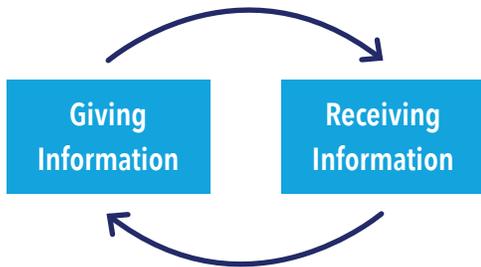


Communication to Enhance Coaching Relationships

What is Communication?



Keys to Effective Interpersonal Communication

1. FOCUS ON CLIENT NEEDS THROUGH MESSAGING:

- I am in this with you
- I am listening
- I hear you without judgment

2. LISTEN TO WHAT THE CLIENT SHARES WITH AUTHENTICITY, EMPATHY AND POSITIVE REGARD:

- Let go of the need for control
- Clear the mind to focus on the speaker
- Relax and respond to the speaker's nonverbal cues
- Listen for the emotion behind the words
- Don't interrupt
- Use silence and wait

3. PAY ATTENTION TO NONVERBAL CUES (WHICH ACCOUNT FOR THE MAJORITY OF COMMUNICATION):

- Facial expression and eye contact
- Gestures, body language, and body orientation
- Volume and pitch

4. SHARE IDEAS IN A RESPECTFUL AND NONTHREATENING MANNER:

	Why	How	Example
CLARIFY your understanding of the message	To get more information and ensure you understand	<ul style="list-style-type: none"> • Ask open-ended questions • Restate your interpretation • Encourage the speaker to explain further 	"Let me make sure I understand. So you are saying..."
REFLECT feelings and ideas	To show you understand what the speaker is saying and feeling	<ul style="list-style-type: none"> • Reflect the speaker's basic feelings • Paraphrase basic points • Ask reflective questions 	"How do you feel about this?"
SUMMARIZE feelings and ideas	To review how things are going and pull together ideas	<ul style="list-style-type: none"> • Restate major ideas, including feelings 	"These seem to be major ideas you've expressed."
ENCOURAGE effort	To show interest in what is being said and encourage further conversation	<ul style="list-style-type: none"> • Use neutral rather than evaluating comments • Ask for more information 	"Can you tell me more about that?"

Coaching to Enhance Communication

WEBINAR OBSERVATION TOOL

As you observe the video, note examples of each communication strategy in the table below.

Communication Strategy	Examples from the Video
<p>ATTENDING BEHAVIOR</p> <ul style="list-style-type: none"> • Sending a message “I am in this with you and hear you” without judgment • Showing the speaker authenticity, empathy and positive regard 	
<p>EMPATHIC LISTENING</p> <ul style="list-style-type: none"> • Use of silence and waiting • Don’t interrupt • Paying attention to the listener’s verbal and nonverbal messages • Acknowledging the emotional content 	
<p>NONVERBAL COMMUNICATION</p> <ul style="list-style-type: none"> • Facial expression • Gestures • Body language • Body orientation • Volume • Tone of voice 	
<p>VERBAL STRATEGIES</p> <ul style="list-style-type: none"> • Clarifying • Reflecting • Summarizing • Encouraging 	