



INTERPERSONAL COMMUNICATION

Objectives

To enrich communication between individuals in a team, creating a deeper connection.

When to use

- ✓ During coaching
- ✓ During feedback sessions

How to use

Listen

- I am present: I put aside my thoughts, concerns, and worries of the moment.
- There are no distractions.
- I don't interrupt and I listen to the end. I even wait a couple of seconds.
- I listen to my Head, Heart and Guts before I start talking.

Respond with Resonance

- What touched me?
- What impacted me?
- What did I perceive about who you are and about what is really important to you?

Ask Powerful Questions

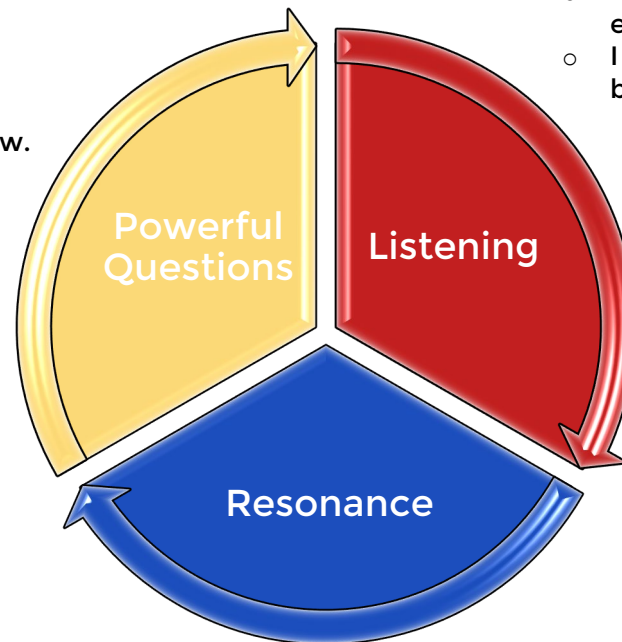
- I trust that you know the answer.
- I don't need to provide advice.
- I don't need to show you that I know.
- I favour questions that search beneath the surface



INTERPERSONAL COMMUNICATION

Tool

- I trust that you know the answer.
- I don't need to provide advice.
- I don't need to show you that I know.
- I favour questions that search beneath the surface



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HEAD



EXTERNAL SITUATION,
FACTS, DATA & LOGIC

HEART



EMOTIONS, FEELINGS,
SENSATIONS



GUTS



VALUES, BELIEFS,
DREAMS, TALENT,
POTENTIAL

- What touched me?
- What impacted me?
- What did I perceive about who you are and about what is really important to you?