# Module 4 Audio Transcript
# Talk About Coaching Podcast Part 1

Jamee Tenzer 0:00
Delighted to be here today to talk about, yeah, a couple of cultivates trust and safety sub-competencies. We've got 4.2 which is demonstrates respect for the client's identity, perception, style, and language, and adapts one's coaching to the client, and then we've got 4.3 which is acknowledges and respects the client's unique talents, insights, and work in the coaching process. So, what comes to mind? I guess let's start with the importance of demonstrating respect right for the identity perception style and language to me that it speaks to just the overall idea that our client is the expert in their own life in the session that they're autonomous, they have their own answers, and that it's our job as coaches to support them in that process.

Sheri Boone 1:10
Exactly, it's just a fundamental of coaching, isn't it? You know, the fact that the client is autonomous, as you, as you mentioned, and it's so important that we recognize that and that we don't take on any other kind of stance or role as a coach to be directing or guiding or leading, but rather to really acknowledge and understand and respect who our clients are as individuals, and how important that is. Yeah,

Jamee Tenzer 1:48
I couldn't agree more. It's just such a basic.. it's almost hard to.. to.. it's such a basic of coaching. It's such a fundamental.. so I'm glad that it's here in this competency in the first part, and then the second part is adapts one's coaching to the client, so that's pretty interesting. I wonder, what does that mean to you?

Sheri Boone 2:13
You know, as we were talking about this before, we, before we started recording today, Jamie, I was reminded of a, of a client I had years ago, and she was a long-term client, so I knew her very well, and we'd coached for really for years, and then she got to a place where you know it was more, more like once a month, and then maybe once every couple months, but what I really learned about her was her desire to use her coaching session to basically talk out what she wanted to hear from herself for almost the full hour, we'd spend an hour together, and so for about the first 45 minutes she basically did, did all the talking, and you know, she

had a clear agenda, and every time, every session, she had a clear agenda, something she wanted to talk out. I would listen, I would ask a few questions, but it was a very different kind of a coaching session that I've had with than I've had with any other client ever, really. And if I said too much or even ask a question that was, you know, that that might have fit with another client in the same situation, she didn't, she didn't like that, and I learned that I learned that just to really be there and be present and be the witness and be listening so carefully and so deeply, and then toward the end of the session, she would sort of recap, and she'd want to go into this little meditation and find the answers to some questions, and I would facilitate her through that process at the end of the session, but what I'm the reason I'm sharing that story is because I did adapt my style to fit her, and she was, you know, she got so much out of our sessions, and she truly loved the coaching experience, the way she wanted, you know, the way she set it up, and the way we work together, so it was definitely an example of me adapting a coaching style to something that worked for this particular client.

Jamee Tenzer 4:25
Yeah, it just takes such, such willingness to meet the client where they are, be sensitive to the client's needs, and, like you said, you figured out how to, you know, coach her in a way that really worked for her. That's a great example.

Sheri Boone 4:48
Yeah, right. What about you for this one, and the adapting piece here?

Jamee Tenzer 4:54
Well, I think for me one thing that comes to mind immediately. Is if people are kind of their cadence, I try to match that as much as possible, but still being authentic, but if if I'm coaching someone who's who speaks a little softer, a little slower leaves more pauses, thinks out loud, you know, that that kind, then I will slow myself down and see if I can match that energy, and the same with, you know, if I'm coaching someone high energy, lots of words, you know, more quick kind of timing, I'll speed up a little bit. I might come in with a question a little bit sooner than I would with, with another client, or yeah, and just like support their energy, their natural energy, where they are. That's something that I think of in terms of adapting, adapting my coaching style, and I think it, you know, now sometimes there's.. I'm going to be devil's advocate here, I'm going to say that sometimes if someone is rushing through a session, talking a mile a minute, they might be going around in circles, they might not be wanting to kind of slow down and listen to themselves, and

maybe there's an opportunity there to to slow the pace down a little bit. Yeah, check in, right? So we can, we can work both ways with that.

Sheri Boone 6:40
Yep, exactly. Yeah,

Jamee Tenzer 6:43
and then the second piece about let's see acknowledges and respects the client's unique talents, insights, and work in the coaching process, which is 4.3 to me. That's just about curiosity, you know, how curious can you be like this human being? What are they bringing to the table, and how can you notice it, highlight it, and support your client in using their natural abilities, you know, to support themselves?

Sheri Boone 7:19
Yeah, and when I think about this one too, I agree, and I think that, you know, acknowledges and respects the client's talents, etc. and work in the process. I always think that, you know, what does that really mean to acknowledge, to acknowledge their talents, their insights, their work, you know, I think that there can be a balance, or a sort of a.. I don't want to say caution, but we don't want to overdo that acknowledgement either. So, while it's really important to, to be aware and to acknowledge, you know, we don't want to become a too much of a rah rah cheerleader either, and and lead the client into thinking that they need our endorsement, or you know, positive positive focus or acknowledgement, so it's while we do need to do it, and it's important, there's also that balance of maintaining their autonomy, yeah, yeah,

Jamee Tenzer 8:32
and maybe you know another way of reading this is that we acknowledge silently within ourselves their talents, insights, and work, you know, and so that our questions and our listening come from our own reminder that our client really has the tools they need.

Sheri Boone 8:56
Exactly. Yep, that's a really good point.

Unknown Speaker 8:59
Yep, do.