

Seek FIRST to FULLY understand.	Be a better LISTENER than a talker.	Be curious, rather than directive.
Acknowledge the feelings and behaviors you are observing	Take what they say IN, BEFORE you speak.	Paraphrase back what you heard ...to ensure you understand.
Learn not to interrupt.	Do not offer advice.	Suspend judgment.
Rather than offer advice, ask: "How can I be helpful?" And, then be sure to honor the answer!	When someone feels caught, USING COMPASSION, ask: "What can YOU do to change the situation?"	Do you presume you have or can "walk in their shoes."
Paraphrase back what you heard to ensure you understand.	Do not offer solutions. Instead be a good listener to help them find their own way.	Use a bit of added silence to let the other person fully finish.
Do not offer solutions.	Ask powerful questions...	Be curious, rather than offer ideas.
Be a refuge for them, a safe place where they can fully express	Active listening includes eye contact, and relaxed body language	Brainstorm ideas and options
Honor their ability to find their own answers	Release the need to "fix" them	Release the need to change them
Coaching Tips	Ask powerful questions...	Be curious, rather than offer ideas.