

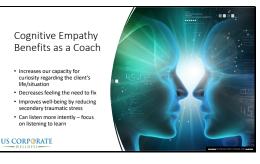
Cognitive versus Emotional Empathy

Cognitive Empathy Take another's perspective

- Emotional Empathy
 Share an emotional experience
- Can imagine being in another person's situation Feel distress in response to another's pain
- Understand another's feelings • Want to help • Can drive sustain talk
- Can drive change talk

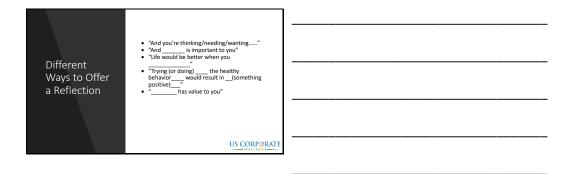
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Slide 5



Listen to Learn	Interest in a behavior change
	Client strengths
	Client values
	Client beliefs
	Client needs
	Environment (positive or negative for the behavior change)
	Something not working well (a gap)
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Sharing Expertise: When the client needs more to generate behavior change

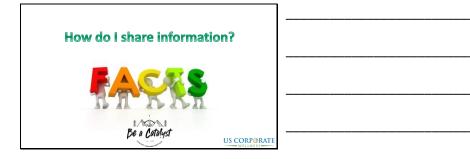
Client wants to make a change, and is interested in knowing more about the topic, exercise, nutrition, life balance etc

Client seems confused about a topic, and it is in their best interest to gain some clarity and information

Client needs increased awareness or clarity on something in their life – offering a coaching tool (e.g.,values sort, priority activity, Covey's urgent versus important)

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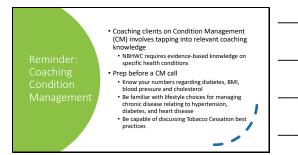
Client: "I have thought about nicotine replacement therapy, but I don't know much. Is it expensive?" Coach: "Share with me what you do know." (Listen...) Depending on the client's response, ask permission to share relevant information.

Client requests information

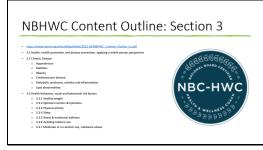
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	Scenario: Client is diabetic and is considering intermittent fasting because she heard about it from a friend.
Addressing Client Confusion on a Health Condition	Ask what the client knows. Ask permission: "Would you like for me to share a little bit about intermittent fasting and how it might affect blood sugar levels?" Share relevant information on the topic. Keep it brief.
	Remind, "You should probably discuss this with your doctor before you try it." Explore: "What are your thoughts?"
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Sharing Expertise: Offering Coaching Activity/Tool

Scenario: A client shares that he is frustrated with his lack of consistency with workouts. The coach has noticed that the client starts "flavor of the day" workouts with exuberance, but then quickly loss interest and motivation. The coach wonders if it is because there is a discrepancy between the client's choices and his values.

discrepancy between the client's choices and his values. Ask for permission to share a tool that could help clarify the client's interests. "There are a lo of workouts out there, and they all have a different appeal. I am wondering if it would help to do a madified values sort, so we can find out what you really value. Would you like to hear more?"

to hear more?" Offer the activity by explaining the process – and following through with the activity if the client gives permission to continue.

Ask: Now that we've discussed this, ask "What are your thoughts?" or "What stood out?"

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