

Deep Listening



Why Deep Listening Matters

- > Strikingly rare: Deep listening isn't required for day-to-day interactions.
- > Helps people feel seen, heard, and understood.

The Dos and Don'ts

COMMON MISTAKES

- > Focusing on how your own experience relates to what you're hearing.
- > Thinking about what you want to say next.
- > Asking for more information: answers, explanations, details, etc.
- > Problem solving or offering solutions.

HOW TO LISTEN LIKE A COACH

- > Focus on the whole person: what is said, and what is not said.
- > Listen below the surface: what makes the coachee come alive or withdraw.
- > Get out of your head. Don't worry about what you should ask/say next.
- > Stay unattached to being "right."

Advanced Skills of Deep Listening

CLARIFYING

Combine listening, asking, and reframing in order to bring an image into focus, add detail, and holds it up for inspection by the coachee.

META-VIEW

Present the big picture and open up room for perspective; reconnect the coachee to their broader vision. This skill is good for when coachee is in a rut, needs additional context, or is too far drawn into the details of a problem.

METAPHOR

Draw on imagery and experience to help the coachee comprehend more easily and make the coaching more experiential.

ARTICULATING

Succinctly describe what is going on and share observations without judgment. Often this skill takes the form of "speaking the hard truth" or "pointing out the mess." It is important the you remains unattached to being "right;" the coachee may have a counteroffer or different interpretation.

ACKNOWLEDGING

Strengthen the coachee's foundation by addressing who the coachee is, not what (s) he has accomplished. Highlights a value the coachee honored in taking an action, or a personal quality the coachee may tend to dismiss.

For further reading, reference:
Kimsey-House, Henry et. al. *Co-Active Coaching: Changing Business Transforming Lives*. Nicholas Brealey Publishing. 2011