



## Pillar 1, Week 1 Skills Lab Outline

### Active Listening and Eliciting Experiences

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## 1. ACTIVE LISTENING

In this Skills Lab, we will begin practicing one of the most important skills that a coach can have, which is called Active Listening.

Why is Active Listening important?

Most people are never truly listened to, and therefore feel chronically misunderstood. The more you're able to listen *actively*, the more your clients will feel understood. The more they feel understood, seen and heard, the more they will value you.

How do you listen actively?

Think of active listening like witnessing your client as an Observer.

An observer listens with full presence, compassion and curiosity. And, as an observer, you maintain a certain distance to ensure that you are observing versus getting drawn in (ie too close) and therefore getting lost in the client's feelings.

Offer your full presence and hold space for your client to experience whatever it is that he or she is experiencing, without needing to change it, give advice, or share your opinions.

## 2. ELICITING EXPERIENCE

The second skill that a masterful coach is proficient in, is asking questions that will elicit, or draw out, more of their clients' thoughts and feelings.

Once you've created a space for your client to feel heard and understood, the next step is to get curious about their experience, and to ask questions that will continue to fill in the details of the bigger picture.

Why is this important? It has your client feel even MORE heard and understood, and gives you a clearer picture of how your client sees the world. As you progress in learning HCCM, you'll discover how to use your clients' answers to your questions in order to coach them in a more powerful way.

For now, simply practice asking questions, listening to the answers actively, and holding the space for your client to BE in their experience.

## INSTRUCTIONS

In groups of 2:

1. Choose one person to be the coach and the other person to be the client.
2. The coach will set a timer for 20 minutes.





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3. The client reads the 8 Dietary Paradigms out loud, starting with the first one. (Click [here](#) to access the handout).
4. The coach actively listens, witnessing the client's thoughts, feelings and experience of the paradigms. The coach also asks some of the below questions to elicit, or draw out, more of how the client feels about each paradigm.
  - a. The coach's challenge, in this lab, is to NOT share his or her opinion while the client is talking, but to simply be fully present, ask questions, and listen to the client's answers.
5. Once the timer goes off, the coach will thank the client.
6. Switch roles.
7. Set the timer again for 20 minutes, and repeat.

### Catalyzing Coaching Questions

Ask any of the catalyzing questions below. Engage your curiosity in order to choose which questions to ask. If a question doesn't make sense to your client, or resonate with them, then say, "Let's try something else" or "Let's go in a different direction" and choose another question.

- Do you agree or disagree with this paradigm?
- Tell me more....
- Where does this paradigm show up in your life?
- What's important to you about this paradigm?
- How might this paradigm apply to your work with your clients?
- Anything else you'd like to share?
- What matters to you most about this paradigm?

### After Skills Lab

Your tribe is here for you! Once you complete this Skills Lab, let us know your thoughts!

Post on the Facebook group page:

- Overall, which paradigm most resonates with you?
- Which paradigm feels the most challenging to you or the one you can learn from the most, and why?





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#### For Certification

Complete the proof in the “Skills Lab” section on your member’s page (where you found this handout). The member’s site is tracking your progress. Completing the proof is the only thing you need to do for certificate credits. You must complete 50% of the Skills Labs to get certified.

#### How To Submit Your Skills Labs Proof

If you **are** enrolled in the full *Become A Health Coach Program*:

- In order to get your certificate, you will need to complete the proof in the “Skills Labs” section of your course.
- Access HCI is tracking your progress.
- Completing the proof submission is the only thing you need to do for this portion of your course. You must complete 50% of the Skills Labs to get your certificate.

If you **are not** enrolled in the full *Become A Health Coach Program*:

- You are not required to submit proof of your Skills Labs, however if you may be considering continuing your journey as a Coach and joining BHC you will need to submit proof for 100% of your Skills Labs.
- Complete the proof in the “Skills Labs” section of your course.
- Access HCI is tracking your progress.

