



Integrated Coach Training  
CoachNet Global LLC  
302 Deep Listening Skills  
Current as of July 2019

# 302 Deep Listening Skills Syllabus



## **Course Expectations and Requirements:**

This syllabus describes educational expectations for completing 302 Deep Listening Skills as a part of the Essential ACC Pathway. If you have questions, please contact Amy Glazer ([amy@coachnet.org](mailto:amy@coachnet.org)/330.936.3768).

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## Basic Information:

- 302 Deep Listening Skills
- Online

## Number of Coach Specific Training Hours:

- 4 x 60 minute class sessions (online)
- CoachNet uses a system called Zoom Meeting for our online training. You can access it through the Zoom Meeting app, or through your browser. You can acquire the link through [www.coachnet.org](http://www.coachnet.org) located under My Courses.
- One writing assignment (submitted for review by instructor).

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## Instructor's Name:

Amy Glazer, ACC  
[amy@coachnet.org](mailto:amy@coachnet.org)  
330.936.3768

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## Contacting the CoachNet Team:

Amy Glazer, ACC  
Director of Coaching Community  
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330.936.3768

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## Website Description:

Coaches lead with listening. In fact, masterful coaches are in listen mode up to 80% of time in each session. But how can you be sure you're actually hearing what your client is saying?

In 302 Deep Listening Skills, you will explore the necessary skills for ensuring that your coaching is focused on what the client wants and what the client is actually saying. You'll understand bias in listening and how it affects coaching. Each coach and client processes information differently, and a masterful coach can tailor their listening to ensure maximum progress.

Completing 302 Deep Listening Skills means you will develop a growth plan for your listening skills, which means your coaching effectiveness will also rise!

302 Deep Listening Skills covers the following ICF Core Competencies:

- #2 Establishing the Coaching Agreement
- #3 Establishing Trust & Intimacy with the Client
- #4 Coaching Presence
- #5 Active Listening

4 - 60 minute sessions

4 coach-specific training hours

This class is a part of the Essential ACC Pathway

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## **Course Objectives:**

The objectives for this course are:

- Learn the difference between listening and hearing
- Understand external conversations and inner monologues
- Develop the link between external conversations and inner monologues in your coaching
- Tune into deep listening with your clients

## **Required Student Resources:**

To successfully complete 302 Deep Listening Skills you will need:

- A reliable internet connection
- A reliable telephone
- A copy of the 302 Deep Listening Skills Participant's Sessions Guide
- An email address
- Word processing software to submit final assignments in Microsoft Word format

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## Course Schedule/Outline/Calendar of Events:

302 Deep Listening Skills follows one of two formats: online for 4 - 60 minute sessions, online for two 2 hour sessions. Both formats include follow up assignments.

302 Deep Listening Skills begins online 3-5 times per year on average.

### Course Outline:

Session	Class Focus	Follow Up Assignment
1	What is Deep Listening?	
2	External Conversations... with Your Client	
3	Inner Monologues in Coaching	
4	Tuning the Client in to Listening	Journal Assignment (15-45 Minutes)

All assignments must be submitted to the Instructor within 30 days of the final class.

## Criteria for Grading:

302 Deep Listening Skills is conducted on a pass/fail basis.

You will pass 302 Deep Listening Skills if:

- You attend the required 75% of live course sessions and participate in class discussions
- You listen to the recordings of missed session
- You submit your writing assignments demonstrating comprehension and application of the material

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## **Suggested Bibliography:**

Reitz, Jonathan. Coaching Hacks. Cleveland, OH CoachNet Global LLC. 2017

Ogne, Steven L. & Roehl, Tim. Transformissional Coaching: Empowering Leaders in a Changing Ministry World. Nashville, TN B&H Publishing Group. 2008.

Reitz, Jonathan. A Theology of Coaching. Cleveland, OH CoachNet Global LLC. 2014

Whitmore, John. Coaching for Performance. Hoboken, NJ Pfeiffer & Company. 1992.

Whitworth, Laura; Kimsey-House, Henry; and Sandahl, Phil. Co-Active Coaching. Boston, MA. Nicholas Brealey Publishing, 3rd Edition 2011.

## **First Taught:**

- January 2017

## **Syllabi on Learning Platform:**

- The downloadable syllabi presented on [www.coachnet.org](http://www.coachnet.org) shall contain the date of last update.