WHY DEEP LISTENING?

- Better understand the current state
- Feel deeply heard
- Identify the root cause

DEEP LISTENING TOOL



STEPS

Step 1: Coach focuses and takes notes. May ask inquiry questions

Step 2: Coach shares their insights and coachee takes notes and shares their key takeaways

Thinking	Feeling
Listens for what the coachee may be "Thinking" about their situation.	Listens for what the coachee may be "Feeling" about their situation.

Willing	Not Willing
Listens for what the coachee may be "Willing" to do regarding their situation.	Listens for what the coachee may be "Not Willing" to do regarding their situation.

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INQUIRY MATRIX TOOL

(1) Objective Questions	(2) Reflective Questions
■ *What happened?* ■ *What did you do?* ■ *Tell us more about that?* ■ *Who were the key people involved?* ■ *What else was happening?* ■ *How can I best help you today?*	■ *What does the challenge mean to you.?* ■ *It sounds like what you're saying is . .?* ■ *What did you hope to achieve?* ■ *Would it make any difference if it were a different time, person, place?* ■ *How would you like to respond?* ■ *What could you do differently?*
(3) Interpretive Questions	**(4) Decisional Questions**
■ *What have you learned so far?* ■ *What do you think is going on?* ■ *What were the implications?* ■ *What prompted you to . . .?* ■ *It sounds as if you are feeling . . . .* ■ *How do you react to that?* ■ *What might happen if you . . .?* ■ *How would you know if . . .?*	■ *What will you do next?* ■ *What's stopping you from . . .?* ■ *How can you . . .?* ■ *Do you think that . . .?* ■ *What can you do to make the problem different?* ■ *Would . . . be of any use??* ■ *How would you like to respond?*

SHARE YOUR THOUGHTS

How have you been using these questions in the past? How did it help?

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