

Phone Coaching Tips:

"This I believe is the greatest Western truth: That each of us is a completely unique creature and that if we are ever to give any gift to the world it will have to come out of our experience and fulfillment of our own potentialities, not someone else's."

-Joseph Campbell-

Q: How is phone coaching different from face to face coaching?

A: With phone coaching you don't have *visual acuity*, but everything else is just the same.

TIP: Sharpen your auditory acuity

HOW: Pay close attention to what you hear during the course of a day. Which are the sounds you often take for granted? Tune into the world around you.

WHEN COACHING OVER THE PHONE, PAY SPECIAL ATTENTION TO:

- Categories of words (visual, auditory, kinesthetic, gustatory, olfactory, auditory digital)
- Changes in volume, tone, tempo, pitch and timbre of voice
- Pauses (or silence)
- Sighs
- Hmmm, ahaaa, oooh, eek....
- Laughing, giggles, outcries...
- Sniffs, coughs, burps...
- Clearing of throat

SUDDEN CHANGES TO ANY OF THESE INDICATE THAT SOMETHING IS GOING ON AND OFTEN INDICATE A SYNESTHESIA WHICH CAN BE THE PROBLEM STATE TRIGGER.

Example:

PROBLEM STATE: *(client speaks in "depressed" voice)*

RESOURCE STATE: *(client speaks in "happy" voice)*

Remember to pace the client sufficiently (until rapport is developed), before you begin leading the client toward their outcome state elicitation.

Always make sure that your client is in a resourceful state (preferably the state associated with the client's outcome) when eliciting action steps toward the results that the client wants.

STORY: *Can you hear the river?*

A young monk was walking through the woods with a Zen Master. They stopped to rest on a trunk of a fallen tree. The young monk – eager to attain enlightenment conjured up the courage to ask his Master what the secret to enlightenment is. There was silence. The Master seemed not to have heard the boy's question. The young monk's mind became extremely occupied with the perceived meaning of his Master's silence. Eventually he couldn't contain himself any longer and opened his mouth to ask the question again. Just at that point the Zen Master replied - "Can you hear the river?" "This is the gateway to enlightenment".

So listen closely to the sounds around you and you'll become more familiar with the sounds within you. 38% of what people communicate is communicated auditorily – make sure you're getting the whole 38%.

How to speak directly to your client's Unconscious Mind:

Have a voice for the Conscious Mind & *have a voice for the Unconscious Mind*

Eventually your U.M. voice tonality becomes an Anchor for your client to go inside to find answers.

TIP: Questioning syntax (?) voice goes up in tone
Command syntax (!) voice goes down in tone

TIP: When your client has spoken about their problem and you are now going to elicit their desired outcome; get them to change ears – hold phone in the other hand. (Of course this only applies to hand held phones). This helps to "light" a different neural net.

TIP: When associating your client into a resource state – you can make sure that they're associated into that resource state by listening for it in their voice tonality. Each state has a physiology and each physiology affects the voice. Therefore be aware of your physiology when coaching on the phone. What's the state you'd like to lead your client into? What does this physiology look and sound like? Begin shifting to the resource state physiology (and voice tonality) once you have rapport with your client. A headset or speaker phone will be helpful so that you can move about.

TIP: Trust your unconscious mind, trust your client's unconscious mind – and enjoy the process.

“Wellness coaching is the art and science of bringing out the best in people through processes that honour each individual. Clients are seen as whole and resourceful while guided to overcome the obstacles which cause them to feel less than well, clearing the way for them to achieve their innermost desires.”

-Jevon Dängeli-