

HOW TO LISTEN BETTER

Listening is a skill. You can learn how to listen better. There are many ways to do this, as you will learn in this section.

1. LISTEN WITH YOUR MIND

- Give the coachee your attention.
- Try to enter into their frame of reference, their world.
- Focus on what's behind their words.
- Don't let your mind wander.

2. LISTEN WITH YOUR BODY

- Sound interested.
- Do you have the proper amount of eye contact?
- Let your arms, hands, and body posture say, "I'm interested."
- Your non-verbal will be "seen" even over the telephone.
- What are the coachee's non-verbal signals communicating to you?
- Check your assumptions about the non-verbal with the coachee.

3. LISTEN WITH YOUR WORDS

- Ask clarifying questions.
- Don't finish sentences or provide missing words.
- Don't give advice or solutions while they are talking.
- Summarize main points.
- WAIT: Why am I talking?

4. LISTEN WITH YOUR INTUITION

- Listen for the meaning behind the words, gestures, and body language.
- What is the coachee not saying?
- Test your intuition with clarifying questions.

5. LISTEN WITH THE HOLY SPIRIT

- Use spiritual discernment.
- If you hear from the Holy Spirit, then ask, Should I share this with the coachee? And, when should I communicate this?
- How can you share this in a way to enable the discovery process?