

A Checklist of Things to Listen For

I. Your Client's Presence

- ✓ Client's emotional state
- ✓ Silence
- ✓ Pacing
- ✓ Tone

II. Apparent Clues

- ✓ Match or mismatch between behavior, goals, and commitments
- ✓ What is motivating the client
- ✓ Client strengths
- ✓ Client wins and celebrations
- Client's obstacles and potential obstacles

III. Non-Apparent Clues

- Specific language and terms the client uses
- ✓ If something seems misplaced with the rest of the conversation
- ✓ What the client ISN'T saying
- ✓ Does the client process primarily visually, auditorily, or kinesthetically?

- ✓ Client's Essential Nature
- ✓ How connected the client feels to you as a coach
- Client's engagement with what (s)he's talking about
- ✓ Client's beliefs
- ✓ Who is influencing the client (who are they listening to or modeling)
- ✓ Shifting of goals and vision
- ✓ What inspired the client
- ✓ What the client is scared of
- ✓ Inconsistency between who you now your client to be and what they're saying
- ✓ If the client repeats anything
- ✓ What the client is becoming aware of
- ✓ Your own intuition and hunches

Assignment

On your next few client sessions (or conversations with others), see how many of these things you can listen for. The more you do this intentionally, then eventually the less you will have to think about it, and the more it will come organically and naturally to you.