossible. And we don't want to apply myth of perfection to this at all. The idea isn't for us to like check all the, you know, all the filters, I don't even know all of my own filters, I'm still discovering more as I go on in life. But the idea is to be doing work to be aware of them. And then the practice of being aware of the beliefs that come up in your head when you're in session and saying up, is that a truth? Or is that one of my filters, right? Now we want especially to be aware that Barbara, you're going where I'm going next, we want especially to be aware of those filters that come from a place of privilege. Because if you've got a filter based on a privilege that you have, it is often the least challenging type of filter. If you've got a filter that comes from a place of privilege, that's often the least challenged type of filter. And then you're usually going to center things on that filter without even realizing it. And that's when you're really prone to making assumptions. So again, our privileges, they're not good or bad. That's I'm not making a judgment call here on privilege. What I'm saying is that if we don't check them, if we are unaware of them, it can hold us back from really hearing the person in front of us, it can hold us back from really seeing the person in front of us. And then it has the possibility to cause harm. So I'm going to give some examples of making assumptions from a place of privilege. And this is not an exhaustive list. But this is just to, you know, to kind of get you thinking a bit more about the US. So, for example, race is one is a privilege, like one of those places where we may come from privilege. And the best example, or an example I like to give around this, which has nothing to do with coaching. But it has everything to do with what we're talking about. And so I think you'll be able to apply is the moment, a couple years back, I realized this and it had never struck me before because I am white, when you go to hotels, and they have like the little packets of soap, and shampoo. The shampoo is only for a particular type of hair. That is usually a white person's hair, right? It's like that's an unchecked filter that's based on a privilege. That makes sense.

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Religion can be a privilege. So I'm Jewish, I come from a Jewish background. And just people all the time just make the assumption that I'm Christian. Unless they're not Christian, right, then you're usually not making that assumption. Does it bother me? Not really, right. But if I'm in a coaching relationship, or I'm in relationship with a practitioner, I am not going to want them to assume that I celebrate Christmas,



right? I'm being heterosexual is a privilege. Being cisgendered is a privilege and that that means that my gender identity matches with the gender that's assigned to me at birth. Being able bodied, is a privilege. We don't want to make assumptions about that. When we're with clients. We don't make assumptions about any of these because of our unchecked filters on these economic level or ability is a privilege. Having two parents and coming from a somewhat stable home is a privilege. If you live in the US, English as a first language is a privilege, right? So those are just some examples. So again, just to be clear, you don't need to have all of the same filters that your clients have, you can absolutely hear fully. another human being that doesn't have the same filters as you, so long as you're actively working to check your filters and your privilege. Alright, so let's pause here. And let me ask you, what's the filter that you have that whether it's personal or professional has actually really helped you go deeper with the other person and listening and hearing the other person think of a situation where a filter of yours helped you hear someone even quicker and get to layers even more quickly than you would have otherwise. Elissa saying that if you're divorced, that's a filter. Good. Mariana saying the filter of being marginalized based on being a woman. Yep. Having lived through intimate partner abuse three times. Yeah. Parenting a challenging child. Yes. They've got that filter to health struggles being an immigrant having lived in New York City have that filter to being sensitive. Yeah. socioeconomic background. immigrant parents. Yeah. So again, right. None of these aren't good or bad. It's how we're using how we're checking them and how we're using. Poverty. Yeah, yeah. Perfect. Yeah, experiencing perfectionism. Yep. Good. And now, what's a filter now that we're having this conversation that you're seeing maybe in a conversation with a client or anyone in your life that maybe has been unchecked for you? And, you know, held you back from really hearing the other person? What's a time where you did you had an unchecked filter, and that really impeded you from hearing the other person and seeing the other person? Being white your ability to bounce back quickly? Being highly sensitive can get in the ways. Yeah. Living in the USA. Yeah. So Angela is asking if I can explain the privilege and the filter. So they are a privilege is a kind of filter. And it's just one that I'm highlighting. Because oftentimes, it's a filter that goes unchecked, unless we're aware of it. So Angela, I feel privileged as a type of filter. Okay.

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All right. I'd love to hear some more shares on this voice to voice what are you hearing so far? About listening filters that feels really important to you? What are you seeing here for yourself? Or what questions do you have? Annalise?

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John, you mentioned earlier, when, you know, we are aware, obviously, of our filter. We it's not that, you know, it's good or bad, but just we need to be aware so that we don't sort of like make a judgment or an assumption. But then you mentioned I mean, I've got two questions, basically, you mentioned is it truth or is it a filter? And so I didn't quite get that. And number two, because we've got so many filters. I mean, I can I can mention bends and bends. How do we check them all? You know? Like, I mean, of course possibly they come up depending on the situation. But sometimes there may be more than one and so

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yeah, absolutely. So to answer the first question, when we don't check a filter, sometimes we just think it's the truth. So for example, with the bank that when I was giving the example of the bank accounts, until I realized that that was a filter, I just thought it was truth that couples work better if they share all their money. Now, that might be a truth in my family, right? But that's not a truth for everybody in the world. In terms of Does that make sense? So and then, in terms of like, there's so many filters, that's exactly what I was saying, no myth of perfection, here, we would drive ourselves crazy to think that we could know all of our filters. That's not what I'm suggesting here. What I'm suggesting is building the muscle of when you are listening, and a belief comes up for you to become aware of the belief. And ask if it's a filter, like internally, ask yourself, if it's a filter. That way, it's like, it kind of covers us, right? So that we don't need to know all of our filters going in. But we're actively doing the best Starr can have the best we can when we're listening to pay attention, you know, if we're forming a belief based on what somebody is saying, or hearing it in a certain way to ask if that's a filter that we're looking that we're listening through

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our old belief filters?

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That's a great question. That's a great philosophical question. And I'm going to say, Yes, but I'm not 100%. Sure. And maybe that's something that's a great kind of inquiry to think about over this next week. And we'll have homework on this too. And I'm going to talk in a minute about ways to check filters. I think that will help. But I love that question to bring into your inquiry for this week. Thank you. Yeah. Thank you, Carmen. Hi.

42:13

So it's interesting, you know, as I'm sitting here thinking, something came up for me around money. And it's kind of like two sides to it, right? Because when we're thinking about privilege, and we're thinking about filters and stuff like that, there's the one piece we're being mindful that not, you know, not everyone can afford the service. Right. But then there's the other piece that I feel like I'm noticing the filter around myself, right, where I come from a background of, you know, as a childhood, a bit of poverty, always hearing I don't have enough, I don't have enough, right. And, you know, I'm currently at a place where I can afford things, but I am still struggling in some ways. So I do have that filter around myself sometimes of assuming that everyone cannot afford my services, because I probably can't afford this service. So that essentially holds me back as well. Because that's not true. There are people that there are tons of people that can afford more than me. So there's two sides of that piece. That was really interesting. That just came up for me. Yeah,

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I love I love that that's coming up like that alone, right there, Carmen, if you can start to notice when that comes up for you, and then make decisions based on the awareness versus just like the blind, you know, going with it. See what happens. Yeah, that's awesome.

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Let's see. If you've got a client a question in the chat, right now, if you can raise your hand because I'm scared. I'm going to miss it. Because there's a lot of stuff happening in the chat. So if you can raise your hand I'll answer it. Yeah. Luckily,

44:01

I am it's not really a question but I'm not I'm wondering if I guess it is a filter but when, when is when it was created around neuro diversity. And I could educate myself about it and realize how much it anti I was like, because I knew on some level I was different. But back then, you know, we had different worlds to talk about it and my environment was like kind of a bit dismissive, you know, of certain things and trying to put me in a drawer they would understand with what they have. And with all these awareness now that we have, because people have been sharing their stories, like maybe less from science, but more like from gr sharing. I can understand, you know, the filter that I have before this awareness, yes. With neurotypical People, yeah, but also with myself around thinking there's something wrong with me. Yes, yeah. And it's my peers who are also neurodiverse, like it has created so much awareness around that

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100% I'm so glad you're bringing this into the conversation for two reasons. Number one, because being neurotypical is another one of those big privileges that that still I think, sometimes go unchecked. And then also, because one of the things that I'm hearing you say, and, and we'll get, we're going to look a lot more at this as we move through the program is that cultures can have filters as well, and for a long time, and still, our culture has had a neurotypical filter. And so, because of that, people that are not neurotypical are still looking through the filter of being neurotypical. And then it's like, what's wrong with me? Why can't I right, so. So even if you come from a particular experience, you still might be looking through the filter of the culture, the whatever is being privileged in culture. And that's so important for us to, for ourselves, to recognize and then for us to be looking for as we listen to our clients as well. So glad you're bringing that in. Thank you. Okay, so how, what is the work of checking our filters, again, no myth of perfection, here, just it happens piece by piece. So, one is to be aware of your privileges. And there's so many different kinds, and you'll have a homework sheet on that to start looking at some of that. The second piece, as I mentioned, is to go into sessions or even when you're listening to anyone with this understanding that we've looked at today that we have filters, just just going in with that understanding will help you become aware of them more, as they show up. Another thing that can really help us activate empathy, activate empathy, when you're listening, so the Merriam Webster definition of empathy is the act of understanding, being aware of being sensitive to and vicariously experiencing the feelings, thoughts and experience of another. Actually, I'm gonna let me put this in the chat, because it's a mouthful. And some of us need to look at the words I think, to help really get them. So there we go. And I'll say that again. So empathy is the action of understanding being aware of being sensitive to invite curiously experiencing the feelings, thoughts and experience of another of either the past or present, without having the feelings thoughts and experience fully communicated in an objectively explicit manner. A simple way of saying this, I think, is putting yourself in another person's shoes. Oh, I didn't hit Enter on the chat. Sorry, hold on a second. That's right. Show up. There you go. So,

to me, this is putting yourself in another person's shoes, which is a vital to listening. And sometimes, I noticed myself doing this even unintentionally, that I noticed myself as I'm listening to a client, literally I imagined myself looking through their eyes or hearing through their ears and putting myself in their shoes.

49:50

Another thing that I've found that can really help us use filters in the best ways Sibyl, is to find a similar if even if you've got a different filter from a client, find a similar filter. So for example, I'm not, I like animals a lot, but I'm not a huge pet person. I'm not like one of those people that needs to have dog or cat or whatever, and like goes gaga over it. So my natural filter without it being unchecked is to not think much. If a person has like a lot of pet issues, and it's a big deal. My natural place isn't to be like, Oh my God, that's such a big deal, because that's not my filter. But what I've actually learned over the years is that because I have a family member, that is, my mother is very ill. And that's something that I've had to live with my whole life, I can apply that filter, when someone has a pet that's really ill, and it helps me listen more deeply. Does that make sense? Okay. Another thing that helps us check filters, and I want to encourage this, and this is a theme that will like keep on coming back to over the months is I want to encourage you as you listen, and really as you do all of your coaching to actively poke holes in old narratives and challenge assumptions, whether they're coming from you or from your clients. And not just personal narratives and assumptions, but collective and cultural ones as well. I want you to challenge the patriarchy in your own thinking and in the thinking of your clients, we'll are not going to get too much into it today, we'll be coming back. But that patriarchal thinking messes a lot of people up. Another great way to check a filter. And we'll look at this as one of our many tools in our creating awareness module. But to ask to check in and make sure you're getting you're hearing it right when appropriate. Hey, let's pause here. This is what I'm hearing from you, right, like share the assumption that you're making could be an intuition, right? But it could be an assumption based on an unchecked filter. Hey, this is what I'm hearing you're saying? Am I getting that right okay, we're gonna move on from filters so any other thoughts right now on filters before we move on anything that wants to be shared? Kendra

53:01

I just wanted to know your insight around this the coaching industry as a whole and that I know that when I'm just about on the social medias, looking around and I'm reading certain content, it feels very much like I hear I can hear myself going oh, that's not fair to say because you know, X person may not be able to see it that way or x person may not be able to do that thing. And I just feel this energy of wondering if, if there's harm being done in a bigger sense when we don't check our filters and other coaches reading content and then thinking oh, what's wrong with me or I'm not good enough or I should have done this and then it kind of takes everyone's self expression down a notch is that a thing?

53:49

Completely so everything that we're looking at, like through the lens of coaching is almost always applicable through the lens of marketing by percent so when practitioners don't check their filters in their marketing, it can cause harm because of exactly what you're saying, you know, making certain

assumptions and often usually when we don't check filters in our marketing, we also become more prone to sharing I don't want to say lies but sharing unrealistic expectations which then number one, like you're saying lowers everybody expression, but number two, it's going to set you up for real difficult clients. If there are those expectations are based on unchecked filters. Okay, thank you. Yeah. Now you can use filters to your advantage and in marketing to right so you know, if you have this kind of experience, you're, you're likely to be able to achieve XYZ. Right? Or if you have this experience, you might be struggling with ABC. So again, filters not good or bad. It's how do we check them? And how do we use? Yeah, yeah, you're welcome. Great question, Rhonda.

55:26

Um, so one thing I wanted to ask is when we're talking about, you know, the poking of holes, and I don't mind poking my own holes of my own beliefs or filters, yet isn't, could that not be perceived. And I've come across this with clients before, where potentially challenging a belief of theirs is just so fundamentally feels like an unsafe place for them, because that's what holds them together.

55:53

Absolutely. Always, don't like to say, wait. But our very next module is creating awareness. And we're going to look at lots of different techniques for creating awareness. And one of the techniques we're going to look at is, I call it reflecting hard truths, where we look exactly at what you're saying, and different ways that we can poke some holes in a way where the client can still feel stable and safe enough, but not go into their defenses. Okay. So we'll get there in a few weeks.

56:32

Okay, no, that's fine. Because I think it actually happened last week, where somebody was just completely thrown off and was just not okay. And called me on it. And I was like, oh, okay, let's take a step back. And

56:44

we want to be very particular about words that we use. And I'll give very, like different language as well as to like, which situation to kind of be able to see, okay, the client is stable enough right now, or that's not a good idea for right. Okay. Yeah. Well, I get there. Okay. Great.

57:03

Thank you. And the other comment I wanted to make was that him just there's so many people even just around me in my life, like family wise, husband wise, you I just see, they see this, they see the black and white of like their own belief patterns, and they just don't get it, why somebody can't do something, the way they see it. And it's just like this, I don't know how to open that up. So that's another thing that like, hoping to get some clarity on maybe how to expand their horizons as well, because it's hard to work in that box at times,

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we come with so many beliefs. And so you'll get that throughout. Like, they're creating awareness techniques for that there's questioning beliefs for that there's rewiring negative thought patterns for that there's visioning pieces for that. So you'll get lots of different tools

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for Awesome, thank you.

57:53

Thank you.

57:58

Hi, I'm, so I love this whole topic. I'm learning so much. That's great. And the I love the three things you listed, or at least I wrote them down three things, for checking filters, which seem like they're like to be used actively in the moment of working with the client. And I was just wondering if you have any tools or techniques for like checking our filters or privileges, like in advance of a client session, or as preparation or in our own work?

58:35

Such a great question. So I think it's hard to do in preparation, because you have no idea what a client is going to bring, you know, you can a little bit through. If you do like a pre call form, you know, you can start to look at that pre call form and say, okay, like, what are the beliefs and the filters that I'm bringing just to the material that they've shared in the pre call form? So that is one thing you can do. I have for one of the homework sheets for this week is a little bit of a worksheet on filters and privileges. But it's not exhaustive, because that would be like 1000 page, but but, but it's to like start stirring the cauldron more and bring some more to the surface. And then I think the practice is in your everyday life. No, notice your thoughts. All right. And you could even like every day, you know, what's what's one unchecked filter I use today and then at the end of the year, you'll have 365 more. Great question. Thank you. That's helpful. Barbara.

59:54

Hi, thanks. I'm just thinking about this. There's like there's so many levels on this and And I wondering about how flexible people's identity is, I was listening to somebody else talking about this, they were saying, like, there's about 10% of the population that they described as creative. And what they meant was that those people who are willing to have flexibility in their identity, you know, they can be, you know, different kinds of artists or think or, you know, right or whatever. But that internal ability and willingness to be flexible in their own identity, so that they can pivot and see themselves in different ways. And, and so this person's view was that you're like, 90%, of people wanting stability, and, you know, really sticking with their filters, if we're using that concept and applying it here. And, you know, that I think this kind of comes back around to what Randy was saying about, you know, when is it safe to introduce this? Well filter, you know, belief system and introduce a challenge to it, you know, on and, you know, I think probably folks in the coaching industry are like, hey, you know, we can be flexible, and how many other people you know, people who take on the role of the, of the coach, how many of our clients

are really believing that they can make that change make that because their their identities just so much more solidified than people who are in like, the leadership role of being a coach. So it's just it's like, it's this is just really percolating a lot of thinking for me. And I've done a lot of research on my own I club standpoint, theory, but a lot of the, you know, ways that I have been taught and learned and the environments I've been in, and how that's informed what I believe, and where I've said, Oh, well, that's not what I believe anymore. Just let that go. And that's a way more than everybody in my family, they're all, you know, still pretty much back in their niche, you know. So it's just, I think this is just really interesting for us to think about, what's the availability of others to not be solid, in that version of their identity?

1:02:35

Yeah, I love that point. And, well, I'll just state upfront, and then we'll see it's like time unfolds that I believe this is my filter. That you, you, you can see, as coaches, and this is part of what our work is, is to support people to shift in in those beliefs. And that's part of the work and sometimes it's big shifts, and sometimes it's little shifts that make a big difference. But yeah, I love that that's percolating. And I think it's so important to think about. Thank you. Okay, we've still got a little bit that I want to take a look at today. So we'll spend the rest of our time today, looking at what to listen for, what to listen for. And of course, this is, you know, it could maybe be 1000 page book as well. You know, if we were to go through each of the pieces, but I want to kind of hit some of the most important pieces. As we look at this. If you're a newer practitioner, we'll talk about that. First. If you're a newer practitioner, it might feel a little overwhelming, like, oh my gosh, there's so many things I have to listen for, and how am I going to hear all of these things when I go to listen, and the idea is, it's not that tomorrow, you're gonna go and like in any conversation, listen, all these to all these things, I want you to be aware and then it's a practice over time, right? You'll, you'll get a checklist of all of these things. I often recommend keeping checklists in front of you in the beginning, you know, and find a few things you're already naturally listening. So well you wouldn't be here if you didn't write, but find a few things to focus on. No myth of perfection. You're gonna hear me say that like 100 times over the next month. And for those of you that are seasoned and practitioners, you're going to know a lot of what I'm sharing. And you're probably already Listen, for a lot of what I'm sharing. Remember getting to deeper mastery is about the details. So find the 123 things that we look at today that you either haven't been listening for, or you haven't like been listening for as well as you could. And really set the intention over these next weeks to build that muscle when you're in your client sessions. Okay, so use this material to meet you where you're at.

1:05:50

Most important thing, when it comes to what to listen for, is we want to listen for the who, who. This is what I'm about to say next is like a lot in coach, standard coach safer depths is not standard a lot in standard coaching programs, you'll hear this and this is really important, always coached the what based on the who always coached the work based on the who and so in order to do that, we want to listen for the who. And what this means is always coached the what based on the who is that if you have two different clients working on the same what, let's say they both want more time in their schedule. But you're not going to necessarily approach them creating more time in their schedule the same way. You want to listen for the who, because who they are, it's gonna it's gonna look differently, right? Maybe one

is a single parent, and the other person doesn't, you know, have daily responsibilities to another human being. And maybe one has a certain belief around productivity, whereas another one doesn't, right? Whatever it is, we always we want the what is important, but we want to coach the what based on the Does that make sense? Okay, AJ, for our regular 90 minute sessions, we don't have breaks. But of course, if you need to go to the bathroom. When we have longer than 90 minute sessions, we have bio breaks. Okay, because I'm a Virgo, I always like to categorize things. And so I've created three categories of what to listen for. Some people totally get these categories and love them. And then other people are like, what, it doesn't make any sense. So take or leave these categories. Like the content is what's most important. For me, it helps me understand that kind of understand grasp things. So the first category of what you want to listen for when you're listening, I like to call it clients presence. I'll put that in the chat. You want to listen to your clients present presence. So what are what does that mean? Well, there are a couple of different things that could fall under this category of your clients presence. Number one, you want to listen for your clients emotional state. Why is listening for a client's emotional state so important? Well, let's say you have a client. If you're doing business coaching that says I didn't feel my program that I wanted to fill, I wanted 20 people in it, and I didn't fill it. Well, if you're not listening for emotional state, your the client could be totally upset that they didn't fill their program or they could be okay with it. Right? This is a moment to check your filters as well. But my awareness of where my client is emotionally when they share that information for me is going to help me respond more powerfully. Here's another reason why it's important to listen for emotional state. Let's say you've got a client that comes into a session and you set intentions and they say that they want to Find a solution to a problem or talk about a strategy for X, Y, or Z. But as you're listening, you hear that that client is scattered that day, in that moment, or you hear that there's a sadness that you haven't heard before, or you sense that there's something they're angry about, well, you're gonna want to address that first, before going into the intention of the strategy that they want to create or what whatever it is. Because you know how it is if, if they've got another thing going on, if that's not at least looked at a little bit, it's going to be hard to then create a strategy.

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So emotional state, one quality of a client's presence. Another thing we could put in this category of client presence is we want to listen for how much a client is engaged in what they're talking about. You will sometimes come across clients, and probably you've done this yourself, or have seen this just in conversations with friends, where someone is talking about something that they say is important to them, obviously, you're going to assume it's important to them, or else they wouldn't bring it to a coaching session. But they're not very engaged with it. You can like tell through their presence, that it's not alive with them. They're maybe not feeling passion about it, etc. You want to listen for those things, right? Because those are important clues. You want to listen for silence. Silence is not a bad thing. Sometimes a practitioner will get freaked out, you ask a client a question, and then there's silence, you know, and sometimes I've heard practitioners say like, oh, my gosh, I didn't ask the right question. That, you know, whatever, they disengage, you know, whatever it is, when oftentimes the silence is because they taking it in deeply or that the question has, you know, hit them in a certain way. That's important. And they're taking a moment, right? So we want to listen for when there's silence, it's usually an important moment. If it is. Another thing under client presence, we want to listen to our clients pacing. If



you know that, you have a client that usually talks pretty quickly. And they're sharing something and they've slowed down their pace. That that's a clue right there. That might be that's what they're saying is important, you know, more important in that moment than other things, right, because they've slowed it down. If you notice that a client is sharing something, but they they're speeding it up, that's another cue. Now, it might not always mean that they're trying to just moved past it, or whatever it is, but it could wreck but you want to listen to that. And if you deem like it's important enough, you may want to ask about it, inquire about it. So you know, you're noticing that they just sped up when they said that or whatever it is, and ask, you know if they noticed that and what that's about. Same with tone. If a client all of a sudden gets really quiet, that's a cue that something is happening there about what they're they're talking about, right? Or if they get louder, sign, they're getting more excited about it, possibly, we want to listen for that. Another thing that we put in this category of a sense of client presence is we want to listen for our client's essential nature. Is this client, usually agreeable? Is this client usually looking through things in either positively because if we know a client's essential nature, then we'll also know when they're out of their essential nature. And that's an important thing to note. Right? So if a client generally has like a very calm disposition, they there, but they come in a little more agitated, right, which may be normal for another client. That doesn't mean they're agitated at all. That's just their essential nature, right? But we, we want to listen for that. And then the other thing under the category of client presence, to listen for is how connected the client feels to you as the coach. We don't need our clients to feel Uber connected to us all the time. But if we sense that they're not feeling connected to us that maybe that something is going on in the container or something is going on. for them that day, etc. That's something we might want to address.

1:15:07

Okay, so emotion under this first category, emotional state clients engagement with what they're talking about. We want to listen for silence, pacing, tone, essential nature, and how the client, how connected the client feels to you as the coach, if you were to pick one of those places to work on a bet, what or if you were to pick one of those places where you could kind of put some more attention into what would it be for you?

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Client's essential nature? essential nature pacing? Silence. Yeah. You're not the only one that struggles essential nature

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how connected? They are good. Yeah, Sophie saying emotional state, I often want to get to the content. Rachel saying I noticed I have a bias I'm really good at picking up on on pleasant energy. And I'm likely to miss attribute it as disapproval when it's usually not about me. Yeah, I'm so glad that you're noticing that. So it's normal. And it's so important to be aware of how engaged they are. Great. Okay, second category. I call a parent clues. And again, if these categories work for you, great. If not, don't worry about them. Apparent clues. So these are kind of clues that are there more on the surface. So in this category you want to listen for is there a match, or a mismatch? Between the client's behaviors, goals and commitments, right, that sounds pretty obvious like is there, you know, is does their behavior match the

goal in the commitment that they say they've made or the goal that they want to achieve? If there's a mismatch, that's an important thing to listen for. Another thing in this category is what's motivating the client. So this is important. And we'll look a lot more at this moving forward. But if a client says, you know, I want a million dollar business, well, what's motivating that desire? We want to listen under this category, for specific language and terms that the client uses. So for example, let's say your client is married, but they consistently refer to the person they're married to as their partner versus their wife. You want to listen for that, and use that that's part of seeing hearing a client right and showing that you see and hear them. We want to listen for our clients strengths. All of these are so important. To me, this is like really important, right? Because we're so often listening for our weaknesses, right? And, and one of the many, many value of like, just beautiful gifts of having a coach is that there's someone that's helping you listen for your strengths and pointing them out. You know, we'll talk a lot more about that moving forward, but important to mention now. Another apparent clue, listen for clients obstacles, but not only the obstacles that they're having. I like to listen also for potential obstacles. hasn't come up yet, but what have what have you seen in the past or based on what a client is saying what potentially might come up? Right? Because then you can strategize around it beforehand or create awareness surround it beforehand. We want to listen for our clients beliefs, right? And it's sometimes you know, some, I'm saying this as a parent, but sometimes it's more subtle. It's not like a client is always gonna say, Well, I believe that blah, blah, blah, right? We want to be listening from what they're sharing. First of all, what is it that you believe about this situation? Or what is it that they believe about themselves in regards to this thing that we're talking about? Because we may want to create awareness, poke holes, ask questions, etc, there. We want to listen for if our client's goals or vision have shifted, we're gonna talk a lot about a lot about this in visioning. But I just want to share it now sometimes our clients goals or visions can shift. And that's not a bad thing. It's just that's how the evolution is. But if we, as the practitioner haven't realized, or sometimes the client doesn't realize that their goal and vision has shifted, we want to listen for it. Because if we don't, then we're like continuing to go down a road that isn't exactly aligned for them.

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And then in this category, we want to listen for who is influencing our client? In other words, who are they listening to or modeling after, because sometimes that can be aligned. And then sometimes that's not aligned. And it's great to create awareness around that.

1:21:39

Alright, so in this category, and I'll just pop them all into the chat. And, you know, I think I've mentioned this before, but we try to put all the resource sheets in the member center before class. And I try to have like a lot of notes in the resource sheets, which is why I don't have the slides or anything like that. So if you're someone that needs that visual, definitely follow along with resource sheets. And but so for this category, match or mismatch between behavior, goals and commitments, what's motivating the client? Specific Language in terms of client uses clients strengths, obstacles, beliefs? What's one place where you'd like to focus some attention in this category? This we?

1:22:37

Strength who's influencing them? Yep. Naturally snatch. Yeah. Sophie's asking with so many things to be listening for sessions could literally go in so many different directions. I often find myself torn between where to go. And I think I can, yes, I love this question. So there are a couple of there a couple of things that I want to say about this. It's such a great question. So number one. Coaching transformational work is an art, not a science. And when something is an art versus a science, it means that there's way more than one way to get to the desired result. Different coaches are going to take a hold a journey for a different client. And, and, and different coaches the same coach on a different day, right? Because we're like different people, different days, we might make different choices. And we can still there's not one road that leads to Rome, Rome, right. There's many roads. So I mentioned that in relation to your question. Because there are so many different directions and way more than one direction is going to get you where you want to go. Now, I'm into terms of listening to all of these things. As I said earlier, you know, if you haven't been listening in this way, for a long time, don't expect to listen to all of these things at once, work on it in chunks. We don't need to hear all of these things also in order to really support our clients. And then the other kind of answer to this question is back to one of our foundational principles from last week. Listening is a two way street. We want to listen to our clients. But we do also want to listen to ourselves and we might take in, you know, five pieces of information on a situation a client just shared. And then we want to use where's our natural? Again, we look to curiosity last week, where's our natural curiosity going? Like we listened to ourselves where, you know, and then we want to, uh, you know, and then we make choices and we move in those directions. Hopefully that answers that question. All right, we just have four minutes left

1:25:42

Alright, we're gonna, I'm going to go through this third category. So the third category is non apparent clues. These are maybe things below the surface, not so apparent. So if something seems misplaced, within the rest of the conversation, like, client is talking about a business thing, and then randomly they bring up their brother, that that's, something's going on there. Right, we want to note that. Along the same lines, we want to know for what the client isn't saying, if we know that the client has a brother, and they're talking about Christmas, and all of the like issues that are going to happen next month that Christmas, and you know that historically, there's an issue with the brother. You want to listen for them, you know, what are they not saying? What are they not mentioning, that might be a clue.

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This is a little bit similar to essential, essential nature, but with a little bit of spin on it and inconsistency between who you know your client to be and what they're saying, that's a little bit different than presence and mood. But in consist, you know, if you know that this client, really, integrity is a really big deal to them. And they're considering something that's out of integrity, that's an inconsistency, right, you want to create awareness there. If a client repeats, anything, oftentimes, something repeated might be more important. What a client is scared of, we're going to look a lot at that.

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We also listen for our clients inner voice. If they're the things that we tell others, and then they're the ways that we talk to ourselves. But if you set the intention to listen for this, and so many of you probably

just pick this up, because you're great listeners, and you're intuitive and all of that. But as a practitioner, kind of having a little bit of an understanding if a client often variates themselves, if they are more prone to let themselves off the hook, et cetera, et cetera, that is an important piece of information. And then the last thing is, sometimes listening for if a person is a visual processor, an auditory processor, or kinesthetic processor can be super helpful. If a client often says, Well, I see it as a big blob, that blah, blah, blah, or I can almost hear the bird chirping in my head, or I really feel in my body, etc. When we ask questions or create awareness or point things out, we can use their primary way of processing or if we want to mix it up, we can purposefully ask them to feel something if they usually see it, etc. So that's a good thing to be listening for as well. Okay, I want to honor our time, we have a minute and a half left, I want to tell you about homework, and then I'll open up for any cues if anybody wants to hang on and ask any questions. You'll have worksheets this week to go deeper with everything that we've looked at. If you are working with clients right now, I want to also invite you after each of your sessions this week, to just make a list of the filters that you looked through and that are listened through in that session. And filters that you noticed your client has here. Just take a week to pay more attention to that. If you're not working with clients right now you can pick a couple of conversations with anybody in your life. And go back and look at that. If you are working with a coaching partner in this program, have your first coaching session, and we're not going to meet for a couple of weeks, so you've got time to get that set up. And first of all, if you're a new practitioner, don't expect I mean, nobody don't expect perfection, this isn't about being amazing. Out the bat, you know, and if you're super new, I just want you to think about starting the session with setting and asking your client what their intention is. And then knowing their intention, asking questions, or just having a conversation to see if you can help get them to their intention for now. And of Converse end of session, ask them what their takeaways are. In the reflection time, after the session, no matter where you are, in your Excel with experience, what I want you to specifically reflect on with your partner are around filters, what filters Did you check? Can you look back and see if there's some filters that you didn't check? And then anything else around listening? That might be important? And that reflection period is for both you and your partner? Right? So it's a conversation. Okay. With that, if you have a moment to write down what your big takeaway is, from our I know, there has been so much in this call today. But what are you really taking away for yourself?

1:32:05

And I'd love to hear if you want to hang on for a few minutes any shares on takeaways or questions that you have? Rhonda is asking in the chat, when should we be planning for the coaching buddy sessions to start, it would be great. So you don't need to have a session after every one of our training sessions. You just need 18 throughout the course of the program. But to get us off, you know, like started, and especially because we're not meeting next week, you've got two weeks before our next session, I'd say try to have your first one in the next two weeks. Marianne is asking, Can you give examples? So first, let me see if you if you have to go go where three after this is just extra, if anybody needs anything? Can you give examples of how to ask a client about what they might not be saying? When your intuition is telling you there's something beneath the surface that is impacting the results they want to create? Yeah, so always coached a lot based on the who, you know, it will depend on the situation and who the person is and where they're out that day. But one of the easiest or simplest ways that oftentimes can work in this situation is to say like, tell me if I'm getting this right. I feel like there's something else that you haven't

said, that's maybe like right there underneath the surface that is really impacting X, do you have a sense of what that might be? Right? So that can be like a more open ended way of asking that question. If you have a sense of what it is that they're not saying, and we'll get into the details of this in our creating awareness module. But if you actually have a sense, oh, they're not mentioning X, you can say you're telling him I'm getting this right. But it's interesting to me that you're not mentioning your brother, is there anything to that? Right? So you can also lead a little bit in that way. Without it being the truth? You know, ask ask them if there's something to it. All right, I'm gonna read all of these takeaways later. But are there any last questions before we wrap anything that anybody needs?

1:34:37

Great, enjoy. Enjoy working through this material over these next few weeks. Our next call is our listening practicum you won't hear from me so much. Finally, we'll hear more from all of you. Sending you all a lot of love. If you need anything. Please reach out. Let me know. I'll talk to you soon. Soon