Module 8 Audio Transcript
Talk About Coaching Podcast Part 2

Jamee Tenzer 0:00
So today I was thinking we could look at 6.46 as you know, is listens actively, and 6.4 is notices, acknowledges, and explores the client's emotions, energy shifts, nonverbal cues, or other behaviors, so that's kind of that's a lot, their emotions, energy shifts, nonverbal cues or other behaviors, right? So, what, what initially comes to mind for you about this?

Sheri Boone 0:38
I guess what pops to mind, and all of those is the noticing, you know, noticing and acknowledging, so not letting, not letting those things go by unnoticed. So just to take one, for example, you know, to notice some emotion, right,

Jamee Tenzer 0:58
yes

Sheri Boone 0:59
be aware of emotion that's coming up for a client in a particular conversation, you know, and what do you do with that? I mean, of course, it depends on the emotion and, and what's happening for the client, but to be able to be comfortable, I guess, reflecting that back and saying, you know, I notice that there was some emotion, some emotion that came up around that as you were speaking, you know, what, what, what did you notice there, or what's happening for you right now, and being willing to, you know, just to do that, to reflect that back, and then to ask about it, so to me that's the noticing and acknowledging, and that, and again, speaking specifically about emotions, but there are there are other pieces to this competency also. What do you, what do you think, Jamee?

Jamee Tenzer 1:52
Well, I agree, and I think that, and of course, we can notice and acknowledge energy shifts and the nonverbal cues, and it seems to me, as you were talking, that it's really about how we notice it and what we say, so that we're not making an assumption or characterizing

Sheri Boone 2:16

right

Jamee Tenzer 2:16
what we're noticing, but just really putting up that mirror, you know, as you said, and saying, you know, I'm noticing this, and then turning it right back over to the client for them to decide whether they want to talk about it, number one, and also how they want to characterize it or address it, yeah, and I think I think there's an element to how much trust has been created with the client, so that's something to be, to be kind of aware of. Also, you know, I maybe you, maybe you do something a little differently if it's your first or second session with a client than you would do if you have, you know, a number of sessions under your belt and there's a real foundation. What I mean, what do you think about that?

Sheri Boone 3:17
I think that's a really good point, because as we learn, as we get to know our clients better over time, you know, we're going to be more comfortable, or we're going to also be able to pick up different things in a, you know, a new way, in different ways, really things that they're expressing, or emotions that might come up, we, we just know them better as the time goes on, so I think it absolutely, I think you know it's good to maybe tread a little more carefully at the beginning, but something you said also, Jamee, was about, you know, really how we characterize at the end, and that we don't, I think it's really important that we don't make our own judgment about what's going on for someone. No, maybe some tears are coming up or some that kind of emotion, you know. So, you know, we don't want ever, as a coach, to say to interpret that, or to interpret it for the client, but to really, you know, just again notice, acknowledge, recognize it, mirror it back, and then see where the client wants to take

Jamee Tenzer 4:26
it, but

Sheri Boone 4:27
never make a judgment about it or characterize it in any way. So, I think that's a really important point. Also,

Jamee Tenzer 4:34
yeah, so I sometimes I think about it as it's hard to not jump to, boy, I hear some frustration in your voice, or something, right? But it, I think about it as just reporting

the news, so like you just report exactly what you see, like you said, oh, some tears, or oh, an energy drop, which could mean anything. Could mean

Sheri Boone 5:00
anything exactly,

Jamee Tenzer 5:01
and then just giving that back to the client.

Sheri Boone 5:07
Yep, yeah, I think that's a really important piece of this. Yeah,

Jamee Tenzer 5:12
yeah.

Sheri Boone 5:13
What about the nonverbal cues? Any thoughts around that?

Jamee Tenzer 5:19
You know, I was so, it's interesting, because as we do, as you know, with our mentoring, we often have people be off camera, so they can hone their listening, because, especially in our world right now, everybody's using Zoom, there's a lot of visual, and so, so when we are working with people, and we can see them, and I want to put a plug in for going off camera, so that you can strengthen those listening skills, but if you can see your client, there is a lot of information shifting in the seat, shoulders relaxing, a different expression on the face, you know, taking a deep breath or letting one go. I mean, there's a lot that you can give. There's a lot of information there, and I think there are pros and cons to that. The pros are, of course, you can notice things and feed them back to your client. The con is it can be very distracting, I think, at times to be viewing another person. Sometimes I find that maybe I don't listen quite as well when I'm watching my client. What do you think? Yeah,

Sheri Boone 6:40
I think so too. I, as you know, I'm a big fan of no cameras with coaching, because I think it can be distracting, and I know that I listen better, and I'm a better coach when I'm not distracted by the visual. Yeah, absolutely. And I think that that's also the client can feel free to really not worry about what, what they look like, either, you know, or what's going on with that. So I think that's really an important point.

And nonverbal cues can still come across the line, even, or the zoom, even when the cameras are turned off. You will might hear a sigh, right? We might say that's verbal, I guess, but or you feel that energy shift, we learn as we, you know, as we're not using the visual, we learn to pick up those we sense something from the client, some hesitation, some whatever's going on, and being really alert to that is important, yeah,

Jamee Tenzer 7:40
yeah, it also just does a on a practical level, if you're, if one is a coach who likes to take some notes,

Sheri Boone 7:49
yeah,

Jamee Tenzer 7:50
you know, it's a lot easier to do that if you're not on camera, because it's, you know, not great to be looking down at your notes when you're having a conversation, so just one more aspect.

Sheri Boone 8:03
Yeah, exactly. Good,

Jamee Tenzer 8:04
good.

Sheri Boone 8:06
I think we did it.

Jamee Tenzer 8:06
I think we did it all right. Thank you. See you next time. Thank you. Hear you next time.

Sheri Boone 8:12
Okay. Thanks, Jamee. Bye

Jamee Tenzer 8:15
Bye.

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