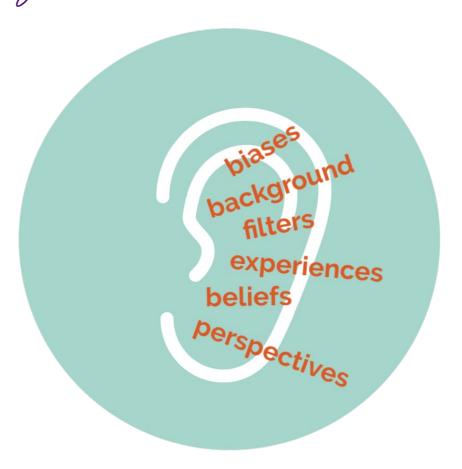
Filters & Biases

"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

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