

# COACHING MINDSET

## WHAT I LISTEN FOR AND NOTICE

### WITH MY EYES

- What is in your eyes? Your mouth? Your face?
- What do your shoulders say? Your hands? Feet?
- What just changed in your body language?
- When does your expression not match your words?
- What else do I see?



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### WITH MY EARS

- What is your tone of voice?
- How loud or soft / fast or slow are your words?
- When do I hear emotion in your voice?
- When does your tone not fit with the story?
- When does your tone change?



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### WITH MY HEAD

- What's missing in this story? Doesn't make sense?
- Who else? What are their risks, roles perspectives / motives?
- What fits and doesn't fit?
- What are the gaps? Things I don't connect with?
- What biases do I notice?



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### WITH MY HEART

- What do I feel when I listen?
- What powerful words do I feel or connect with?
- What emotions are shared and how?
- When are metaphors and examples used to cover feelings?



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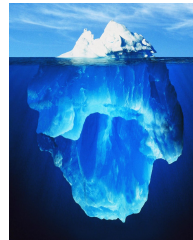
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### WHAT IS THE REAL CHALLENGE HERE FOR YOU?

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### WHAT IS THE CORE STRUGGLE?

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