



Sacred Depths Certification

Deep Listening Skills 2

Joanna: We're recording. Hello, everybody. Welcome, welcome, welcome. I'm so glad that you're here. Been looking forward to being with all of you. Today we've got our second call of three on deep listening skills. We started last week. Today, we're going to be looking at some more listening tools, as well as what specifically to be listening for when you're with clients in order to listen masterfully, and how to listen for it.

Then next week, and if you can ... Obviously, it's great to be live for all of our calls, but there are some that I think are more important than others. Next week, for sure, for sure, please, if you can make it live. Because, we're going to have our listening practicum. It's going to be very, very interactive and an opportunity for you to practice your skills.

Before we jump into our work for today, I wanted to talk for a moment about the Facebook group. I think almost everybody, not everybody but almost everybody at this point is in the Facebook group. Yay! If you're not in, please, get in there. I just wanted to remind you that the Facebook group is there for you in between our sessions. I'm a relationships person, and I really ... it's okay if you're not. You don't have to participate in the Facebook group, but I just want you to know that I want to know where you're at, and I want to get to know you better, for those of you that I don't know as well.

I want to track you. Anything that you need. So, please, use the Facebook group to get your needs met. Share takeaways, what you're noticing, but also any questions that you have, whether it's related to our calls or if it's something that comes up. Something maybe that I can answer but also that other people in this

incredible circle may have some wisdom on or support on. Please, just whatever works for you.

You may not be a Facebook social media person, which I totally get also. This isn't pressure to be on the computer more than you want to. But if you want to, and for a lot of people it's just helpful, especially for those of us that are in it for the long haul, for the 10 months of the certification. It's like to stay engaged, motivated and really involved. So, please post. Please, reach out and let me know anything that you need. I'm here for you.

There have been a couple of questions about certification. Over the next few weeks, I'll be sharing more with you about certification. For right now, don't worry about it. Just get situated, connect in with your coaching partner if you have one, listen to recordings, do the homework. Then I'll get to all of the requirements, I promise, in the next few weeks. Okay, so all that being said, let's jump in and continue with listening skills.

The first listening tool that we're going to look at today is another obvious one, but it's one that I really want to unpack in detail and help you get to the subtleties of, so that you can operate with it and listen on a whole different level and a way more powerful level. All of the listening tools that we've been looking at can really help you to hear way more than what is being said, can really help you to hear what's being said and like three layers deeper.

The one that we're going to look at today is so important. Whenever we listen, no matter who or what we're listening to, we're never listening with clean ears unless we clean them first. I'll say that again. Whenever we listen, no matter who or what we're listening to, whether it's a client, whether it's a friend, whether it's a child, colleague, whatever it is, no matter who or what we're listening to, we are never listening with clean ears unless we clean them first. We're never actually able to hear fully what another person is saying, and the layers beneath it, until we recognize that whenever we're listening to someone or something else, we come to the experience with all of our own filters and biases.

All of those experiences, our filters and our biases, can either help us listen masterfully, or they can become a major obstacle to truly hearing what your clients are sharing. Our filters and our biases are part and parcel of any conversation that we ever have, any learning experience that we have, really any experience that we have, period. What are our filters and biases exactly?

They're really the sum of all of the beliefs, perspectives and understandings that we have about pretty much everything, based on our past experience and our background. I'll say that again. Our filter and our biases are the sum of all of our beliefs, perspectives and understandings that we have about pretty much everything, and they're based on our past experiences and our background. Because our filters and our biases are so deeply embedded inside of us, unless we do the work to become aware of the filters and the biases, we're pretty much unaware of them. This gets in the way of listening when we're unaware of them.

Let me give you just some examples first of filters. There's so many examples of filters. I'm just going to give you some today. Your religion, if you have one, is a filter. Let's say you grew up Catholic, and particularly if you still practice Catholicism, and you haven't gone through any challenges of Catholicism or anything like that, let's say. When you listen to other people, you're likely listening, one of the filters that you're listening through is a Catholic filter, whether you realize it or not. The part of the world that you live in is a filter. Particularly, if you've lived in a certain area for your entire life.

When you listen to other people, you're listening through an urban filter, or a suburban filter, or an American filter, or a Southern filter. If you've always lived in an urban environment, you literally hear information and make assumptions based on that urban filter if you haven't checked it, if you haven't cleaned it. So you make assumptions about diversity, or traffic patterns, or business rules, whatever it is. Here's another example of a filter. If you've been thin your whole life, you automatically move through your life and listen with a thin filter.

If that filter is unchecked, then you make assumptions about other people's experiences or who they are based on that filter. Any kind, just as an aside, but it's relevant, any kind of filters that have to do with appearance, like thin or whatever it is, are especially important to make sure that you've checked them if you're coaching someone remotely, not on Zoom but just audio only. You haven't seen them. Don't ever make any assumptions. Here's another example of a filter. I'll give it from my own personal experience. This is not me as a coach, but it's relevant. You'll see what I mean.

When I first started my business, I had a business partner. She's one of my closest friends. When we worked together, there were some things about our collaboration that were wonderful. We were just great friends. We brainstormed so well together. We had such great synergy. But when we went off to follow up on tasks that needed to be done, there was a lot of trouble. I would always follow

up on my tasks quickly, get things done, and my partner, my business partner always needed more time than it would take me to do something.

Now, I had a lot of beliefs about my partner because of this. But that's because I had unchecked filters. The unchecked filter that I had is that I was pretty healthy my whole life, but my partner, my business partner had an autoimmune disease. Because of her autoimmune, she just couldn't get things done at the same pace that I could get things done. She needed to take rests. She would get very tired. She needed some afternoons where she would just lay on the couch and do nothing. Until I checked that filter, until I became aware of my healthy filter, even though my whole life my mother has been ill. It was an interesting thing that still I was looking at this situation from a healthy person's point of view. Someone without an autoimmune.

I couldn't really hear her. I couldn't really see her. I couldn't really understand what was happening. Just on this particular topic, because it is such a big filter, I see a lot and I'm sure all of you have seen out in the coaching industry, I call it Hell Yeah coaching, particularly business coaches, but it can be with anything. Weight loss, relationships, you know whatever it is where it's like, "Hell yeah! We're going to get this done! We're going to get this done right away! You're going to become a millionaire overnight!" This, that and the other thing.

Then, what happens is that when a client can't work at the pace that the coach maybe herself is able to work at, the assumption is that there's something wrong with the client. That there's a resistance, or there's a fear. Whatever it is. Which may be true. Sometimes when we don't work at a certain pace, and we'll get there later in this program, there are fears to all of that. But in some cases, there may be a health issue, or a life issue. If you're not checking your filters, you're not going to be able to really hear it, even if you know it cognitively about your client. You're not going to be able to really get it.

I can't tell you over the last years, how again particularly with this issue how many clients have come to me and they've been burnt by other practitioners because the practitioner hasn't understood that they have an autoimmune, and therefore the pacing is different. When they come to work with me, it's like finally because I can really hear and see them, because I have that filter checked, we can strategize what can really work for this client. That's just one. That's an example. Here's another example of a filter.

A lot I see this with business coaches. Money generation goals. Maybe as a practitioner, your filter is everybody should have a seven-figure business, but that

may not be the case for your client. That doesn't mean that you shouldn't have a seven-figure business if that's what you want, or other clients who are. But you want to check that filter so that you're listening with clean ears to your clients. Filters around how quickly somebody can heal, whether it's a physical illness, or from a breakup, or from the loss of someone. Maybe you were able to recover from your divorce very quickly, but don't let that be a filter, because you may have a client that has a different recovery process there.

Maybe you have a filter around romantic relationships that in order, let's say, to get married you need to have dated your partner for a long time and really gotten to know them, and the ins and outs, and all of that. That might be right for you, but let's say you have a client that's in a whirlwind relationship and gets engaged after a month. If you don't have your relationship filter checked, you might make some judgements about that client's relationship that maybe it's not viable, or it's not right or whatever it is.

That doesn't mean that you shouldn't go there and look, but you need to do it with an unchecked filter, or else you won't be able to really hear and see your client. Remember back to last week, one of the most important components of deep and masterful listening is being able to hear and see our clients. I'll just give a couple more. Again, there's thousands of different examples of filters, so I'll just give a couple more so you really get the idea. Let's say you are a great writer and you can write really quickly.

This is me. I can churn out writing. I don't struggle with writing. I write very quickly. That's great for me, right? But that's also a filter, unless I check it. If I have a client, she may not write quickly. It might not be an aligned expectation to write a newsletter article in an hour, or a dissertation, or a resume or whatever it is. We want to check those filters. I don't need to have had writer's block to support a client who has writer's block, but I need to check my filters around writing.

If everybody in your family has gone to college, then that's a filter that you listen with. If that filter goes unchecked, you may not realize that it's a really big deal for a client when they go to college, if they've gone to college. I'll give you one more example, for now. Another one of my filters. My mother has been ill my whole entire life. She started aging, like looking as if she were aging at a pretty young age. She also started losing her hair because of her illness at a very young age.

Because of that, and because of the way that that's impacted me, one of my filters is that hair is an important piece to beauty. Like for me, because of all of the ways that what happened with my mother impacted me, my hair has always been very important to me. A number of years ago, I started working with a client, who's a woman, an incredible entrepreneur, and done incredible work. She's completely bald. Completely bald. Because I hadn't checked my hair filter, when her and I started working together, and we looked at her visibility issues, I very mistakenly made the assumption that her not having hair was a piece in her fear around visibility that absolutely was not true.

She was incredibly beautiful, and had no issues around not having hair. Not a single one. Until I realized that and finally checked that filter, I was not fully hearing. I was not deeply listening, seeing, hearing this client. I want to be clear. It's not that your filters are bad or that they prevent you from being an incredible and masterful listener. Not at all. In fact, your filters have the power to help you understand the layers beneath the layers of what your client is sharing. They have the power to help you as a practitioner really get someone, really understand someone way more quickly than the time it would take for them to explain all about themselves, or their situations to you.

For you to have wisdom about who they are and their situation, your filters are actually super, super powerful. For example, let's say you are a working mother. If you start working with a client who's a working mother, you're going to get all the pieces. Like your ability to see them and hear them, that filter is a super power for you. If you start working with someone who's not a working mother, but they have a busy work schedule and also an ailing parent that they take care of, that filter is probably ... You, even though you don't have the ailing parent but you're a working mother, that filter's probably going to help you in some cases with that client with the ailing parent as well. Some of the issues are the same. It's a superpower there.

If you have desired children, to have children, but you've had trouble getting pregnant. Right? The client who is in that same situation, that filter is a superpower for you, obviously. Again, there are other filters that are going to be in place that you're going to want to check, but that filter is going to help you understand and hear this client so much better. If you've lived in a foreign country and you work with a client who is working in a country that they weren't born in, that filter is going to help you understand, be a superpower, help you really hear and listen to this client.

Filters can help us listen more effectively, more quickly and in magical ways. If and only if we are 100% fully aware of the filter. If and only if when we go into conversations with our clients, we understand that that filter is present for us. If and only if we don't take our filters for granted or let them flip into our unconscious. It's when we take our filters for granted that we get blocked in our listening. That's when we end up making false assumptions, because we're being impacted by our filters in ways that we're not aware of. That's when we stop hearing the important details that our filters, if they are unchecked, may not let us hear.

When we aren't aware of our own filters, and when we aren't aware of our clients' filters, we also run the risk of coaching the what without basing it on the who. Now remember, we looked at this last week. This is a very big listening component, as well as just coaching in general. Always coach the what based on the who. But if we're not aware of our own filters, we're not aware of some of our clients' filters, then we run the risk of coaching the what without basing it on the who. There's no way that we can know all of our clients' filters, just as an aside, right?

Because there are some many things that filters cover, and issues, like all the things. It's from the sum, as I said earlier, of all of our experiences. But that being said, we do want to listen and be aware of our own filters, but as many of our clients' filters as we can. Right? Because that, again, will help us understand and really hear and listen to our clients. For example, one of my filters. I'm Jewish, and I know a lot about Judaism, even though I don't necessarily practice it to a T. But, when I'm working with a client who, let's say for example is an Orthodox Jew or comes from a family, maybe they're not anymore, but comes from Orthodox Judaism, I know that that's a filter for them.

That helps me hear them better and understand their worldview better, because I'm aware of their filter. Let me give you some examples. I've already given you some, but let me give you some more examples of what happens when we're not aware of our own filters. Let's say that you are a health coach, or you work with your clients on wellness and weight loss. If you, personally, as the practitioner, have a quick metabolism, that's a filter. You metabolize quickly. So, how you burn ... I'm not going to get this right scientifically, but just go here with me. How you burn calories, or fat, or whatever it is isn't how everybody does, right?

It's fine that you have that, but that filter needs to be checked when you're working with a client who's trying to lose weight, because they may not have a

fast metabolism. Here's another example. This is another personal one. It has to do with my daughter, but we can apply it to coaching work. Growing up, I was like type A when it came to schoolwork, just straight A+ student, very type A. Did my work on time. All that was very important to me. When my older daughter, Penina, got to the second grade, she just didn't care about her schoolwork the way that I had.

At first, that filter was really unchecked for me. I had done a lot of work around why I cared so much, and how I needed to please people. All the things. But, even with all that work, it was still a filter. The filter was, "You need to care a lot about your schoolwork, just in general and in order to be successful." Here I had a daughter who just really didn't care that much. Because that filter was unchecked for me, I judged her. I thought she should care more than she did. When I finally realized that that was a filter that I wasn't checking, I was able to hear and see Penina so much more clearly.

She was a great student, actually. She's straight As, but that doesn't even matter. The point is that she did care about schoolwork, just not the same extent that I did. She cares more about theater than schoolwork. That's a passion of hers. I can appreciate that so much more deeply, like really see her and hear her now that I've checked that filter. What we're really talking about here, again, is the ability to really see your clients. See and hear with full clarity and not through the distortion of your filters.

Also, just to be clear, I mentioned this a little bit before. It's 100% okay if you don't have all of the same exact filters as your clients. Because we're each individual and our filters are the sum of all of our experiences, we're never going to have all the same filters as our clients. But your ideal client does not need to have all the same exact filters as you. You can still really hear your clients if they don't have the same filters, but again, only if you do your own work around your filters. What is the work that needs to be done as a practitioner around your filters?

Number one, to be aware of as many of your filters as possible. So I'm going to give you homework. You'll have a homework sheet. Again, it's not exhaustive, but it will go through a lot of categories and ideas so that you can start becoming more and more aware of your own filter. The next piece, as I said earlier, is to be mindful and take note of your clients' filters. You may want to write those down for each client as you notice each filter, or it might just be something that you make a mental note of.

The next thing you want to do is activate the highest level of empathy. Now you can only activate the highest level of empathy if you've done number one and number two above. If you've become aware of your own filters and then taken note of your clients' filters. What does this mean: activate the highest level of empathy? Merriam-Webster defines empathy as follows. "The action of understanding, being aware of, being sensitive to and vicariously experiencing the feelings, thoughts and experience of another, of either the past or present, without having the feelings, thoughts and experience fully communicated in an objectively explicit manner."

I'm going to say that again, because I know it's a mouthful. Maybe I'll also post it in the Facebook group so you can see it in writing. Empathy is, "The action of understanding, being aware of, being sensitive to and vicariously experiencing the feelings, thoughts and experience of another, of either the past or present, without having the feelings, thoughts and experience fully communicated in an objectively explicit manner." In other words, and this is how I see it. I'm always, my intention is to always activate empathy for my clients.

The way that I do that is I put myself in their shoes, which is I think really what that Merriam-Webster definition of empathy is saying. To put yourself in another person's shoes. This is vital to deep listening. To not just hearing the facts, but to hearing the layers underneath the layers, you must put yourself in that person's shoes. For me, sometimes I find myself ... I never set out to do this, but I've noticed that I do this sometimes when I listen. I literally imagine myself looking through my client's eyes and hearing through my client's ears. That helps me understand my client more and doesn't let my filters that I'm not aware of get in the way. The other piece I want to mention about this, and empathy and not needing all of the same filter, all of the things, is that you can find ...

Well, I've found that being able to find a similar filter, even if you don't have an exact filter with a client, to find a similar one can really help with empathy. I'll give you an example of this. I'm always scared to say this out loud, because I know people are. I'm not particularly a pet person. I love animals, but I'm not like ga ga over pets. It's just not who I am. So my natural filter, without it being checked, is to not think of pet issues as a big deal. That's just my natural filter. If I don't check it, because I'm not a pet person, I don't think of pet issues as a very big deal.

That being said, a filter that I do have ... Anyway, if that filter is unchecked, it used to be, when it was really unchecked that if someone had a pet that was sick,

of course I felt bad. I wasn't heartless. But I didn't get how deeply it affected the individual, just simply because I'm not a pet person. I could understand the sadness, but not the real depth of the grief around the sick pet. Once I realized that this was a filter, even though I'm not a pet person, a similar filter that I have is that I know what it's like to have a loved one that's very ill. I understand the depth of the grief, and the sorrow, like all of that. I can use that filter to understand this filter that comes from a client.

Sometimes if a client has a filter that's different from yours, you might not be getting it right. If that's the case, you can always check in, if it's appropriate, to make sure you're getting this right. We'll look more at this, in particular in creating awareness. But sometimes if I have a different filter, like I have a client who was raised in a very strong and serious cult. That's really impacted a lot of who she is. She's out of the cult now, this religious cult. But yeah sometimes I'll say, "I want to make sure that I'm getting this right. It sounds like," and then I'll share what I think she means, like the layers that I think I'm getting underneath the layers, but I want to make sure, just because that's not my filter.

Take a moment right now and think of an example when a filter of yours has really helped you to listen and understand something better, another person better. Think of a time when one of your filters has really helped you be a masterful listener. Now, take note of a time when you had a filter that was unchecked, a filter you were unaware of and it blocked you from really hearing, seeing, understanding another person because you weren't aware of that filter. Now, this is important. Unchecked filters lead to unchecked biases and beliefs. I'm going to say this again. Unchecked filters lead to unchecked biases and beliefs.

In addition to your filters, you don't want to be bringing any unchecked biases or beliefs into your sessions. For example, if you are thin, and that is an unchecked filter, and particularly because thinness is a filter in society, if that's unchecked, it might lead to unchecked biases around people who aren't thin. Or, if you're Christian and you haven't checked that filter, what are your unchecked biases? What do you think about people who aren't Christian?

Or, if you're not a person of color, and you haven't fully checked that filter, what are the biases when you think about people of color? Or, if your parents were not divorced, if they remained married, or if they were married in the first place, right? Even just to assume that parents get married in the first place is a filter. Let's say your parents were married, and they never got divorced, and nobody in

your family has ever gotten divorced. Do you have unchecked biases about divorce, or about marriage? Or vice versa, if your parents were divorced, do you have biases?

This is part of your homework that you'll get to uncover some biases. You'll also get, as part of this, this is really important, a bonus recording. An interview that I did a number of years ago with Makeda Pennycooke, who's a graduate of Sacred Depths and also on my team. The call is really Makeda just sharing her wisdom around how to create a practice and be with clients in a way that is equitable, particularly when it comes to black people and people of color. We also look, in that interview, it's in pieces, around diversity in your practice and inclusion.

It's really important. Of course, I know it is on everybody's mind especially now, and thank goodness it's coming up to the forefront. I think that's always been important, and we really want to, as practitioners, I really believe that ... I said this on our first call. Being a transformational coach, a Sacred Depths coach, a transformational practitioner means being an activist. It just does. It also means making your practice, your work with your clients equitable for anyone and nourishing for anyone. I really recommend listening to that call.

I just gave you guys an earful. We have a lot more to look at today. We're going to look at exactly what to be listening for when you listen to clients.

Joanna: All right. Let us continue on. We still have a lot to do today.

Where I want to look next is what to listen for. You know what? Sorry. I just paused right now because I realized we had started last week doing our, in our Facebook group, the live posts, people are getting takeaways, and I realized I forgot to do that this week. I need to just assign that to a team member, so it happens every session. I'm sorry, you guys, if you were looking forward to that this week. It totally slipped my mind. I'm just making a note. Facebook. Okay.

Let's take a look at what to listen for. There's lots of things that you want to be listening for when you're listening to your clients. I've divided it into three categories. Some people love the buckets, like the three categories. There's sub things under each category, but some people just get confused by the cate ... If the categories confuse you, this can just be a whole long laundry list, but the categories might help you organize in your mind some things to listen for.

The first category of things that you want to listen for all fall under what I call your client's presence, P-R-E-S-E-N-C-E. Presence. Everything in this category really has to do with the quality of your client's presence. Because the more that

you can listen and hear what the client's presence is, the more you're going to be able to support them. For example, one thing to listen for in this category of client presence is your client's emotional state. Why is knowing your client's emotional state so important?

Well, let's say you're a business coach, and you have a session with a client and your client says, "I didn't fill that program that I wanted to fill. I wanted 20 people in it, and it didn't happen." The client could be totally upset about that, or the client could be fine about it, right? Again, this has to do with checking your filters also. If you're like, "I must fill every program," and that's unchecked, there's going to be a filter around that. Or, here's another example there. Like for me, if someone has a goal, and especially if it's the first time they're filling a program, if they get to 75% of how many they wanted to fill with that program, if it's their very first time, I personally consider that a win, but my client might not consider that a win.

My awareness of their emotional state, as well as my awareness of my filter, allows me to respond and hold space more powerfully. Here's another reason why it's important to really listen for and hear your client's emotional state. Maybe you start a session and you ask your client what they want to receive from the session. They want to talk something about strategy for whatever they're working on or finding solutions, whatever it is. But, as you listen, you hear that they're scattered, or they're sad, or they're angry about something.

That's going to need to be addressed first before a solution, or whatever it is. You want to listen for an emotional state. Sometimes I have a client get on a call, and they say, "I want to plot out the launch of my next program," but as I'm listening to them, that's not what they need for that session, or at least not what they need first, right? Based on emotional state. Another thing you want to listen for, this is still under your clients presence, that I consider in that category, is your client's engagement with what he's talking about.

What I mean is, you want to listen for how engaged a client is with what they're actually talking about. Let's say you have a client that's talking about wanting to buy a new house. How engaged do they actually sound about that? That will let you know a lot about if it's a desire or if it's a should, or have to. You want to listen for silence. Silence isn't a bad thing at all. But, it is noteworthy. It is important to note when a client is silent. It might mean that you've asked a really powerful question, and they're taking a moment to process. It might mean that

you've just asked a powerful question or created a very powerful awareness and there's emotion coming up.

Especially if you do it over the phone, like I do, you may not be able to see, so you want to hear into is this emotion or whatever. Silence may be confusion or upset at something that has just been said, or scattered. You want to make note and listen for what the silence is. You want to listen to a client's pacing. If a client is talking about something, and they slow down a bit when they're talking, probably what they're saying as they slow down is important. Whether they realize it or not, they're emphasizing, because they're slowing down. You want to listen for that.

That's the same reason why you want to listen for tone. Let me go back to pacing for a moment. Let's say a client usually talks ... I gave the example of slowing down, but the opposite is also true. Let's say you have a client that normally talks very slowly, in a very slow balanced way. If they're talking and they speed up, you want to listen for that, because it could mean that they're very excited about what they're talking about, or it could mean that they don't want you to really hear it. They're kind of trying to rush through it, but there's something important there.

Same with tone. If you have a client that normally speaks louder, or is talking in a particular tone, and then they get quiet, take note of that. That could mean something. That's something you want to listen for. It might be that there's a tenderness around the topic, or fear, or they're speaking from their child self. So you want to listen for tone. You want to listen for your client's essential nature. If you have a client that is generally, their essential nature is generally very bubbly and light, and all of that, if they come to a session and their energy, their essential nature is different, the energy they show up is different than their essential nature, then you know something is up. There's something important that may not be being said.

If you have a client that's generally very serious, that's their essential nature. They don't tend to joke around. They're very deep. And, they come to a session and they're joking around or whatever it is, you want to take note of that. Something might be going on there. They might be really excited about something. Or, if they haven't shared, you want to ask them. There's ways to bring that out. We'll look more at that in our next module. But, for example, in a situation like that, as a practitioner, I might say, "I noticed that you're really giggly today," or whatever it is. "Am I hearing that right? What's happening there? What's going on?"

Then, the last, in this first category of your client's presence, the last thing you want to be listening for is how connected the client feels to you as the practitioner. Really important one. You want to be listening for if the client is engaged with and connected to you. If they're not, then there's container settings that you need to go back and reset. If they're usually connected to you, but on a particular session they don't sound connected, or after a particular topic. It might just be that day something is going on. Or, it might be that you've said something that has triggered them but they haven't expressed it. So you want to listen for how connected the client feels to you as a practitioner.

That is the first bucket of what to listen for in the client's presence. The next bucket or next category I call apparent clues. Clues that are kind of apparent, and that you can see them. Some examples of apparent clues that you want to be listening for is when the client is talking, is there a match between their behavior, their goals and their commitments or is there a mismatch between their behavior, their goals and their commitment? If you know that a client has a big presentation that is coming up in a week, but they haven't been preparing, and maybe they're not making a big deal out of it. "I haven't prepared," but they happened to mention they haven't, that might be a mismatch between their behavior, and their goals and their commitments.

Another example of an apparent clue. You want to listen for what is motivating the client. This is really important. We'll get more into this when we look at visioning as well, but what's motivating the client? Is the client wanting to get into a romantic relationship because they're excited about it, or is what's motivating them fear or something else? Money. I don't know. Whatever it is, what's motivating the client? You want to be listening for that. You could also ask. That's a very valuable question. "What's motivating you here? Why do you want to do this?"

You want to be listening for specific language and terms that your client uses. What does this mean? Here's an example. Let's say that your client is married, but they refer to the person they're married to as their partner, not as their wife, or their husband or whatever it is. You want to listen for that and take note, and you want to use their language. If you have a client that is married to a woman, but they don't use the word wife, you don't want to use the word wife, and vice versa. You want to use the client's language and the terms that they use.

Another apparent clue that you want to be listening for is your client's strengths. Again, I know this is so obvious, but a lot of people forget. And we'll talk more in

our creating awareness module, we'll look specifically at the, when it comes to strengths. I'll just say for right now, a lot of individuals are not aware of their own strengths. Then, when they go to try to achieve whatever they want to achieve in life, they don't harness their resources in the ways that they could, or they don't believe in themselves in the ways ... Whatever the thing is, right?

Again, we'll get more into all of this. You want to be listening for client's strength. A lot of times, someone might say, "I'm a great writer." Great. That's very obvious. But when I say listen for, I don't just mean what the client tells you is their strengths. What I mean is read between the lines, because that's information that you might want to use. What are their strengths? What are their resources? Do they have a very strong family relationship that they take for granted but actually they could be harnessing more? Listen for strengths.

Then, of course, also listen for obstacles and potential obstacles. That doesn't mean that I'm going to point out all of my client's potential obstacles as I hear them if the client isn't aware. But I want, as the practitioner, I want to take note, and there's some that I may address before they even come up. You want to listen for that. You want to listen for your client's belief. That will let you know a lot about their filters.

Again, most of the time, we're not aware even of our beliefs. You have to have done a lot of inner work and transformational work and soul work to be aware of your beliefs. A lot of times, our beliefs are so embedded deeply inside of us that we're not even aware. We'll look more at this when we get to rewiring negative thought patterns, but for now listen for a client's belief. Here's another thing under this apparent clues bucket.

Listen for if their goal or their vision for themselves has shifted. A big mistake that happens with practitioners is that they just take it for granted that their client's goals aren't going to shift. When sometimes someone sets out, I don't know, to write a book, to start an organization, to buy a house, whatever it is, right? If somewhere along the way it's no longer aligned, you want to be listening for that. If not, obviously, you're going to continue to support the client in something that's not aligned for them anymore. The other piece under apparent clue is that you want to be listening for who is influencing the client.

In other words, who is this client listening to or modeling? That's information that can come in very handy, both in inner and outer work. So who's influencing the client? Then the last bucket or category for things that you want to listen for, I call non-apparent clues. These are things that aren't necessarily going to be said.

You want to listen for if something seems misplaced with the rest of the conversation. I'll give a great example. I was working with a client yesterday and she has a retreat coming up in a few weeks.

We were working on what she really wants to deliver in this retreat, the curriculum, the topics that she wants to explore. I was helping her create the curriculum, and the exercises and all of that. We're having this great conversation about curriculum. Then, as we're talking, she wanted to do some exercises around trust, and just offhandedly she mentioned how she doesn't trust her boyfriend. This has been an ongoing thing for her. But just offhandedly she mentioned, "Ha, who am I? Maybe I shouldn't be teaching this, because I don't have trust when it comes to my relationship."

Anyway, without giving all the details, that was misplaced, right? We were talking about curriculum, and she just offhandedly mentioned this. Of course, because I listen for things that are misplaced, we paused on that, and she ended up having an incredible, deep breakthrough. We explored deep breakthroughs and beginning of transformation both around her relationship and also the ways that she holds back sometimes in her teaching because of her relationship. It was so big for her. So we want to listen for when things seem misplaced with the rest of the conversation.

Another non-apparent clue is we want to be listening for what the client isn't saying. So, an example of this is let's say a client is going home to their family of origin for the holidays. They're talking about this, that and the other thing, but they never mention a sibling. Actually, let me give you a better example of this to bring this home. I once had a client who I worked with for a year, and never mentioned her brother. I didn't know that she had a brother. Never mentioned it. Then, one day just in an off-hand ... And we had spoken about her family many times, and looking at different fears. All the things. Never mentioned. I had no idea she had a brother.

One day, she mentioned her brother. It turned out there was so much work that needed to be done there. Using this example, not that you need to know everybody's family members or whatever, but I could have done a better job from the get go knowing who was in her family, because her family was such a big deal to her. Then noticing that she never mentioned this person. What the client isn't saying. You want to notice if there are things that are being left out of a conversation, there may be some juice there. There may be something important there.

Another non-apparent clue, you want to listen for inconsistencies between who you know your client to be and what they're saying. Inconsistencies between who you know your clients to be and what they're saying. So, that can kind of show up in a bunch of different ways. There can be inconsistencies between who you know them to be and what they do. Then, inconsistency between who you know them to be and what they're saying.

Between who you know them to be and what they do, if you know that your client isn't, I don't know, a partier. They mentioned that they stayed out all night partying. Something might be happening there. That's an inconsistency that may want to be looked at, or pointed out, or create awareness, or whatever it is. An inconsistency between who you know them to be and what they're saying. Let's say that you know in general this person values integrity. Like, this is who you know this person to be. You know their values. You know that they value integrity, and they're sharing something that they're planning on doing that isn't in integrity.

Or let's say they value quality over money and they're sharing something that's very money driven, not quality driven. That doesn't mean that's anything wrong with that. Someone with integrity. Yes. Right? There isn't anything wrong with that, but you do want to listen for inconsistencies like that. You may bring it up. You may not. Depending on so many factors. But it's something to be listening for, for you to be aware of that as a practitioner.

You want to be listening. Anything that a client repeats more than once, probably important. Either something important to take note of, or it might be something that the client feels like you're not hearing them in it, and that's why they're saying it again, right? You want to listen for what the client is becoming aware of. What is the client becoming aware of? Then the other, the last non-apparent clue is you want to listen for what is your client's inner voice. What is your client's inner voice?

What I mean by this is how we speak to others, how we express ourselves to our coaches, to whatever practitioner we're working with, sometimes belies how we really feel, particularly about ourselves. Because people are scared to admit, either to themselves or to admit to others how they are really feeling, particularly if they're judging themselves. How they feel about themselves. Then how can you listen for a client's inner voice, because they're not necessarily speaking with their inner voice. They're speaking to you with their outer voice. The way that a client phrases questions can tell you a lot about their inner voice and their inner judge.

For example, let's say a client has a problem or an obstacle and they're looking for a solution. If they ask a question like, "Well, what can I do to move out of this?" That reveals a very different inner voice than if the question they ask is, "I always suck, and how am I going to get myself out of this?" Right? It's just a subtle difference, but it can share a lot about the client's self-talk. Even just without the, "I always suck," even just the difference between, "What actions can I take to get to the other side of this," versus, "How am I going to get myself out of this?"

It might, on the surface, sound like the same question, looking for the same answer, but either thing says very different things about the client. You want to listen for all of that. The other thing you want to listen for, we spoke about this last week, but I want to emphasize it again. You want to listen to your own intuition, inner wisdom and hunches. Like we looked at last week, the most masterful listening is when you're doing this beautiful dance, and almost feedback dance between what your client, what you hear from your client versus what you hear from your inner wisdom.

Okay. Let's pause here. Actually, let me ask you first. Take a moment and we've been through a lot on this call. What's one of your big takeaways from this call? What's one of your big takeaways? You've got some worksheets this week that I mentioned. You'll find them in your member center. The other thing is, if you're working with clients, then over your next few client sessions. If you're not working with clients, then tune in in any conversation you have with other people. See how many of these things that we spoke about today that you can listen for.

Don't drive yourself crazy, but you can almost keep the list, and you'll receive as a resource sheet, I believe, a list of all the things I covered today in bullet points. But, see how many of these things you can listen for. After the conversation, look at the list and make note. The more that you do this intentionally, then eventually the less you have to even think about it and the more it will just come organically and naturally to you. I don't actively think about all of the things I listed out to you when I listen at this point, because I've practiced them so much, it just happens automatically.

My offering to you is to practice that, whether it's in client sessions, or conversations with others. Take a few minutes after the conversation and see how many of those things you can listen for. We're going to start next week. I'll give you your first coaching partner assignment. I felt like we should wait one more week, just in case you haven't connected in with your partner yet. Almost

everybody requested partners, and I hope you really enjoy it. If you haven't listened to or watched the Facebook live that I made about the coaching partner, please, please listen to it. It's really important. You'll get a lot of information.

One of the biggest pieces that I just want to emphasize right now for a moment is the importance of taking it seriously. Like if you raised your hand and you have a partner, please take it seriously for yourself as well as for your partner. Don't flake out. One of the best things you can do to really stay committed and make it powerful ... The people that are really committed to the partner calls some say is the best part of the whole program. And the way to make it powerful and the way to stay committed is to start with a strong container. Think back to everything we spoke about last week.

Schedule out sessions ahead of time. Be clear on the responsibility you use. Take it seriously. If you take it seriously, energy follows energy, your partner will take it more seriously.