



Sacred Depths Certification

Deep Listening Skills

Joanna: Welcome. Welcome everybody. I hope that you are all doing okay today. So happy to be here with all of you, as I always am.

A couple of pieces before we dive in for today. First of all, I think almost all of you have made it into our Facebook group. There are a couple more people that still haven't made it into our Facebook group. If you can, unless you just absolutely hate Facebook, which I understand, but if you want to be connected in between our calls, and I post little videos in there and all of that, please, you should have received a couple of invites in. You can just click and you'll get in there. That's number one.

Number two, a lot of you have signed up for coaching partners. Hopefully, you received my audio on that and the invitation. I think we gave you until today to let us know. If you are wanting a coaching partner, please let us know so we can get you set up. Over this week, we'll start to match you up, and then next week, we'll have our first partner assignment.

I'll also post a video where I get into all the different pieces for the partners. You'll have a lot of clear instructions on how to do all of that, so no worries there.

A couple of you requested transcripts of the calls. We're working on getting that going. Hopefully, by next week we should have transcripts going. I totally get it. I know that sometimes it's really helpful to read through.

One thing I just want to say about that is don't use it as a substitute for our calls. I know that you know that, but I just feel like I have to say it. There's so much ... You're not going to get what you need to get from reading the transcript. Show up live, listen to the recording and then read through the transcript. There's so much

that will be transmitted to you that can only be transmitted through being live or listening to the recording. Then use the transcript as a tool, like a supplemental tool for that. We'll start just dropping those into your member center.

The last piece that I'll share for today, last week Nicki asked if I could start a Facebook post in our group during our calls if you guys want to almost use it ... even though I'm doing a Facebook Live, you know how with Facebook Live people watch and they comment in real time, Nicki was sharing that it helps her learn when she hears what other people are taking away or how they're responding.

I started a post for today's call. You'll find it at the top of the Facebook group. I know for some of you, you're away from the computer and you don't want to be in Facebook as you listen, and that's fine. Do it your way, but if you want to be commenting on that post, let's see it as an experiment and see what happens. I really like the idea.

I think those are all the housekeeping pieces for today. I'll share about the certification I think next week. I'll save that for next week, but today we've got lots to take a look at, so let's jump in.

Now, we're going to spend most of our call today looking at listening skills. We're going to start our deep listening skills module today. Before we get there, there's one piece that I didn't get to last week that's really important when it comes to the energetics of the coaching relationship or the practitioner relationship.

The piece that I didn't get to that I wanted to spend a few minutes on today is this: In order to create a strong coaching relationship, you must create a strong coaching container. In order to create a strong coaching relationship, you must create a strong coaching container.

What's a container? What is that? Every client relationship that you have, and for that matter, any session that you have, any retreat that you lead, any workshop, any class that you teach needs to have a container. It's not a container that you see, but it is very real. The container literally holds the transformational work together. It helps you and your client come together as a unified whole. It helps you both stay engaged, and it helps you both to not physically, emotionally, mentally or spiritually drift off and connect.

Containers keep your clients connected to you during and in between sessions without you having to work so hard to make that connection continuously happen. Tight containers create a sense of trust and allow clients to be fully

present, to engage and to be vulnerable. Tight containers create the environment for the highest level of transformation and results.

As we looked at last week, transformation and results happen when energy is transformed and you can't transform energy if you don't have a tight container. Let me explain more what I mean by this so that you really get it. I always like to use the metaphor of a glass of water.

If we think about a glass of water, we can think of the glass itself as the container and the water as the energy. If we want to transform the energy in the glass, if we want to transform the water in the glass and make it swirl around, let's say, let's say it's static, it's standing still, and we want to transform it, we want it to start swirling around, the container, the glass, is what allows the water to swirl around or allows the water to do anything, the energy to do anything. Without the container, the water would just spatter all over the place.

That's the same thing when it comes to our client work. Even though we don't have a literal glass container, we want a container so that the transformation can happen, so that the water, the energy can be moved.

Now, many practitioners don't know how to create strong containers, and they actually don't even know that they're supposed to create a container. Instead, their containers are leaky. What's a leaky container? Back to the image of the glass of water, imagine if the glass had holes in it, if it had leaks, what would happen? The water would leak. The water is the energy here in this metaphor, the energy would leak. There would be disengagement, confusion, sessions would fall flat, et cetera.

In some ways, for me, when I think about containers, this is all about the power of the circle. That glass is like a circle. It's the power of the circle, even if it's a circle of two, if it's one-on-one, just you and your client.

Truth be told, I was originally trained as a ritualist where everything happens in a circle. That's where this comes from. No matter what, whether I'm working one-on-one with a client or a group or whatever it is, I almost like to imagine a loving circle that's being held around me and my client and the work that we do together to create that container.

There's a couple of practical pieces that help create a strong container, a strong coaching container. I want to just go through some of them now.

First of all, everything that we looked at last week, when you equalize the playing field, it helps create that strong container.

Second, you want to start thinking about the container and preparing yourself to hold the container even before you get to your session with your client or before you get to your client work. You want to start paving the way beforehand.

For example, when you start work with a particular client, you're going to want to send an email, a bunch of emails beforehand, but what I'm talking about right now in particular, an I'm-so-excited email. This is going to be amazing.

The morning of, you want to visualize the container, visualize that circle with your client or your groups of clients.

Another important piece to setting a strong container is setting clear ground rules and protocols and then sticking to the boundaries. An ounce of pre-framing prevents a pound of re-framing. I'm going to say that again because it's so important. An ounce of pre-framing; and what I mean by that is beforehand pre-framing agreements, protocols, all of that; an ounce of pre-framing prevents having to go back and re-frame. An ounce of pre-framing through setting agreements correctly and masterfully prevents a pound of later on having to fight against the tide, to course correct and to reframe.

That's why it is so vital, and we'll do a full class on this, but I just want to share this now at the outset. That is why it's so vital to be clear with clients before you even get to your first session. When they say yes to working with you, it's so important to be clear and to have in writing things like how long are the sessions, how many sessions, what are your responsibilities as the practitioner, what are your clients' responsibilities, how can the client schedule calls with you, what about payment, how is payment made. You want to have a contract.

Again, we'll do a full class on this. If you're not already thinking about these pieces or if you already have it all in place, I want you to think even more through what are all of the different pieces.

Now, another piece to having a strong container is I highly recommend scheduling out all of your sessions ahead of time. Let's say you have a client that signs up, I'm just making this up, for a 10-session package with you. I highly recommend at the outset, scheduling out all of those 10 sessions start to finish. Let's say it's over a three month period or whatever it is. Of course, there's always room and space for rescheduling. Something might come up for you and you

need to reschedule as time goes on or something comes up for the client and you want to have protocols for that and all of that.

The reason why I suggest scheduling out all calls ahead of time, again, it has to do with the container and the container holding the client and the client work and the transformation.

When you schedule session by session each week, there isn't that structure, there isn't that matrix, there isn't that container where the client knows this is woven into my schedule, I'm being held for these three months, these six months, these 12 months. It's kind of random. What can sometimes happen is then you don't schedule right away. A few weeks go by and you still don't have another session on the calendar and then you have to flag the client down and when are you going to meet, all the things. That's a leaky container. A strong container is knowing ahead of time we have our sessions reserved. We both have it scheduled in our schedules. We've made sacred space for this, again, with the understanding that it might change.

You want to be clear on agreements for that strong coaching container. You want to be clear on scheduling for that strong coaching container.

Also, I want to invite you to think about each session itself as its own container. What that means is you've got the full container of the three months, the six months, however long you're doing the work together. You've got all the agreements for that. You're all scheduled out.

Also, within that longer container of the cycle, think about having a kick-off call. That helps create a container. The first call is going to be special. Maybe it's a little bit longer. In that first kick-off call, maybe you're going to set intentions for the work that you're going to do together. You're going to get clear on goals, you're going to get clear on best practices, that kind of thing.

A container has bookends. You're going to also want a special end call, a closing call. The very, very last call, for those of you that are in the full certification of sacred depths, our very last call, the topic is next steps. We look at exactly how to do a last call with a client in a way that really is so supportive with them but also in a way that helps them then re-sign for the next cycle. We'll get there, but I want you to think about that.

I want you to think of each session itself as its own mini container. How do you create a container for each session? Number one, I highly recommend having some kind of pre-call form that your client can fill out before each session. I'll

provide an example of one for you in the Facebook group. It has questions like what do you want to celebrate since we last spoke.

By the way, you can personalize this, whatever works for you. Things that I like to ask are what do you want to celebrate since our last call together, inner or outer? What are some things that you've learned since our last call? What has your intuition been telling you and sharing with you, your inner wisdom, since we were last together? What is it that you want to focus on for our upcoming session?

Now, the reason why having a pre-call form like this helps create a container and create a strong container is that number one, the client is already investing time and energy into the work and getting prepared for the session before you even get to the session. Number two, it's just a great, beautiful quick and easy way for you as a practitioner to be brought into focus with what's going on for your client and to be connected.

Then when you get to the call, the intentions may have changed, what they want to accomplish in the call, but it's like they've already been preparing, they've already been thinking about it. There's a tight container there for you. I always like to have the pre-call.

Sometimes if I'm supporting someone specifically on business development, I'll add certain kinds of questions to it: what marketing actions have you taken since our last call, what are your big business goals for this year. It's also a touchpoint in the container for them to stay connected to the actions that they're taking, to the things that they desire, all of that.

The other thing that is really important that really helps set the container for sessions is I start every single coaching session off by setting an intention for the session. The way that I set an intention is simply I ask my client what is it that you would like to receive during our time together today or what is it that you would like to walk away with from our session today, or what are your intentions for our time together today.

This is vital. If you skip over this piece, not only will you have a very loosey-goosey container for the call, it makes it 100 times harder to accomplish ... to bring the client forward in their goals and their desires. It makes it that much harder to stay focused.

Sometimes, obviously, meandering is valuable. It's a couple times here and there where a client comes to the call and they really don't know what their intentions

are. That's okay. You start talking and asking and you'll pull them out. Getting clear on intentions helps focus everything in the call. It helps create that tight container. Similar to that kick-off call that I was talking about for the whole cycle, set intentions for the work together.

The other thing that I like to do to really create a nice tight container is at the end of each session, I don't just end but I always, always, always reserve a minute or two at the end to ask my client what are they taking away from the session. Usually we discuss a lot of details and that kind of thing. Usually, it's beyond the details in a deeper sense or a higher sense, what are you really taking away from the session. What are you really taking from this call?

What that does is it helps integrate all of the learning, the ideas, what really comes through the call. It creates this beautiful bookend. It helps the client see if their intentions were met. Like I said, it just creates a lot of deep integration.

PART 1 OF 4 ENDS [00:24:04]

Joanna: Today, we're going to be looking at the foundational principles of listening. And then in our next session, we're going to be looking specifically at listening tools and techniques and filters, and what to actually listen for when you're coaching. And then our third call in this module, we're going to have our listening practicum, where we'll actually altogether be practicing our listening skills based on everything that we learn over the next few calls and then getting feedback on it.

But where we start today with listening, like I mentioned last week, at the outset, as we look at these foundational principles, it may seem like what I'm sharing is so simple and so obvious. But that being said, like I mentioned last week, it's only when we really pay attention and get into more of the nuances of the principles that I'll be sharing today, that the even more masterful listening can happen. So speaking of listening, my invitation for you is to listen to all of this with fresh ears so that you can go even deeper with your listening skills. Because I know that if you're here, you already have incredible listening skills, but listen more deeply today.

After the energetics that we looked at last week, I really believe that listening skills are the next most core transformational skill that you can have, because

everything that we do in coaching, in any kind of transformational practice, whether it's questioning, or acknowledging, or strategizing, or visioning, or working with shadow, any of it is predicated on what we are hearing from our clients. We need to be able to really listen in, in order to do anything else as a transformational practitioner.

So first, let me ask you this. Think about your client relationship, or if you're not working with clients right now, just think about any relationships in your life. How well do you listen? Let's be honest with yourself. How well do you really hear the other person's truth? The other person's beliefs, the other person's experience, the other person's understandings and their perspectives behind the words that they say? How well do you hear even what the speaker doesn't even realize that she's saying or realize about herself.

That's also a piece of what we're going for with deep and masterful listening skills. When we, as practitioners, can listen masterfully, we then hold in our hands the key to creating greater results. So I want to take a look at a couple of important foundational principles when it comes to listening. Like I said, next week, we'll get to more what to listen for and tools, but today, the foundational principles are tools. Anyway, I'll just jump in. So the first principle that I want you to be aware of in order to be a really masterful listener, and by the way, this principle is also core to the energetics of the coaching relationship too, is everyone wants to be seen, heard, and loved. Write that down. Everybody wants to be seen, heard, and loved. It doesn't matter what work you do. It doesn't matter who your ideal clients are. It doesn't matter what types of results you're in the business of creating.

If you are going to coach someone, or mentor them, or teach them, or support them, or heal, co-heal with them, or shepherd them towards any kind of goal or growth, you need to always remember that everybody wants to be seen, heard, and loved. Even somebody who at the outset doesn't seem to want this. I promise you in their core, this is what we want. This is part of the human condition. The deep desire to be seen, heard, and loved. When an individual feels seen, heard, and loved, they feel validated. They feel more confident. They feel more accepting of themselves and all their parts. They feel more courageous. They feel more valued. They feel more willing and more able.

We know this. I know that if you're here, you are a smarty pants and that you know this. Yet, it can sometimes be forgotten in the coaching or the practitioner context, because we get so focused on wanting to help our clients get their goals

done, or we get so focused on trying to be successful and do a good job as practitioners, and so then we may bowl over a concern that a client is having, or we don't hear between the lines, or we overlook a particular frame of mind that they're in, or we forget to acknowledge the growth that they've made and instead look towards what still needs to be done right away. And when we do that, when we focus just solely on the goal, in essence, we stop listening.

I'm going to say that again. When we focus solely on the desired outcome that the client wants, in essence, we stop listening. And when we stop listening, we've detracted from the mutual trust and respect of the coaching relationship that we spoke about last week. Now, what gets in the way of creating an environment where our clients feel seen, heard, and loved by us? It's usually 100% related to the unequal playing field that we spoke about last week. If you're really focused on your own flaws in the relationship, it's going to be really hard to see and hear your client. If you're really focused on your client's flaws, it's also going to be really hard to see and hear your client.

So I want to ask you this, and there's no judgment here in any of this. I ask you this for self assessment so that you can become even more aware. I want you to think about your client relationship, but also think about all of your relationships. How well are you doing at helping others feel seen, heard, and loved on a scale of one to 10? How well are you doing at helping others feel seen, heard, and loved? What stops you from being a wholehearted 10 here? What holds you back from fully, fully, fully, fully seeing, hearing, and loving others? Think about that for a moment for yourself. What stops you from being a wholehearted 10?

All right, now let's turn this one on its head for a moment. What I've sometimes observed for practitioners is that sometimes our own need to be seen, heard, and loved gets in the way of us being able to see, hear, and love our clients. I'm going to say that again. Sometimes our own need as practitioners to be seen, heard, and loved by our clients gets in our way of being able to do this for our clients. Now, I want to be clear. I'm pointing this out to number one, say, we're human beings, just like our clients are. And so we have the same need to be seen, heard, and loved.

And that's not a bad thing. Sometimes, as practitioners, we think, "Oh, we shouldn't have this need." Nope, it's totally natural, it's part of the human condition. What's important as we recognize this in ourselves is to know that, and again, I know this is obvious, but it's so subtle. We can slip into this sometimes. What's important to know is that we shouldn't look to our clients to fulfill this

need for us. We should look in other places to fulfill this need. Of course, we need to see, hear, and love ourselves, but all of us need the outside validation too, it's just human. But just watch that you're not using your client relationships for this. When you do this...

PART 2 OF 4 ENDS [00:48:04]

Joanna: ... your client relationships for this. When you do this, it can stand in your way of seeing, hearing, loving your client. All right. Let me pause here for a moment. Any thoughts or questions on this piece around everyone wants to feel seen, heard, and loved? Star two. There may not be, but I want to check in. All right. Then let's keep on going.

Next foundational principle for listening, be truly present in every moment. I know this one is super obvious. I said at the beginning, some of these are obvious, but again, it's easy to slip out of this, and it's an important reminder. So what does being truly present in every moment mean? Well, you cannot listen unless you're truly fully present. You won't hear between the lines. You won't hear the subtle things. Being truly present is about showing up fully. It's about bringing your full mind, attention, focus, heart, spirit, and soul to the session. It's about not allowing distractions like technology or thoughts about the rest of your day or anxieties about your performance get in the way of you fully showing up.

Like we spoke about last week, energy follows energy. If you are fully present, then your client is much more likely to be. If you're not fully present, your client is much less likely to be present as well. Now I want you to think specifically for a moment about the distraction of not feeling like you're good enough or constantly worrying that the session isn't going well enough. When this happens, you worry and you stress and you start to question yourself more. And then here's what happens next. When you, as the practitioner are feeling off, because you're questioning yourself, there's no way that you can remain fully present to your participants, and that's because our human brains can't really multitask. Our prefrontal cortexes won't allow it. And so when we're not present, we're nowhere near our best. When you are fully present and when you are in the aligned energetics, then you can feed 10 birds with one hand.

So if you know for yourself that you're prone to spinning out into self-doubt while you're coaching, which by the way, especially in the first year or two, the majority

of coaches can do this. But if you know that you're prone to doing this, then you want to be very, very conscious of remaining truly present to the get-go. Bringing yourself back to being present with your client will actually help you override your self-doubts. And that's because, back to your prefrontal cortex, you can't focus on two things at once. You can't focus on your self-doubts while also focusing on your client. There's not enough room in your brain. So make the conscious choice in each moment where you're going to focus. Your listening skills will improve vastly.

So again, I know that this being present piece is so obvious. Of course you want to show up fully present for your clients, for everything, right? When you're driving in your car, for your family, whatever it is. I know this, you know this, but take a moment and just be honest with yourself. Where are the places either with clients or otherwise that you distract yourself?

What are you willing to do to set boundaries so that you can be present? So when I say setting boundaries, what I mean is another ... As an example, sometimes practitioners can lack presence because there's the distraction of worrying about what's happening on the call. There can be the distraction of technology. So can it help to turn off email, social media, any dinging that would happen from any place? Don't read any email before a session that you sense might trigger you right before the session. I mean, I know I've done that, probably we've all done that. It's like quickly read an email or listen to a voice call right before a class or a client session. It's like, "I should not have read that. I should not have listened to that," because it takes away from your presence.

What are other things you can do to stay fully present? Taking care of your body. There's nothing like, and again, I know this is just obvious, but just important to say. There's nothing like having to pee during a session to take you away from being present. Make sure you have your glass of water. You go to the bathroom beforehand. Make sure you're not hungry. All of the things. Some other things that I like to do that really help me be present, just to do some visualization or breathing at the beginning of my work day when I know I'm going to be with clients, just to set the tone of presence for the day. Sometimes somewhere near the start of a session with a client, I'll just lead, especially if I know I need it, but sometimes I can sense a client needs it to be present. I'll lead them through a couple of moments of breathing, grounding, visualization. And by the way, I do this with in-person retreats always. This is something I do towards the beginning.

Another thing that helps me stay really present is on my client days, somewhere towards the beginning of the day, before I even get on the phone with clients, I just take a few minutes and I think about each of the clients that I'm going to be connecting with that day. I just send my love to them. Oftentimes I'll light a candle just dedicated to my clients that day. Any little touchpoints that can help you stay present.

I just want to say one more thing about being present. Know what environment ... Environment isn't even the exact right word, but you'll know what I mean by this. Know what environment allows you to be most present. So what I mean by that is I am more tuned in and connected in most of the time when I am moving. So when I sit in one place, if I sit in front of the computer, not only am I more likely to get distracted, like, will I wonder about an email or whatever, but just because I'm sitting still for me, I get a little disconnected. When I'm on sessions with clients, I'm generally moving around. I do stop and sit on a chair here and there, but for me personally, I'm moving. And for years I felt like it was a handicap, like there was something wrong with me. I wasn't being fully present because I would walk around my apartment and now I walk around my house. But somewhere around 10 years ago, I realized this is how I stay connected in. It's a way of me moving energy. That's how I'm most present.

So for you, how are you most present? And also think about what technology allows you to be most present. So oftentimes I have clients that request meeting on Zoom versus meeting on the phone because they would like to see me. And for me personally, again, because I like to move, I don't like to be on Zoom. I'll say to them, "If you want to meet on Zoom, we absolutely can do it. And I'll be really good on Zoom, but I'm at my best when I can move around." So know your technology too and what allows you to be most present.

All right. Next foundational listening principle, listen to yourself as well as to your client. The best listening happens when you're listening to both. So traditionally listening skills are taught as a one way street. You listen to your client. End of story. But the truth is that deep listening skills, if you're only listening to your client, that's only half of it. You want to listen to yourself as well. So what does that mean? What does listening to yourself mean? Well, as you're listening to your client, what do you sense about your client? Do you sense that she's excited? Do you sense that they're speaking nicely, but really it's nicey nice surface talk. It's somebody else's expectations, not their own. Do you sense that your client isn't thinking as big as they are able to? Do you sense he's just

skimming the surface? Do you sense that there's a big emotion under the story that they're sharing, even though they're trying to be calm?

I see listening as a dance between listening to your client and then listening to yourself. And not just what you sense about your client, but how you are responding. And the two don't have to be mutually exclusive, and in fact, when working well, they can just work so beautifully together. You listen to your client, you deeply listen, you take in what your client is saying with full presence, and then you listen in to your internal wisdom response based on what your client says.

It's your intuition or your hunches that oftentimes are really important when it comes to listening and when it comes to coaching or transformational practice, and that's because most practitioners, they don't actually listen or listen very well to themselves, their intuition or their hunches. So intuition and hunches are an important component here, but a lot of times practitioners don't actually listen well. So why don't we listen well to ourselves? Well, number one, because we don't trust sometimes the intuition or the hunches. We were told not to trust our intuition or our experience of the world. In order to listen well, we want to trust our experience of the world, we want to trust our intuition. So let me ask you, do you generally listen to your intuition or not when it comes to your clients? And if you're not yet working with clients, even just when you're listening to others, do you pay attention to your intuition? Do you listen to it? And if you don't, how come? If you don't, how come?

The intuition piece is, again, I just can't say it enough, it's such an important part to listening. Now of course, it never trumps a client's truth. Your client will always know best. You might sometimes have an intuition or a hunch that it is not aligned. That's fine, but you want to pay attention. And this is so important for my coaches on my team. I have a number of coaches on my team. One of the questions that I always ask them, they always fill out a report at the end of each session so that I can hear what was going on with the session and also for their own deeper learning. And one of the questions that I always ask them is what is your intuition telling you about this client? So they have an opportunity after a session to actually write down what their intuition is telling them. What is their intuition telling them about how their client feels or what's moving through them or what they're going to do or not going to do or what they're believing or whatever it is.

Now, of course, we want to be aware of all of these things in sessions themselves. It will help guide our questioning, our creating awareness, all the things. We want to listen for this in sessions, but if this is a place that you, a muscle that you know you want to strengthen, a really great practice is after a client session is to write out, just spend a minute or two writing out, what's your intuition telling you about this client? Really write it out, think on it, see what's there. Create awareness for yourself around it. It will help you guide and hold space for your clients. It's ... Well, no, I'll hold that for later. So anyway, listen to yourself as well as to your client,

Another really important foundational listening tool, and it really helps with everything I was just talking about, is to be curious. When you're curious, so much is possible, so much more is available to open up to. There's so much more creative solutions and creativity that are available. So this goes hand-in-hand with listening to yourself. You listen to your client, which will yield messages, wisdom, intuition that your inner self will bring up, which you want to listen to. And then from there, allow yourself to be curious, based on what you heard from your client and what you heard from yourself. Allow yourself to be curious. So, as I said earlier, in other words, your intuition isn't there to be the end all, to be the right answer. Your intuition is there to open you up to be curious in the most potent and powerful places of what your client is sharing with you.

When your curiosity is activated, then you don't take things that your clients says for granted. I'll give you some examples of this. Let's say your client, that you're talking about a new thing or something that your client is going to do. I'll put it in the context of my work. We're going to do a preview presentation. And let's say the client says, "That hasn't worked before in the past. I've tried to do that in the past. That hasn't worked." Well, if your curiosity isn't activated, then you just take that for granted. It's like, "Okay, let's move on. That hasn't worked for them in the past." But if your curiosity as a practitioner is activated when you're listening, it might lead you internally to some questions of like, is that actually true? Is it actually true that it hasn't worked for this client in the past? Were there parts of it that did work for this client? How did it not work? Why didn't it work? That's curiosity.

Here's another example. A client says, I don't know, you're talking about exercise. "I don't like to exercise." When you have your curiosity activated, if it's not activated, then you just move on. They don't like to. But if it is activated, you don't like all exercise? Is it just some? Or what is that about? Why don't you like having to exercise? One thing that often comes up in my work is I'll have a client

say, "I want to create a seven figure business." I don't ever take that for granted, ever. I activate my curiosity there. What does that mean? What does creating a seven figure business mean for this client? Why would they? Because it may turn out that they actually don't want a seven figure business. They're just saying it because they think that that's what they should be going for, whatever it is.

So curiosity is actually a skill that can sometimes be more challenging than it seems. We're all born with this skill innately. We're all born curious beings interested in the world, open to all things. But somewhere along the way, we lost some of our curiosity. When we're little, y'all put it in terms of a maiden, the young maiden. She's excited. She is outside. She looks at flowers and trees and gets curious at all of the little things. Curiosity abounds, but oftentimes that curiosity gets buried under history. It gets jaded by experience. Maybe your maiden inside of you was told that curiosity killed the cat, or that her curiosity was problematic for the family, or that her curiosity made her too precocious or made her different from everybody else, or that there wasn't enough time for curiosity, or curiosity isn't practical.

And how often do we do this with ourselves in our own ... even outside of the coaching container, the listening. How often do we do this in our own lives? Take a moment and just reflect on this for a moment. How often do you block off curiosity, and along with it, possibilities, because you're taking things at face value or for granted in your life? So, an example of this might be if you say to yourself, "I just can't. I'm working too much. I hate that I'm working so much, but I just can't work fewer hours." What if you got more curious about that? Or maybe an even more pointed example.

A couple of years ago ... My father was born in Romania and a couple of years ago, I went on a trip with him back to his little hometown in Romania. He was giving me a tour of the town. And we came upon one of these little houses that he had actually lived in 60 years prior, whenever it was. And he's talking to me about it from the outside. And I said, "I wonder what it looks like inside now." And he said, "Yeah, I wonder too, but we'll never know." And I said, "Well, let's"-

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Joanna: ... two, but we'll never know. And I said, well, let's get curious, let's knock on the door and see and he was like, "No, you know that we can't do that." And

anyway, we ended up knocking on the door and the people let us in. And it was this beautiful moment where he got to see his old house that he... from when he was four years old or something like that. But he was so blocked off from his curiosity that he... if I hadn't pulled him in that direction, he never would have gone there, right.

So how often do we do this in our own lives? We just block our curiosity without realizing it. And then if we're doing this in our own life, we're doing this in our listening with clients. So take a moment and just consider for yourself. And even if you do have a lot of curiosity, there's probably some that got buried under history. When and how did you lose some of your curiosity? What happened along the way to give your internal maiden the message to not be curious? (silence).

Now let's take that a step further. What did you learn from your parents about being curious? (silence). Here's another question. What are some of the things that you've become jaded about in your life, right? Whatever we become jaded around, there's a lack of curiosity in that area. What are some things that you've become jaded around or some of the places in your life where you've just cut off your curiosity?

You're not looking anymore. You're not seeing any other possibilities. Is it around your health? Is it around a relationship, is it around your business, your home (silence). So again, that sense of curiosity is still vital when we're listening to our clients or else we end up skipping over things, not noticing things, taking things for granted, not seeing to the deeper layers. One of the best ways to cultivate curiosity is to really practice it in your own life. So if you want to bring more curiosity to your listening, one of the best things that you can do is practice it in your own life.

So some of the ways that I like to practice curiosity, number one, just taking the time to look into the details, right? So one of the things is I love to go on a curiosity walk, and I want to recommend that you do that this week. This ties back to being present too, right? Because when we're fully present we're curious, when we're curious, we're present.

I like to take a 10 minute walk around my neighborhood. And the whole purpose of the walk is to look for new details that I haven't seen before. To look through my little kid eyes, my maiden eyes, and to find a crack in the sidewalk that I hadn't seen before or a new flower that bloomed or a sign in the street, whatever

it is. But to spend 10 minutes looking through kid eyes with curiosity, it's something that I'm jaded about that I think I already know what it is.

All right. I want to share one more piece. I'm going to open up for questions and takeaways and give you your homework. The last listening foundation for today is listen for the who, because you always want to coach the what, based on the who. Let me explain what this means and I'm going to say it one more time. Always listen for the who, w-h-o, because you want to coach the what based on the who.

So what I mean by this, and this is a place where a lot of practitioners go off the rails. It's so important that they listen for the details of the situation that the client is sharing. And of course that's the what, right. And of course we want to listen for the what, we want to listen to the details and what's the situation and all the things, but you always want to coach the what, the situation based on who the client is, right?

Because three different clients can have the same situation, but who they are is going to determine the best way for them to shift or get to the transformation or get to the goal. And not only who, like who they are in general, right? You're listening for that, but who they are on that day, in that moment.

So the same client can have the same situation on two different days, but they need to be coached differently on each of those days, based on who they are that day, how they're feeling that day, what their mood is, which one of their priorities is top of mind, what they're triggered about or not triggered about, values, all of the things. You'll never get as deep or as powerful a transformation or result if you just coach the what. You always want to coach the what based on the who.

So here's just one example from my own clients, a lot of times with clients when I'm helping them build their business. One of the things that we'll often look at in the beginning, because time is always an issue, is I'll support them to create an ideal schedule for themselves so that they can fit all of the pieces that they need to in their life and in their business. And so that they don't skimp on marketing and all the things, [inaudible] create an ideal schedule. That's the what, right? Creating more time, creating a schedule, that kind of thing. But I'm always going to approach it differently based on the who.

So how I create a schedule with someone who doesn't have kids is going to be different than how I create a schedule with someone who is a parent of four kids, right? Or has a lot of other responsibilities in their life. Coach the what, based on

the who. Now here's kind of a subset of this that I want to mention. This piece is so important. Coach the what, based on the who.

So oftentimes when a practitioner starts working with a client, they automatically assume that the client is ready for action. The client is ready to take action on their goals. The client is ready to move forward in outer ways. The client is ready to hit the pavement and go, that's not coaching the what based on the who. There are some clients that when we start working for them, are going to be ready to take action towards their goals, towards what they want. Outer action right away from day one, from session one.

But the truth is more often than not, when we start working with a client, their who, where they're at when they're starting, they're not yet ready for action. They first need some inner work or they need a pause. They need a rest from all of the overwhelm and all of the actions and all that they've been doing or they need to recover from a loss or a failure or a... whatever it is, right?

So for those of you that have come into sacred depths from sacred rhythms, you'll really get this. I like to use the metaphor of the seasons with this, right? Most practitioners assume that when they start working with their clients, their clients are in spring time, right? Like they're at let's go, let's do it ra ra, energized to get things done. It's awesome when someone starts in spring, but a lot of times when we start with a new client, they're going to be in winter.

They're going to actually... the work that we're going to do with them for the first session or the first couple of sessions is about creating space for them to rest, to regenerate, to let go first of what's not working for them in order to move forward into what's working for them, right. So when you start working with a client, listen also for the who, in terms of what season they're in. Don't just assume that they're ready to hit the pavement and go. Understand where they're starting. That will help you so much get off to a really good and powerful start.

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