

# Contextual Listening –What you Do

- Stop Talking
- Show you want to Listen
- Minimize Distractions
- Ask Questions
- Be Patient
- Put yourself in their shoes
- No judgement
- Stop Talking



# Using Language Effectively

- Listen for clues
- Listen for language of senses (auditory, visual, olfactory, etc.)
- Provide data without interpretation
- Allow silence for thinking and reflection
- Open ended questions
- Provide feedback through paraphrasing and clarifying
- Refer to experience or previous situations
- Phrase your questions as positive presuppositions



# Resources

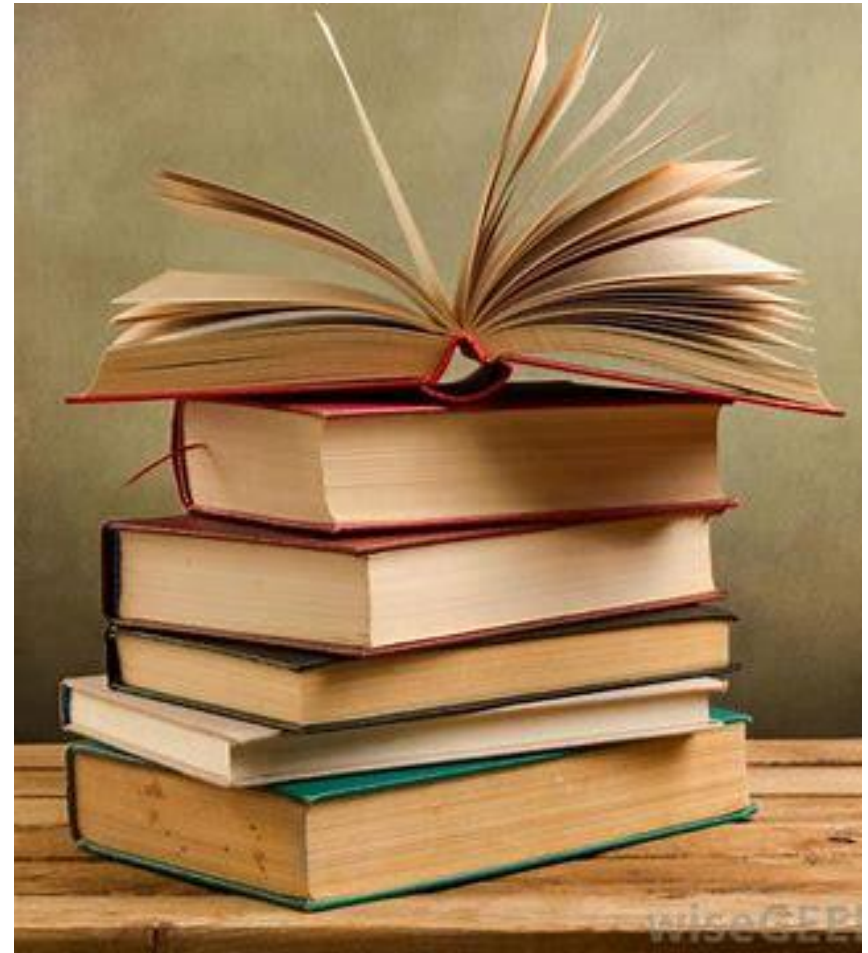
Cognitive Coaching: a foundation for Renaissance Schools by Arthur L. Costa and Robert J. Garmston. Christopher-Gordon Publishers, Inc. 1994

Co-Active Coaching: New Skills for Coaching People Toward Success in Work and Life by Laura Whitworth, Karen Kimsey-House, Henry Kimsey-House and Phillip Sandahl. Nicholas Brealey Publishing 2007

Coaching Questions: A Coach's Guide to Powerful Asking Skills by Tony Stoltzfus. Coach 22.com 2008

Coaching with the Brain in Mind: Foundations for Practice by David Rock and Linda J. Page. John Wiley & Sons, Inc. 2009

Coaching: Evoking Excellence in Others by James Flaherty. Butterworth Heinemann Publications. 2010



# Resources

Change Your Questions Change Your Life: 10 Powerful Tools for Life and Work by Marilee Adams. Berrett-Koehler Publishers, Inc. 2009

Coaching for Performance: GROWing human potential and purpose by John Whitmore. Nicholas Brealey Publishing. 2010

The Coaching Habit: Say Less, Ask More & Change the Way You Lead Forever by Michael Bungay Stanier. Box of Crayons Press. 2016



International Coaching Federation [www.icf.com](http://www.icf.com)



Association of Talent Development  
[www.td.org/insights/the-atd-talent-development-framework-coaching](http://www.td.org/insights/the-atd-talent-development-framework-coaching)

