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**COACHING** FOR  
**Success**

LEARNING COMMUNITY

# COMMUNICATION TO ENHANCE COACHING RELATIONSHIPS



# PRESENTERS

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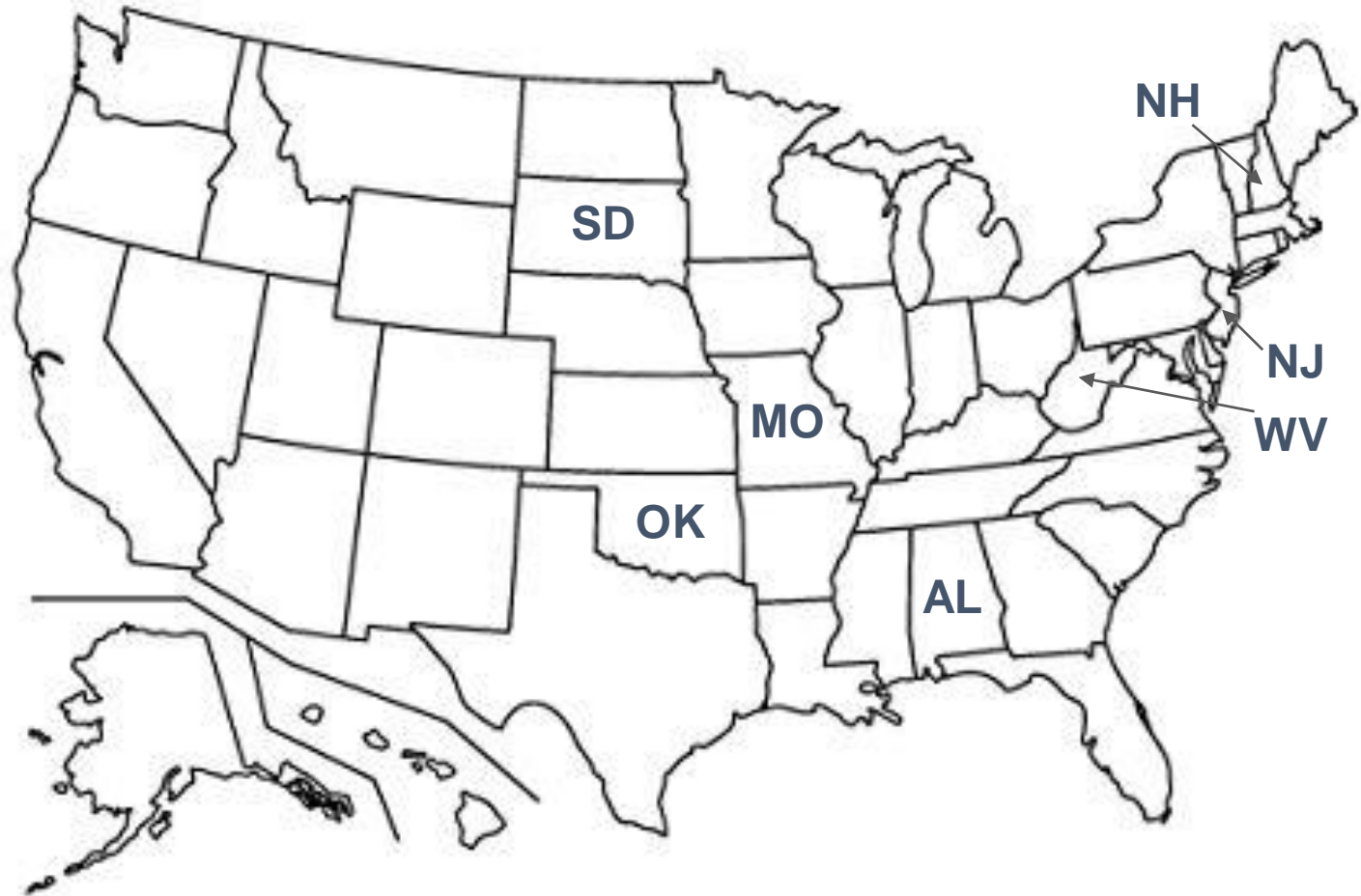
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# COACHING FOR SUCCESS LEADERS

- Alabama
- Missouri
- New Hampshire
- New Jersey
- Oklahoma
- South Dakota
- West Virginia





# PURPOSE

- Understand what communication is and why it is important
- Review the key components of interpersonal communication
- Learn how to effectively use interpersonal communication
- Consider how good interpersonal communication can facilitate the coaching relationship

# WHAT IS COMMUNICATION?



# WHAT IS COMMUNICATION?



Giving Information



Receiving Information

# KEY TO EFFECTIVE INTERPERSONAL COMMUNICATION

- Pay attention to the needs of the client
- Listen authentically to what the client shares
- Be aware of the subtleties of nonverbal information
- Share ideas in a respectful and nonthreatening manner
- Manage stress and make an emotional connection

# ATTENDING BEHAVIORS

## SENDING A MESSAGE

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

## SHOWING THE CLIENT

Authenticity  
Empathy  
Positive Regard





# EMPATHIC LISTENING

- We should spend 70% of our time on empathic listening and 30% of our time talking.
- Listen with your ears, eyes, mind and heart.



**GOOD LISTENERS**

**GROUP BRAINSTORM**



# GOOD LISTENERS

- Let go of their need for control
- Make space in their minds
- Are ready to just listen
- Relax and respond to the speaker's nonverbal cues
- Listen for the emotion behind the words
- Don't interrupt
- Use reflective questions
- Use silence and wait
- Remain focused on the speaker



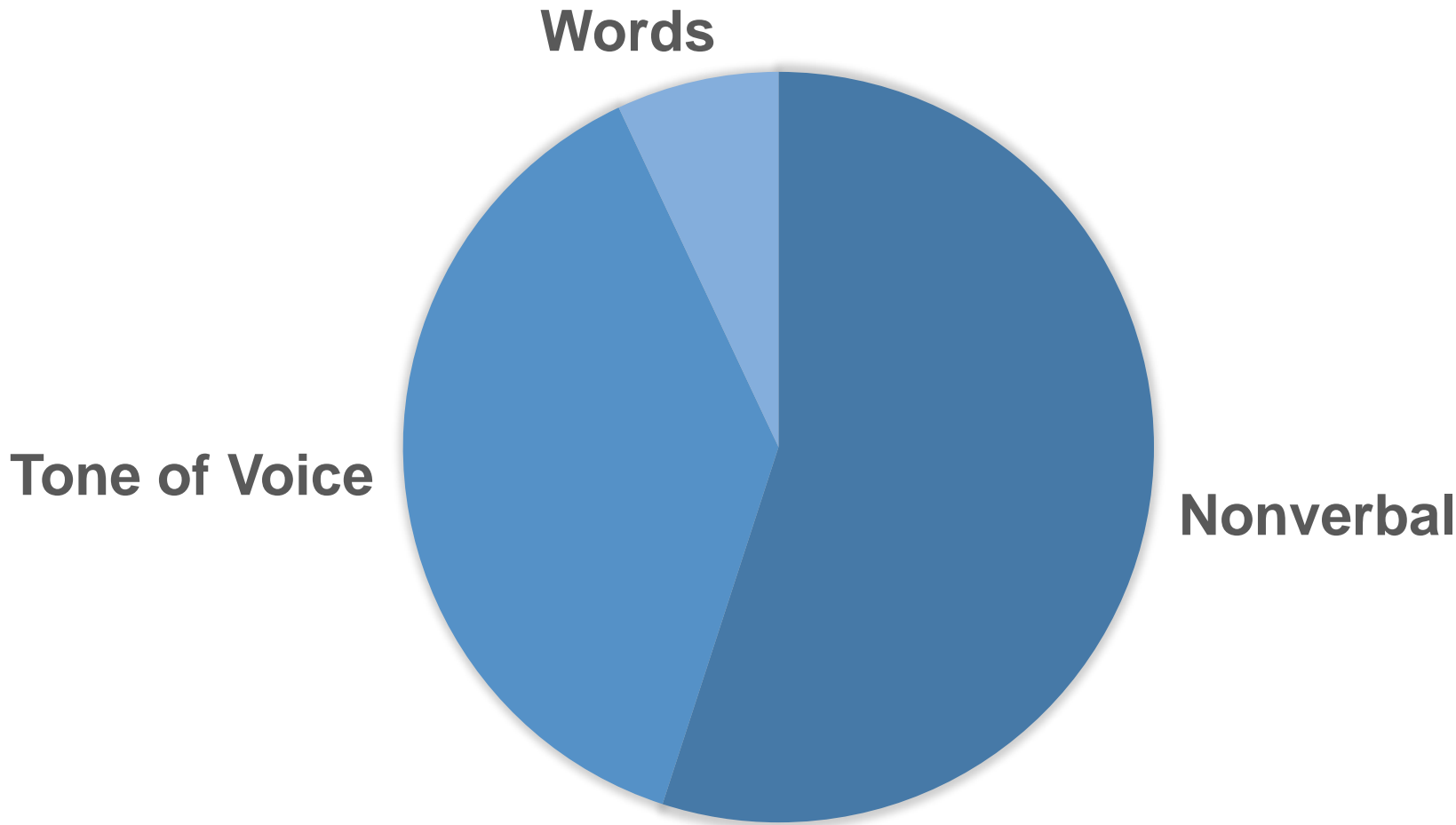


# NONVERBAL BEHAVIOR

- Why is it important?



# NONVERBAL BEHAVIOR



# NONVERBAL COMMUNICATION STRATEGIES

- Facial expression
- Gestures
- Body language
- Wait time/Silence
- Eye contact
- Body orientation
- Volume
- Pitch





# NONVERBAL STRATEGIES REFLECTION

- What nonverbal strategies do you use when you first meet a client?
- Which are most important to you when you first start to establish a relationship?



# CULTURAL DIFFERENCES IN NONVERBAL COMMUNICATION



Observe people



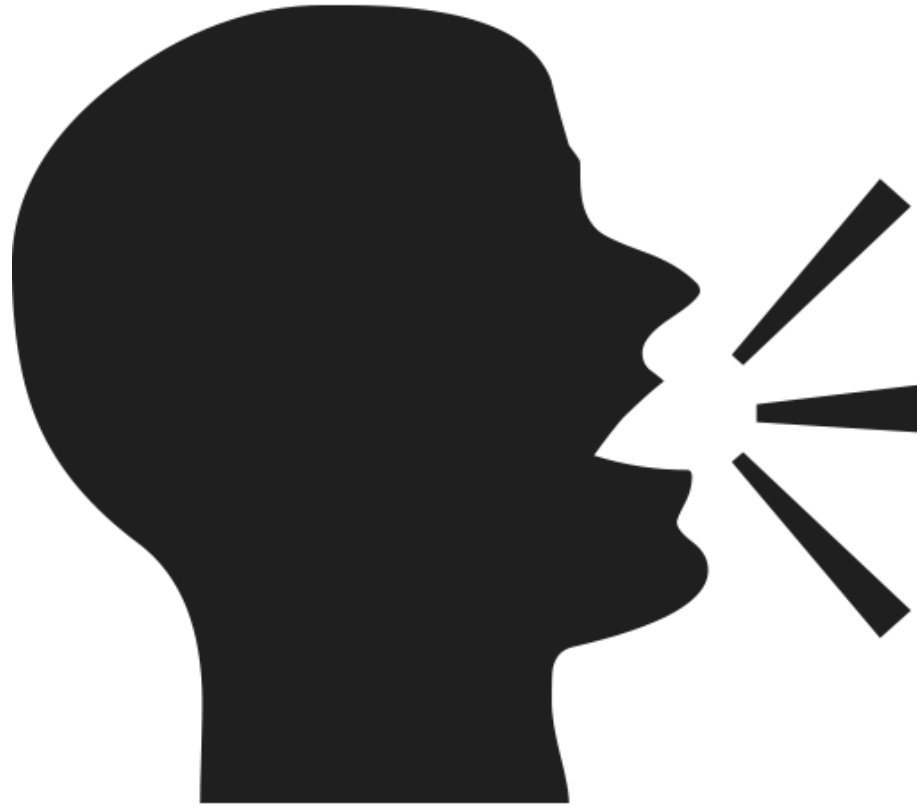
Be aware of individual differences



“Read” nonverbal signals as a group



# VERBAL COMMUNICATION STRATEGIES



# CLARIFYING

## Why?

- To get more information and ensure you understand

## How?

- Ask open ended questions
- Restate your interpretation and encourage further explanation

# REFLECTING

## Why?

- To show that you understand what the speaker is saying and feeling

## How?

- Reflect the speaker's basic feelings
- Paraphrase basic points
- Ask reflective questions

# SUMMARIZING

## Why?

- To review how things are going and pull together several ideas

## How?

- Restate major ideas expressed, including feelings

# ENCOURAGING

## Why?

- To show interest in what's being said and encourage further conversation

## How?

- Use neutral rather than evaluating comments
- Ask for more information



# CASE EXAMPLE

## ACTIVITY





# QUESTIONS OR COMMENTS?



# NEXT STEPS

- Upcoming webinars: 6/13, 7/11 & 8/8
- A survey will pop up immediately after the webinar ends. Please take a couple minutes to respond. Your answers are important to us!



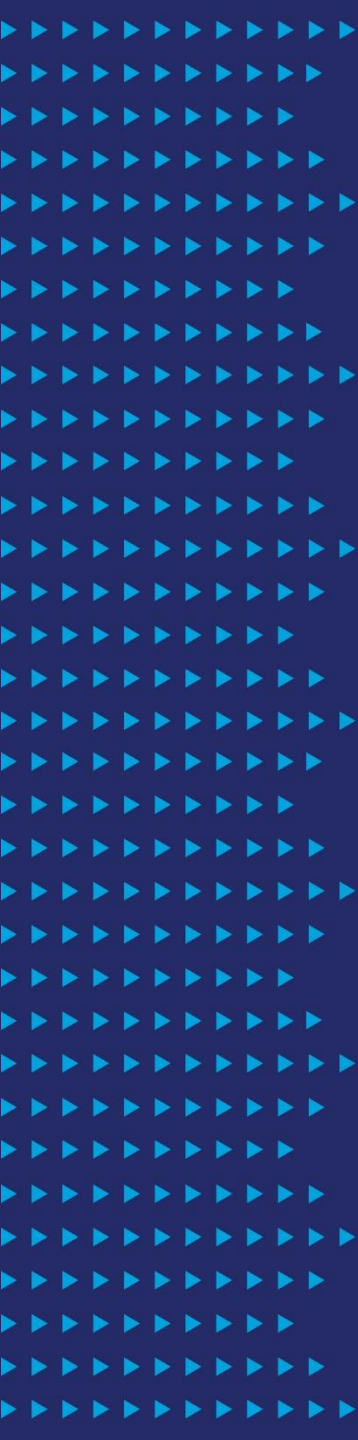
# FOR MORE INFORMATION

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