

Shannon coaching Lynn

COACH 00:01 Hi, Lynn.

CLIENT 00:03 Hi.

COACH 00:04 Hey. Thank you so much for allowing me to record this call. I really appreciate it.

CLIENT 00:11 Okay.

COACH 00:12 Okay. All right. So what are you bringing to the call today?

CLIENT 00:19 [laughter] So I guess the thing that I wanted to improve on is communication. Uhm. And communication, I guess, with everybody: children, spouse, colleagues, um subordinates, key management, across the board.

COACH 00:42 Wow. Okay. Well when you say improve communication, what would that look like for you?

CLIENT 00:50 Okay, so hmm. I think okay first for my spouse. A way that we communicate that makes him, like that's less defensive. To make him less defensive. And also yeah. So like that when I communicate with him, he doesn't feel like I'm attacking him or judging him, or I guess mainly to make him feel validated. And then with subordinates or colleagues, I would say communication in a way that makes them feel that I'm not going to be harsh on them and that they're like part of the team, and they're valued, and they want to work on my projects.

COACH 01:59 Hmm hmm. Okay. So how are these two things related?

CLIENT 02:10 I don't think they are [laughter].

COACH 02:12 Really?

CLIENT 02:12 Are they? I mean-- huh?

COACH 02:14 Okay. Okay.

CLIENT 02:17 I mean I thought communication, those are two that I think are ones that I've received feedback on. So I don't have any-- I mean like you know nothing from my key management about dealing with the executives or the CEO. But maybe because you're talking a senior level person to senior level person. But with this colleagues or the lower level people, I want to make sure that they want to work on my projects and are excited about them. And so I think I need to communicate in a way or use the right words to get them energized, to you know be excited when one of my projects come in.

COACH 03:01 So what's bringing this to the forefront, this desire to communicate better? What's bringing that up for you right now?

CLIENT 03:11 Um. Okay, so for my husband, he tells me [laughter]. So that one's pretty straightforward and it's always been an issue it's,. this isn't anything new. I just want to make sure that he doesn't feel like I'm attacking him or when I pose

the right words, when I question him or ask something of him, he doesn't feel like how he has to defend himself, that you can just have a good conversation.

COACH 03:42

Okay. So what would that be like to just have a conversation?

CLIENT 03:52

Well, I don't know um. What would it be like? So that the person that you're talking to doesn't feel like they have to-- you can just have dialogue and not defend themselves, not justify their actions, not justify their position. Not be cautious, be like open maybe.

COACH 04:21

Hmm. Okay. So I'm getting the picture a little bit here. So then what would success on today's call look like for you? We've got uhm you know half-hour here, so what would you like to have by the end of today's session?

CLIENT 04:38

Well, I think maybe just tools for me to implement in both those scenarios: tools, or little tricks, or a behavior, or something for me to ponder. So when I'm talking to either my spouse or having conversations with colleagues um that I can somehow convey you know for my colleagues that, "Hey, you're a big part of the team." I think they feel valued, I think they feel valued. That's not the issue. The issue is to feel them that they're empowered to contribute and be successful and that we can win. Because even if they don't win, you want them to feel like they can win, or the group that we can win. You can't win all the time when you have competition.

COACH 05:37

Hmm hmm. And when you say win, what do you mean?

CLIENT 05:41

Like win a brief, win a project. Um be chosen or our submission be chosen over our competition. So most of the projects that we work on, there's probably, say, five other competitors. So we want ours to be perceived by the consumers the best one or perceived by the developers that we submit to as the best one.

COACH 06:07

Hmm. Okay. All right. So if you were able to get this today from our call, these behaviors to ponder you said, the tools or tricks to implement, what would that give you that you don't have now?

CLIENT 06:26

Something to think about.

COACH 06:28

Something to think about. Okay. So is that what you're going for today really?

CLIENT 06:32

Yeah, yeah. Yeah, think about or a little tool or something. I mean, I know you can't fix everything in one call, but you know like, hey, have you ever thought of before you speak or do this or before you do something, try this, or have you thought about approaching it this way, stuff like that.

COACH 06:53

Hmm. Okay. Well, coaching is not really giving advice [client laughter], as I told you earlier. It's not really giving advice, but definitely we can work on giving you some things to think about.

CLIENT 07:04

Yeah. That'd be good.

COACH 07:05

How does that sound?

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CLIENT 07:06 Well, I mean tools. Does it give you tools, or not really?

COACH 07:09 Well, let's just see how it goes okay?

CLIENT 07:11 Okay.

COACH 07:13 All right. Well, where would you like to start, with your colleagues or with your spouse?

CLIENT 07:19 Spouse.

COACH 07:20 Okay. Okay. Tell me what you're aiming for here. What would good communication look like?

CLIENT 07:36 Hmm. Good communication. Open like that my mind is open. And he would receive my words that I use and not feel like I'm attacking him. Or he has to justify, or that he would have to justify his actions or his position or his, yeah, his actions or his position.

COACH 08:06 Hmm hmm. Yeah, you've mentioned that several times about feeling attacked and feeling like he has to justify himself.

CLIENT 08:15 Right. Those are his words.

COACH 08:19 Hmm Okay. All right.

CLIENT 08:21 He feels like when I speak I'm attacking him, so I don't want to speak. But he feels like I'm attacking him or he has to justify his you know position, or why he chose to do something this way, so I want to use words that don't come across that way.

COACH 08:43 Hmm. Alright. How would you want him to feel?

CLIENT 08:50 When I talk you mean?

COACH 08:52 Yeah. What do you want him to feel like when you talk to him?

CLIENT 08:57 Just that it's a dialogue and, I guess, I want him to feel validated and valued. I guess that might be the same thing, validated and valued. That's how I want him to feel.

COACH 09:23 Okay. All right. So you mentioned uhm earlier that you want to come across as open. What does that look like?

CLIENT 09:35 I want to what?

COACH 09:36 You mentioned earlier that part of being a good communicator is that you would come across as open.

CLIENT 09:45 Right.

COACH 09:45 Yeah. What would that?

CLIENT 09:48 Well, I guess that'd be open to his ideas, receiving them but you don't have to necessarily implement. Just to you know bring them in and um consider them

as one of the ideas, or one of the approaches. And then put them in the box, the pot you know his ideas, someone else's ideas, my ideas and you know evaluate all of them. I don't know if that makes sense.

- COACH 10:26 Yeah. Yeah, it does. So uhm what would have to shift in you, Lynn, to be open?
- CLIENT 10:37 What would have to shift in me? Probably a brain transplant [laughter]--
- COACH 10:46 So you're laughing. So what's funny about that?
- CLIENT 10:50 You're what?
- COACH 10:51 I said, what's funny about that?
- CLIENT 10:55 [laughter] Well, no. Okay. So what has to change in me to be more open to someone else's ideas? [Hmm hmm] I guess you have to come to the table or to the event or to anything with no preconceived ideas or no hidden agenda. Just totally with a blank slate.[Hmm hmm] Because if you come to it with a hidden agenda or your ideas or what you really want, then you're going to be closed and it's going to come across that you don't really care and they don't feel valued. [Hmm hmm] So I think you have to come to it, any kind of dialogue with just, "Okay, I'm going to be totally nonjudgmental, non-defensive on my part, just totally open." [Hmm hmm] Like not trying to get your way, not trying to sway it, so it happens you know what you want to happen.
- COACH 12:16 Hmm hmm. It sounds like you already know a lot about what good communication looks like.
- CLIENT 12:26 You think [laughter]? Okay. Well, I don't do it. I know what it looks like, but I must not be-- I'm obviously not doing it. [Hmm] You know what I mean?
- COACH 12:38 [Hmm hmm] What specifically are you not doing that you'd like to do?
- CLIENT 12:52 Hmm. Well, I don't know if it's what I'm doing that I want to do something. It's that the way I'm received I want to be different. So that's, I don't know, that's why maybe the focus of the call. I don't know what to do differently, because if I did, I'd be doing it. So I think the end result is you want to be received like you know that it's not defensive. Or you know um. I want to be received differently. So I have to do something differently, but I don't know what to do differently to be received differently.
- COACH 13:34 Hmm hmm. Okay. All right. So uhm how do you want to be received, Lynn, in these conversations with your spouse?
- CLIENT 13:49 Well, I want him to be excited to have a conversation with me versus dreading. Um. I want yeah, I guess. And maybe it's like a body language, maybe I'm reading more into it, but I don't think so. I think he feels like I'm always attacking him. So I don't want to come across that way. And I don't want to come across as judging or um all those negative attributes um that I mentioned. I want to come across as just you know an active participant in a conversation that you're you know just sharing ideas. You want to be received

as just sharing ideas and not trying to get it my way, which is the way I think it comes across, is when I'm trying to always get things my way.

- COACH 14:57 Hmm hmm. So if I were a fly on the wall and you and your spouse were having a great conversation, really good communication, what would I be seeing you do?
- CLIENT 15:13 Me or him?
- COACH 15:15 You.
- CLIENT 15:16 Me.
- COACH 15:18 Mm-hmm.
- CLIENT 15:18 I'd be leaning forward. Um, having good eye contact, and not interrupting.
- COACH 15:37 Okay. How does that feel when you say that?
- CLIENT 15:43 When I say, "Leaning forward"?
- COACH 15:45 Mm-hmm.
- CLIENT 15:46 When I say leaning forward uhm. Well, I feel that's the way I think it should be. [Hmm] So I think that's what you should do. You should lean forward so they know you're interested. This is just anybody, not just your spouse. And I think the eye contact is really critical. And um, what was it, leaning forward, eye contact, and not interrupting. Okay. Yeah. So leaning forward and having eye contact is easy for me. The not interrupting is the not easy part. [Hmm] And the eye contact is harder because he doesn't do that. But I do it. [Hmm] So you're looking, but-- I think that when you have eye contact, it shows you're really interested in someone and what they have to say. [Hmm hmm] If you're glancing over their shoulder or you're looking down, or you're looking out there, to me it gives you the perception that you want to go to the next thing, you want to bolt out. So I think that's why it's good to have that. How does it feel to say those things? It feels okay.
- COACH 17:01 Okay. You said that this is what you should do.
- CLIENT 17:06 Huh?
- COACH 17:07 You said that these are the things that you should do, and you said that not interrupting is not as easy for you. What's making that, what makes that hard?
- CLIENT 17:22 [laughter] Because my brain is always moving to the next thing. So my brain is thinking about the next-- if someone's talking, I'm thinking about what I'm going to say and what they're going to say. I'm already three steps ahead. Also, he's very um slow and kind of like long-winded. And so I tend to interrupt because I want to move on to the next thing quickly. [Hmm hmm] And then I'm always processing a couple of steps ahead versus just processing what's taking place at the current moment.

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- COACH 18:08 Hmm hmm. Okay, so what's that, you know what's it costing you to be three steps ahead always?
- CLIENT 18:15 What's it costing me?
- COACH 18:16 What's it costing you?
- CLIENT 18:18 What does it cost me?
- COACH 18:20 Uh-huh.
- CLIENT 18:20 Well, if you're three steps ahead, then you tend to interrupt because you're ready to go to the next thing. Or you think you know what the person's going to say. And so then they don't feel like you really care about what they're saying because you're interrupting.
- COACH 18:38 So maybe they're not feeling as validated or valued?
- CLIENT 18:42 Yeah. Yeah. Yeah. Because then, if you're interrupting, then he'll think, "Oh what does it matter what I have to say? Because she knows what I'm going to say next anyway, because I'm interrupting.
- COACH 18:59 Hmm hmm. Again, it seems that you know what you need to do and I'm just wondering what's well what's getting in your way here?
- CLIENT 19:13 It must be habit. [Hmmm] I mean, because if you know what you need to do and be patient, so then it's a habit. But then also, I need to find a better way to say, Okay. I'm kind of a Yes and No person. [Hmm hmm] So do you want to do this? I'd say, "Do you want to do this?" and I would expect yes or no. But then I get, "Well, the you know the advantage of this one is this, and the advantage of this-- but then I like this one because you can go this route." And all I'm wanting is a yes or a no, A or B. I don't want all this dialogue about you know. And that's a bad thing because then some people want to give you all that dialogue, because that's important to them. It's important to their process. Where I'm just a yes and a no person.
- COACH 20:27 Hmm hmm. Okay. So we're a little over halfway into our call, so I just want to check. Is our conversation so far moving you in the direction that you wanted for today?
- CLIENT 20:36 Yeah, yeah.
- COACH 20:38 Okay. All right, good. So you move pretty fast, then it sounds like your spouse is different [client laughter]. And he's wanting to process and have a dialogue, which is what you said earlier, that that was what good communication looked like, just having a dialogue. [Right] So what do you make of that?
- CLIENT 21:05 Well, he wants to have a dialogue, and I just want to have a yes or a no. [Hmm] But I know that he wants to have a dialogue. So if you're sensitive to someone's other, about the person's feelings and makeup, then I think it's up to me to try to change, to give him more of what he needs. [Hmm] But that's hard because when you're not wired that way. Yu know when you're wired to

yes or no, chop-chop, move on, it's hard to change. But you want to change so someone else feels you know more valued and feels like they're important. Because that's the way they're wired.

COACH 22:04 Hmm hmm. So I'm just, I'm wondering if this conversation about communication could be about something deeper or bigger here. What do you think?

CLIENT 22:21 Well, that's pretty hard to ask me because I don't like to think [laughter]. I mean, I'm not deep. So when you say, "Well, is it something bigger?" It's like, "Okay, wait a second, that's going to be something deeper." And then, what would that be? I mean, I guess it could be wanting to do it your way, maybe. Maybe, it means wanting to do it your way. Because that you tend not to listen to what they have to say, because, and in the end you want to just do it your way. You know what I mean?

COACH 23:11 Mm-hmm.

CLIENT 23:12 So you interrupt because you want to do it your way. You don't want to them to talk, because you just want to do it your way. Um. But then that kind of gets confusing with the yes or no. Because if someone tells me no, I'd say okay and I don't know. I usually don't try to convince them to go my way. Um, I mean no is a no, I see that. And I'm more black and white, yes or no. Of course, I always want it my way. So I'm more black and white. While I think he likes to think of the options, likes to dream, likes to you know go back and forth, talk about it for 30 minutes, where I'm like, "Yes or no?" So, I don't know. I guess the bigger thing. You asked for what's bigger—could it be bigger. Sure, it has to be bigger, right? I mean, I think it has to be bigger. What is the bigger thing? I don't know. [Hmm] I guess it's I want to be right. If you said, "Okay, what does it have to be if I had to put an answer, I'd say right being. Yeah, having to do it right or get my way.

COACH 24:33 Hmm hmm. Yeah. So that sounds like a bit of an insight there that this is maybe about wanting to do things your way, and you aren't as willing to have that dialogue that you see is part of this, improving the communication umh, because you don't want that input.

CLIENT 24:56 Right.

COACH 24:57 How does that land?

CLIENT 24:59 No, I think that's probably accurate. [Hmm] You don't want to talk because you just want to march along and do it your way. [Hmm] You know, you don't want to have a dialogue, because you already know what you want. You just want to march along.

COACH 25:21 [Hmm] So how does that work with having improved communication?

- CLIENT 25:28 Well, if you're not just going to march along and do it your way, I mean, maybe, it's not improved communication. Maybe that's just you're faking it. You know that you're supposed to-- maybe it's different. You know you're supposed to be interested, you know you're supposed to be patient, you know you're supposed to be open, but that's probably not the real problem. The real problem is you want it your way, coz, you know what I mean? I mean you have to be open to the communication, because you, not just to do it to do it, but because you really want to, because you really want input. You really want to see another person's perspective. So I think you have to come [crosstalk]
- COACH 26:30 [interrupted] What does that feel like when you say that?
- CLIENT 26:31 Huh?
- COACH 26:32 What does that feel like when you say that?
- CLIENT 26:34 Say what? Like it's a bigger issue?
- COACH 26:36 What you just said, it was beautiful. Hmm hmm.
- CLIENT 26:41 [client laughter]) Well, I think, yeah, for me it's all very difficult because I don't like to think about any of this stuff. I just like to do. [Hmmm] I'm just a doer um. So to think about. Maybe, it needs to be more in the heart than just in the words. You know, maybe it needs to be more, "Okay, what's my heart telling me?" And your heart is saying, "Well, you're not always right. It's not a dictatorship here." But then that's what your heart is telling you. But then the behavior is you want it your way, because deep down you think you're always right. You must think your ideas are better. I must think my ideas are better. [Hmm] So that's why I interrupt. That's why I interrupt and, I forgot what I said, lean forward and eye contact, yeah. I'd say interruption is probably the biggest issue.
- COACH 27:55 I know that you have a hard stop in two minutes, so I'm wondering where we are or where you are when you think back where we started this session today? And how did we do?
- CLIENT 28:12 Well, I'd say we did good because I was forced to think, and I don't like to think [laughter]. I mean like to think about tactful things, tasks. But I don't like to think about emotions [Hmm] and my feelings. So the fact that I just had to sit and think about my feelings and my behavior and why do I do that is really good, because I don't ever take time to do that.
- COACH 28:47 Hmm hmm. So what are you going to do with this between now and our next call?
- CLIENT 28:53 Huh. I don't know well that's the [laughter]. I'm going to try to dig a little deeper into my own thoughts and heart, and the impact I have on him when I interrupt and don't make him feel valued. {hmm hmm} I mean, I guess the impact rather than just say, "Okay, me, me, me, my way, my way. I have to interrupt. I can't interrupt. I can't do this." I think I need to think about the

impact I have on him. [Hmm hmm] What impact is it when you interrupt someone? What kind of impact does it have when they don't feel valued? And it's because of my communication style. {hmm} I think it's all related to my communication style, not my heart. I think you have deeply get in your heart on why you feel that way. [Hmm hmm] But the only way he's feeling this is that I interrupt him, then he feels why I even talk because I'm going to interrupt. That is his feelings and that's not positive when you interrupt.

COACH 30:05

Hmmm. Yeah. Okay. So I'm seeing that we're at the top of the hour and I know you have to go, so I will send you some time later, and we will pick this up. How is that if we pick this up where we left off?

CLIENT 30:21

That sounds perfect.

COACH 30:22

Okay. Are you good?

CLIENT 30:24

Yeah, I'm good.

COACH 30:25

All right. Okay. Let me know when you want to set it up.

CLIENT 30:28

Okay, I'll send you a note. Thanks. Bye bye.

COACH 30:29

Okay. I'll talk to you soon. Bye bye.