

Module #07/Week #13/Pod Call #07: The Contexts of Listening and Self-Management

Upon completion of this module, participants will be able to:

- Listen deeply for what is needed in service of the client's transformation.
- Better manage themselves in the coaching relationship in service of the client.

Time	Activity	Notes
0:00-0:05 5 min.	Welcome and Context <ul style="list-style-type: none">• Today's call is about Listening and Self-Management.• We are also starting the second half of the Program. Context for the call: <ul style="list-style-type: none">• Practice pointing our listening to each of the three levels (assume they know them by now).• Getting conscious about what we are listening for.• The coach listens for the client's vision, values, commitment and purpose in their words and demeanor.• Keeping our main attention on the client's transformation, not on ourselves; yet, coach is not invisible.	<ul style="list-style-type: none">• This is likely the first call after their Mid-Program Reviews, depending on how/when you held them.• We're setting context for the call right away to allow time for the participants to set intentions/stretch goals for themselves for the second half of the Program.

Time	Activity	Notes
0:05-0:15 10 min.	<p>Discussion</p> <ul style="list-style-type: none"> Many of you committed to a new stretch for yourself for the last half of the Program in your Mid-Program Review calls. Let's practice listening at Levels 2 and 3 as people speak. You may even get to practice Self-Management along the way. <p>Possible questions:</p> <ul style="list-style-type: none"> What are they committed to for the second half? For themselves? For the whole Pod? Think ahead a year from now...what do you want your story to be about who you were in Certification? <p>(Alternate)</p> <p>Use a check-in question like we do on the previous calls.</p> <p>Possible question:</p> <p>What do you have to self-manage to be fully present here?</p>	<p>As CPL, you can choose to do this or use a more typical check-in question. See "Alternate" question.</p>

Time	Activity	Notes
0:15-0:25 10 min.	Discussion <ul style="list-style-type: none"> Listening and Self-Management are separate Contexts. What is the relationship between them? Light review of Levels of Listening. What are you listening for overall? In Fulfillment? Balance? Process? What are some of the things YOU are self-managing to have yourself be fully present? 	Key Learning Points: <ul style="list-style-type: none"> Listening is a context for the work being done in the RELATIONSHIP — not just what is coming from the client directly. The coach listens deeply for what is needed in service of the client's transformation. The coach listens for Resonance and the largest transformative possibility for the client. The coach listens for Resonance and is able to spot Dissonance when it takes over. The ability of the coach to set aside their own saboteur or Level 1 voice, and coach from their OWN resonance in the service of holding the client's transformation. Everything in coaching hinges on listening — The coach is listening for signs of life, aliveness, the choices clients are making, and how those choices move them toward balance or away. Listening is the gate through which all coaching passes. <p>Levels of Listening build on each other:</p> <ul style="list-style-type: none"> Internal listening that focuses on self/inner voice. Focused listening, like a laser on the client and your inner voice (1 + 2). Global listening takes in everything. It also incorporates Level 1 and Level 2 listening (1 + 2 + 3).

Time	Activity	Notes
0:25-0:35 10 min.	<p>Skill Drill: Listening Awareness and Impact Exercise</p> <p>Set Up:</p> <ul style="list-style-type: none"> Tell them they will be practicing listening at different levels. <p>First Round: Level 1 — Internal</p> <p>Set Up:</p> <ul style="list-style-type: none"> CPL tells a short story (gut wrenching — pending divorce, health worries, high failure rate of CPCC exam). Make it convincing. You want it to take them to Level 1 and you will also want to be able to repeat it. First, have participants listen from Level 1. <p>Debrief:</p> <ul style="list-style-type: none"> Where is your attention? What is the impact? <p>Second Round: Level 2 — Focused</p> <p>Set Up:</p> <ul style="list-style-type: none"> Repeat same story. They listen from Level 2. <p>Debrief:</p> <ul style="list-style-type: none"> What's different about listening at Level 2? <p>Third Round: Level 3 — Global</p> <p>Set Up:</p> <ul style="list-style-type: none"> Repeat same story They listen at Level 3. <p>Debrief:</p> <ul style="list-style-type: none"> What's different about listening at Level 3? 	<p>Leader Tip:</p> <ul style="list-style-type: none"> Choose a rich topic for coaching, as you will tell the story several times in this skill drill. Tell the story the same way each time with tone, language, etc. <p>Key Learning Point:</p> <ul style="list-style-type: none"> See Resource page for definitions of Levels of Listening.

Time	Activity	Notes
0:35-0:45 10 min.	<p>Debrief</p> <ul style="list-style-type: none"> What are you noticing about pointing your listening to each level? What is the Self-Management that has you able to use Level 2? Level 3? <p>Exercise: Same situation/story from CPL</p> <ul style="list-style-type: none"> What would you say/ask from each of the Principles? CPL affirms/redirects as needed. If the story was about the exam failure rate, tell them it was false. Let them react, then let them know you chose that because you knew it would send them to Level 1. How did they self-manage their concerns so they could listen at Level 2 and 3? <p>Acknowledge their ability to self-manage during this exercise!</p>	<p>Key Learning Points:</p> <ul style="list-style-type: none"> Your listening points or focuses your attention. So you can be at Level 1, 2 or 3 depending on what you choose to listen to. Each level includes the level before it, yet one is not “better” than the other. We listen with whole body not just our ears. Listening INTO what they are saying, listening FOR where the client is going, listening between and underneath to what is NOT being said.
0:45-0:55 10 min.	<p>Colleague Discussion</p> <ul style="list-style-type: none"> Where do you get hooked into problem solving or opinions with your clients? Where do you have some expertise (fitness, financial, parenting, nutrition, project management, etc.)? We are more susceptible to Level 1 when we know a lot about something, or have had personal experience. <p><i>CPL:</i> Share some examples where you still get hooked.</p> <ul style="list-style-type: none"> How do you recover and get your attention back on your client? What skills can you use when you get hooked or attached? How can you bring it into the coaching while still holding your client as Naturally Creative, Resourceful, and Whole? How can your Level 1 serve the coaching? 	<ul style="list-style-type: none"> CPL comes from Colleague in this conversation and facilitates the discussion. Normalize the Level 1 experience. We are all human; it happens!

Time	Activity	Notes
0:55-1:15 20 min.	Skill Drill <ul style="list-style-type: none"> Participant is “coach”. You will need someone who has an example of where they have expertise or get hooked. Coach practices Listening and Self-Management. CPL is “client”. You get to role-play someone who has an opinion about the topic that is counter to the one the coach holds. Observers: how does coach self-manage? How do you know? What is the impact on the client when coach self-manages or doesn’t? When they listen at Level 2 and 3, or not? Do as many rounds as time allows. 	Tips for CPL as client: <ul style="list-style-type: none"> Look for places to be provocative and challenge the coach’s Self-Management about the topic. This is a skill drill not a full-on coaching, so can be a bit wacky as needed. Key Learning Points: <ul style="list-style-type: none"> How the coach listens and what they do with it has an impact on the client. Is the client coming alive (resonance) or are they withdrawing (dissonance)?
1:15-1:25 10 min.	Debrief <ul style="list-style-type: none"> Ask coach how did they self-manage? What skills helped them to keep their attention on the client? Ask observers what the impact was on the client? What caused it? How did Forward the Action/Deepen the Learning show up? How do they/could they integrate with Listening and Self-Management? 	
1:25-1:30 5 min.	Wrap-Up and Closing <ul style="list-style-type: none"> We covered two Contexts on this call: Listening and Self-Management. What are you taking away that you will use with your clients this week? 	

The Contexts of Listening and Self-Management Resources

Glossary

Listening

The coach listens for the client's vision, values, commitment and purpose in their words and demeanor. To listen for is to listen in search of something. The coach listens with a consciousness, with a purpose and focus that comes from the alliance that was designed with the client. The coach is listening for the client's agenda, not the coach's agenda for the client. CTI calls listening to your own thoughts, judgments and opinions about the client's story Level 1, while listening with a hard focus on the client is Level 2 and global listening is Level 3.

Everything in coaching hinges on listening — especially listening with the client's agenda in mind. The coach is listening for signs of life, the choices clients are making, and how those choices move them toward balance or away. Listening is the gate through which all coaching passes.

There are two aspects of listening in coaching:

1. Attention — awareness of what we receive through our senses (hearing, seeing and intuition). We are attentive to all the information we are receiving. We notice the breathing on the phone, the pace of delivery, the modulation of the voice. We sense the pressure behind the words — the voice may be soft- or hard-edged, tentative or enraged.
2. Impact — what we do with our listening. What impact is the coach having on the client? How the coach listens and what they do with that listening impacts the client.

There are three levels of listening:

Level 1: Internal Listening

- Attention is on ourselves — on the sound of our own inner voice.
- Listening to our own thoughts, opinions, judgments, feelings and conclusions.
- Appropriate level for the client's listening.
- When the coach is in Level 1, they are unaware of the client and unaware of their impact on the client.

Level 2: Focused Listening

- Attention is a sharp focus on the other person — listening is directed at the client.
- Listening for words, expression, emotion, what they don't say, values, vision, and what makes them energetic.

- Impact on the client — are they coming alive (resonance) or are they becoming withdrawn (dissonance)?

Level 3: Global Listening

- Attention is soft focus; listening at 360 degrees.
- Awareness includes everything: What you see, hear, smell, and feel.
- Gives greater access to your intuition.
- Coach is aware of their impact on the client and can dance with it.

Self-Management

The ability of the coach to get out of the way in the service of holding the client's agenda. This means to put aside all opinions, preferences, judgments and beliefs in order to reflect and support the client's agenda. Another facet of Self-Management includes managing the client's Saboteur. The coach can aid the client in identifying the Saboteur and then providing tools that the client can use in managing their Saboteur. Clearing is also a tool for coach or client Self-Management.