Listening

Coaching Tip Tip

Are You What's Heard?

Our interpretation of most of the signals that we see and hear is based on our experience. We see what we expect to see and hear what we expect to hear (and exactly the same events may appear different from one!) What we perceive is real to us. We need to be aware of this when we are in the role of a coach. We need to be aware of our own biases, and be able to see and hear what is actually there, not what we think we expect to see and hear, or what our perceptions are.

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Editor's Letter

As I listen pretty cool call:

"The most basic of all human needs is the need to understand and be understood. The best way to understand people is to listen to them."

As coaches, the need to understand our clients is a fundamental part of our role. Listening is a key skill for coaches. Listening gets us the relating info so when to step above and simply listen some more and when to start asking questions.

This month's offerings, both discussing 'Listening', also provide us with some reasons for "Thinking". Yes, thinking about listening is important. Thinking about what we hear, what we think we hear, what we other - the ability to listen Equal, and phrase keep reading to your advantage. We read them and we listen to what we think we read.

This month's Tip and Tip Tuesday, by the speakers phrase that fits the focus of our newsletter. To view the works, click here.

Yes, my friend, we are coming to the end of the information from Winnemucca Industries. Our Winnemucca Industries Partnership Program is ending and we will be offering a significantly reduced or exclusive membership rate to our organized especially for you.

Complete details of the offer are available by clicking here.

Additional benefit available for Associate and Accredited Members - a free ad in our Best Sites Tripping Coaches, Others section, and Member Insurance for the other sites.

Michael

Michael Kelly, Editor
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1. Would you like to write and be published in your industry newsletter?

Whether you're a published writer or not, share your contributions with us (articles, quotes, case studies, tips, etc.) and we will consider publishing them in our newsletter. Offers etc.? editor-newsletter@eci.org

2. Get a Question?

Ask us questions, quotes or concerns to Billy Wood at wendy-wood@shaw.ca

3. Feedback

Send us your feedback to wendy-wood@shaw.ca

4. Have a nice spring with our events!

If you enjoy reading, listening for one, then we may just have a great opportunity for you. Check out our great articles for our newsletters. Just contact @ wendy-wood@shaw.ca

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FEI – Year of the Benefits

Professional Indemnity Insurance

Working with Winnemucca Industries the ECI can offer an affordable professional indemnity insurance program to all the Professional Indemnity Insurance Policy is an all Overlapping Indemnity and Sublimy insurance scheme for Coaches and Consultants cover the:

- Public Liability
- Product Liability
- Professional Indemnity (malpractice) and errors and omissions
- Employee Liability

As well as coaching, this policy covers a variety of therapies which include but are not exclusive to NLP, Hypnotherapy, Reflexology, Reiki, Aromatherapy, Massage, Acupuncture, Reflexology, Reiki, and many more.

Your referral covers a broad range of your referred cover, annual contracts, yourself to yourself and your associates/employees, and your associates/employees.

Cover is available at your annual policy renewal, or mid-term, and is offered by Winnemucca Industries. Your Professional Indemnity Insurance Policy is a 'Claims Made' policy and is underwritten by Lloyd's, and Winnemucca Industries is a Lloyd's Broker.

Go to the www.eci.org/ecinews page for details.

Get Known Now

ECI leading coaches all agree - one of the absolute 'must have' things is having a profitable and full coaching practice and growing business. Here's the proof. Recently, 11 leading coaches with the ECI were asked what they thought was the key to success. Their answer - a very overstressed and all agree on one thing.

Getting known is the best long-term strategy and finance was the most important factor. Well, it's time to get known and start living your dream.

Curious who the 11 coaches are?

Want to benefit from a free ebook from FREE Get Known Now?

Go to the specific ECI website page for details.

Coaching Tip

Your coaching hours log is an important record of your coaching practice. As part of our commitment to ethics, we ask that you keep a record of your coaching hours.

To download Coaching Hours Log, Members can log in to the Member's only area of the ECI website, select "Business Building" from the side menu, then "Coaching Hours Log" from the drop down menu. Non-members can find it in the "Downloads" section of the site.

Best Sites Tripping!
Stop Talking And Start Listening!
By Jan Huber-Sykes

Have you ever spoken to someone and they felt the need to interrupt you? Have you felt that you had to "shout" in order to be heard? Have you felt the frustration of being ignored or not being taken seriously? Listening is one of the most important, yet often most neglected, communication skills.

In fact, the ability to listen is often rated one of the top five most important skills people want in a leader. Listening is also a critical skill for coaches and other helping professionals.

There are many levels to listening. Here are a few:

1. **Recognize the difference between hearing and listening**
   Hearing is the distinct difference between hearing and listening. Hearing is a sensory function that involves the ear, the auditory nerve, and the brain. It is a physical response and response to stimuli.
   Listening is a choice.
   Hearing is what a newborn is born - he spoon minded and consider other points of view. Listen regardless of whether you agree with what you hear. Listen to what is not said, to what is implied. Be delicate in what you say and how you say it.
2. **Be attentive.**
   Focus your attention and give the speaker your undivided attention. If it's not a good time for you, delay the conversation. Ignore the desire to multitask and concentrate on the speaker. Be aware of your body language and the impact it has on the speaker. Be aware of the impact of your own thoughts and feelings on your listening when you're really thinking about where to go on your next vacation.
3. **Be open.**
   Acknowledge others with your body language - face the speaker, lean forward, make eye contact, nod your head, and use facial expressions.
4. **Eliminate interruptions and distractions.**
   Turn off your cell phone, pager, and other sources of interruptions and distractions. Be aware of and avoid distractions in your environment. Be aware of your own distractions (lists and discussions from your last meeting, or your last vacation).
5. **Be patient.**
   Give the speaker time to think and clarify clarification of focus at some point. Resist the urge to finish the speaker's sentences.
6. **Show you're actively listening.**
   Use your body language, facial expressions, acknowledge and respond to the speaker with head nodding, smiles, and make your head, eye contact, and verbal comments (such as "I understand", "I see", "I hear", "I feel", "I know").

Listening is a skill.
Sometimes our idea of listening is to jump in and give our opinion, our experience, our advice, our suggestions, our results or direction, our biases because we feel the speaker simply needs a sympathetic ear.

Listening is a skill that requires practice. Surfeited or idle, we tend to listen with our mouths, our biases, our ears, listening is critical to the success of your relationships. Take the time to listen to others. Listen to your family, your friends, your clients, your coach, and will achieve a new level of success and satisfaction in your life. Apply these techniques today so you can enjoy a "better conversation".

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Accredited Training Courses and Workshops

CPCC - Full Coach Training Programme

- Life & Executive Practitioner Coach Diploma (DipNHC) - Accredited Training Course
  info@chrysalisgroup.com

- The LCH Diploma in Life Coaching
  Accredited Training Course
  enquiries@accreditedtrainingcourses.co.uk

- Diploma in Personal and Executive Coaching
  info@ipcuk.com

- Diploma in Life & Business Coaching
  Accredited Course
  info@accreditedtrainingcourses.co.uk

MCC - Short Courses

- Quantum Goal Achievement
  Nitin Wadhwani Coaching
  info@india-marathon.com

- The Body Transformation Programme
  Scindia

- Unleashing Human Potential and Peak Performance
  Scindia Partners' Innovation and Strategic Creativity
  Scindia

WORK - Workshops

- Results Coaching
  Accredited Training Course
  info@india-marathon.com

Further details can be found at
www.europeanmentoringandcoaching.com/coach_training/

Stop Talking And Start Listening!
By Lorraine Cohen

In working with many people throughout my carreiny, I've come to appreciate listening is one of the most underrated skills. Yet it is the foundation for all effective communication, professional relationships and long-lasting personal friendships.

Many people are not good listeners. Why is that?

In Stephen Covey's book, 7 Habits of Highly Successful People, he lists 5 levels of listening:

1. **Empathic Listening** - Listening/responding with both the head and heart and understand the speaker's world. Seek to understand before being understood.
2. **Attentive Listening** - Paying attention, focusing on the speaker, but not necessarily understanding the speaker.
3. **Selective Listening** - Hearing only what interests you.
4. **Pretend** - Giving the appearance of listening.
5. **Ignore** - Not listening at all.

Most people are at level 3 or 4 most of the time.

Covey's process assumes we have learned how to listen and have the skills.

Common responses to information (personal conversation, meetings, presentations) are:

- Telling you what they think you should do or do.
- Comparing your situation to something that happened to them or someone they know. Sometimes they will tell you what they used to feel or experience.
- Trying to cheer you up or calm you down thinking you are upset or feeling bad about it.
- Asking a lot of questions, a little like a cross-examination, or giving you a lot of advice.

If you have experienced any of the above responses, how did that feel? Did you feel your concerns were not really listened to, or that you were heard?

Listening is the art and skill of listening to empathic listening. If you have ever been on the receiving end of empathic listening, you appreciate immediately the difference.

Empathic listening is:

- Being able to listen to the person, listen to and, or if possible, on non-these. If they stand, you stand.
- Being able to listen to the person, listen to and.
- Having the concentration to focus on the speaker's discussion (looking through papers, taking a call, etc.)
- Being able to listen to the person, listen to and, listen to what is what they are saying, listen to what they are not saying, listen to what they are not saying, listen to what they are not