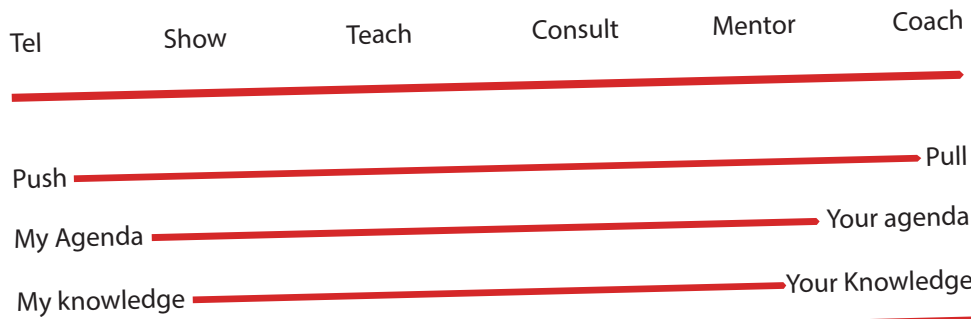


The Coaching Continuum



Your Trust Account

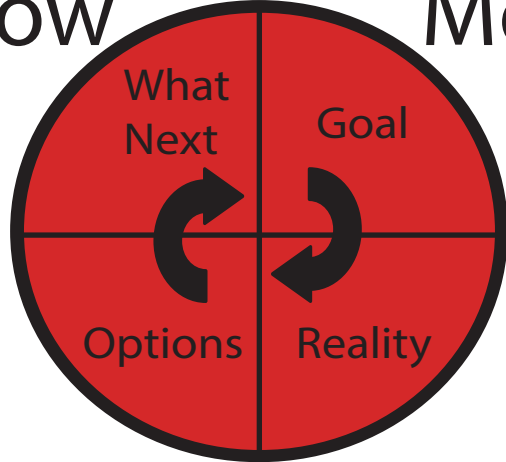
- Listen first
- Talk straight
- Keep commitments
- Demonstrate respect
- Show Loyalty
- Creata transparency
- Right wrongs
- Deliver results
- Get better
- Confront reality
- Clarify expectations
- Practice accountability
- Extend trust

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- Speak first / Don't Listen
- Tell lies and part truths
- Break commitments
- Don't seem to care about others
- Take credit for other's work
- Cover things up
- Justify wrongful behaviour
- Over promise & under deliver
- Rest on their laurels
- Ignore or dney reality
- Don't manage expectations
- Don't take responsibility
- Withhold trust

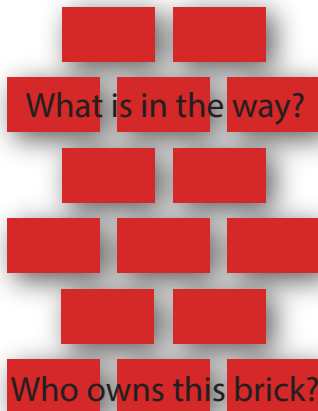
Grow Model



Coaching



Where are we now?



What is in the way?

Where do we need to be?



Ignoring
In the same space but...

Pretend Listening
Listening Waiting to Speak

Selective Listening
Waiting to Disagree

Attentive Listening
Listening to Understand

Empathetic Listening
Listening from the other persons frame of reference

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The Listening Straircase