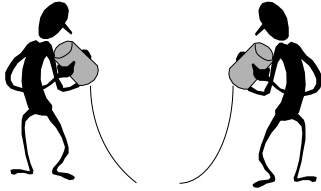
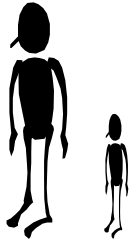


The Coach Approach to Effective Communication



How often do you experience miscommunications, misunderstandings and missed opportunities? What if you could turn almost any interaction – no matter how intense or emotional – into a safe space of mutual respect and learning?

While we may not be aware of it, most interactions have a power dynamic at play. One person or group of people is actively in control, and the other person or group is in reaction-mode. This sets up an us vs. them, “power over” dynamic.



If you are the person or group leading the conversation, you can use some simple techniques to consciously shift that dynamic to “power with.” “Power with” opens up opportunities to set aside barriers to understanding and learning. It all starts with intention...

Setting an **Intention** keeps you from being **In Tension!**

Overall Communication Intention: Approach the situation as “Power With” (instead of “Power Over”)

To set an intention for an interaction, ask three questions:

1. What do I want for me?
2. What do I want for them?
3. What do I want for us?

Essential Elements of “Power With” Communication

Curiosity

- Ask questions to clarify what’s being said; avoid assumptions about what the person means.
- Begin questions with “what,” “how” or “when.” [“Why” could provoke defensiveness.]
- If you find yourself feeling frustrated, confused, annoyed or impatient, shift that energy to being curious.



Safety

- Create a safe space within which ideas, opinions and questions can be freely shared.
- Suspend judgment and make no assumptions about what is being said.
- Acknowledge courage and vulnerability as appropriate.



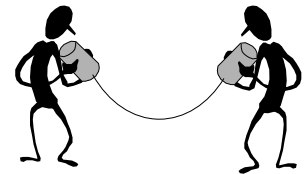
Empowering Language



- Notice when you are using disempowering, energy-draining language: should, just, can't, try, maybe, have to, need to, I think, I hope, but, always, never. Small words have big impact!
- Notice when the other person is using these words. Their use indicates perceived lack of choice, fear, doubt or limiting belief. Another opportunity to be curious!
- Model empowering, choice-oriented language: I choose, It's important, I want, I am not willing to, I intend, I am.

Listening "for"

- Listen below the surface of what's being said to intuit the unspoken concern/question.
- Reflect or paraphrase what you hear. Use the speaker's language whenever possible.
- Focus your complete attention on the person speaking, rather than on what you're going to say next.



Letting go



- Release attachment to being "right" or creating a certain outcome.
- Allow the interaction to unfold without forcing a result.
- Trust that whatever happens is meant to happen, and continue to be curious instead of attached.

*Between stimulus and response, there is a space.
In that space is our power to choose our response.
In our response lies our growth and our freedom.*

~ Victor Frankl