

Good Life Engine

Coaching.
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How good a listener are you? Grade yourself from 1-5

01

Listening

Exercise 1.

Empathy - listening



Empathy - listening exercise

- **Make a pair**
- **Person #1 thinks about the topic that really bothers him/ her**
After person #1 tells (complains) about this topic to another person for 1 min.

Empathy - listening exercise

- **Person #2 has to loop it in 20 sec.**

Empathy - listening exercise

- **The person #1 has to grade the answer on how close it was to the actual feelings from 1-5. 1 – yes, basically you were here physically but you didn't get anything. 5 – you looped it even better than me.**

Levels of Listening*

Level 1: Ignoring

Not really listening; waiting for your turn to speak; looking at phone; already decided what going to say or ask next!

Level 2: Pretending to Listening

Nodding but not really paying attention; doing other things at the same time; can't replay back what person actually said

Level 3: Selective Listening

Picking out the parts you are interested in or the parts that impact you!

Level 4: Attentive Listening

Focused only on the speaker; concentrating on what they have to say; allowing them to finish what they have to say; Asking follow up questions

Level 5: Empathetic/Generative Listening

Focused on the speaker; understanding; recognizing emotions; talks less and listens more; interested and curious in what the speaker has to say

Four modes of listening:

Attention – The quality of concentration, focused on the speaker and what they are saying, fully engaged without distraction or presumption;

Inquiry – The skill to respond and explore the speaker's account, being curious in a way that deepens both the listener's understanding and the speaking person's awareness;

[Passmore, Jonathan. The Coaches' Handbook]

Four modes of listening:

Observation – The ability to notice non-verbal clues and use them to lay bare further levels of meaning in what the client is recounting;

Resonance – The sensitivity and awareness that allows the coach to notice how they are impacted emotionally and somatically by the client and their issue; and make what they notice available to the client.

In practice, these four modes are rarely discrete. Indeed, good listeners engage in “multi-modal listening” (Wolvin and Coakley, 1996) **in which good attention** is the foundation for all other modes. [Passmore, Jonathan. The Coaches' Handbook]

Don't forget to listen to yourself!!!

02

Coaching

Definitions of coaching

Practical definition

- *“Coaching is unlocking a person’s potential to maximise their own performance. It is helping them to learn rather than teaching them (Whitmore, 1992)*

Practitioner’s definition (ICF)

- *“ICF defines coaching as partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.”*

Academic definition

- *“Coaching is a learning and development tool, with the goal of producing behavioural change.*
- *Coaching is also a way of ‘being’ that influences how we interact with others at both a personal and professional level, called a coaching mindset.” (Jones, 2020)*

Coaching in a nutshell:

Clarify Goal.

Desired goal or outcome:

- in general?
- in this specific conversation?

Ask.

Be a catalyst for the other person's thinking by asking open questions.

It's they who do the thinking work, not you.

Listen.

Listen both literally, and between the lines.

Ask questions that arise from listening.
Listen again.

Crystallize & clarify.

What is it really about?

Share straight and honest observations.

PAUSE

Viktor Frankl described freedom as the capacity to pause between the stimulus and response

LEADERSHIP

“The ability to influence people achieve goals bigger than any individual or team would otherwise achieve alone”

*DARGO, Domenico Dargenio

COACHING

**“The ability to help people
access and mobilize their
own resources”**

***DARGO, Domenico Dargenio**

WHY COACHING?

“The ability to influence people achieve goals bigger than any individual or team would otherwise achieve alone”

“The ability to help people access and mobilize their own resources”

***DARGO, Domenico Dargenio**

COACHING

THERAPY

MENTORING

Co-designed alliance between peers

Doctor treats patient

Expert and non-expert

Present and Future

Past and Present

Present and Future

Coachee resourceful, creative and whole

Patient

Mentee seeking for external advice

Focus on accessing own resources to drive action and learning form direct experience

Focus on treating a health issue

Focus on learning from someone else's experience

What's next/now? How?

Why? From where?

What? How? When?

Negative self-beliefs as saboteurs (neutralized)

Negative-self beliefs are explored to the root cause

Negative self-beliefs not addressed

***DARGO, Domenico Dargenio**

POWERFUL QUESTIONS

- Open ended
- Short
- Curious
- Provocative



- Invite reflections
- Explore new territories
- Get different perspectives
- Gain insights

Exercise 2.

Coaching session

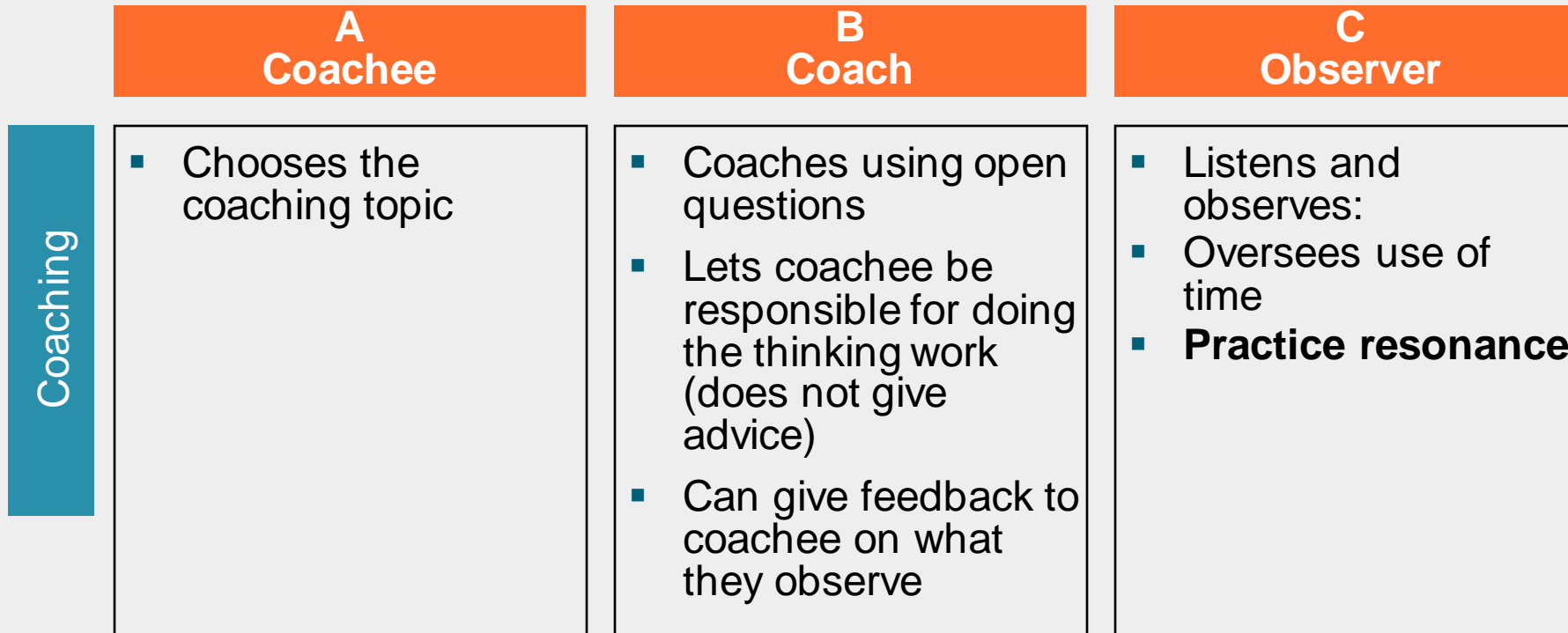


Examples of questions

- What do you want to achieve in this conversation (goal, outcome)?
- How would you want it to be?
- What alternatives can you see?
- What do you need in order to ...?
- What is missing (for you to) ...?
- What is essential (in order) to ...?
- What stops you from ...?
- What could be the next (or, first) step?
- How could you ... (do that)?
- How can you move this forward?
- Say something more about that!

**Everything discussed during coaching session is
confidential!!!!**

Coaching trios



Some min. to set up (chose the topic, find the space);
20-25 min. each coaching session;
Few min. to reflect individually

***Paul Savage**

Resonance – The sensitivity and awareness that allows the coach to notice how they are impacted emotionally and somatically by the client and their issue; and make what they notice available to the client.

Typical Pitfalls to listen out for

- Giving advice
- Not listening
- Focus drifting to 3rd party or anecdotes outside of the present
- Falling into a “nice chat”
- The coach talking more than the coachee

Remember, you can coach yourself.



**Aalto
Ventures
Program**

Erikson's Stages of Psychological Development

Stage 1: Trust vs. Mistrust (Infancy from birth to 18 months)

Stage 2: Autonomy vs. Shame and Doubt (Toddler years from 18 months to three years)

Stage 3: Initiative vs. Guilt (Preschool years from three to five)

Stage 4: Industry vs. Inferiority (Middle school years from six to 11)

Stage 5: Identity vs. Confusion (Teen years from 12 to 18)

Stage 6: Intimacy vs. Isolation (Young adult years from 18 to 40)

Stage 7: Generativity vs. Stagnation (Middle age from 40 to 65)

Stage 8: Integrity vs. Despair (Older adulthood from 65 to death)

Stage 6: Intimacy vs. Isolation (Young adult years from 18 to 40)

The major conflict at this stage of life centers on forming intimate, loving relationships with other people. Success at this stage leads to fulfilling relationships. Struggling at this stage, on the other hand, can result in feelings of loneliness and isolation.

Intimacy

- Strong and deep romantic relationships
- Close relationships with friends and family
- Strong social support network

Isolation

- Poor romantic relationships and no deep intimacy
- Few or no relationships with friends and family
- Weak social support network



Exercise 3.
Mirror.

Homework (in MyCourses) (to prepare for the next session):

1. Answer 4 questions in your learning diary
2. Keep on with the chosen routine
3. Read the article How to Play to your strengths - <https://hbr.org/2005/01/how-to-play-to-your-strengths>
4. Resonance homework: