

Filters & Biases

"We are not listening with clean ears unless we clean them first"



**Risk: coaching the WHAT
instead of the WHO**

Awareness Of + Working WITH

- ① Awareness of your Own Filters
- ② Awareness of Client's Beliefs and Filters
- ③ Activate Empathy
- ④ Find a Similar Filter | Create a Connection Point
"Am I getting that right?"

Listen For...



Client's Presence

ie: client's emotional state, pacing, tone



Apparent Clues

ie: client's strengths, motivations



Non-Apparent Clues

ie: what the client isn't saying