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I. Huddle Up - Communication 101



Whether coaching couples or high performance teams, I find that miscommunication is the number one cause of a breakdown in trust, which is the ultimate killer of relationships. Therefore I am doing a 2 part series on communication and ask each of you to make it your summer goal to improve your communication fitness. How was that for unsolicited coaching? Come on, get in the game - you're not a spectator, you're a player - now huddle up and let's go! Last week, I had a couple in my office to review their behavior and communication style with the goal of taking their very solid relationship to the next level. (I love that pro-active work!) As we were exploring the strengths and weaknesses they share as a team, we stumbled across a pitfall that is as common in the home as it is in the workplace. The wife expressed that often when she is sharing information with her husband, he interrupts her to share what she should do to solve the problem instead of listening to what she is saying. She gets hurt and shuts down because he was not giving her what she needed: someone to hear and support her, and not to "solve" anything. He gets angry because she doesn't see that he is

trying to help her (the only way he knows how), and so he gives up. This is a classic example of good intentions gone wrong.

Here is what I shared with this couple and hope will assist you in your next conversation. First, you as the speaker should assume good will (i.e., that the other person desires to be in conversation and wants to help). Then, take a second to think of what you want from the other person and express your expectation up front. Use the acronym **DIAL** to remind you of potential expectations to communicate:

D is for Decision (you want that person to make a decision);

I is for Information (you are sharing as an "fyi" because you think the other person would like to know and not because any action is needed);

A is for Advice (you want advice on how to resolve something);

L is for Listening (you just need to vent or process out loud and no action is needed).

This communication tool can be used with anyone to provide a context for what you are about to say and a filter through which to listen. For example, note the difference between, "Hey Lisa, I have no idea what I am going to say to Aunt Susan, she is after me again to come visit her and I don't know what to say, she always does this to me and I am so mad." and "Hey Lisa, I really need someone to vent to about Aunt Susan, do you have 5 minutes for me to bend your ear?" The latter tells the listener "Okay, I just need to listen, they don't need me to solve anything for them or think of every potential outcome they may not have thought of." The listener can then relax and give the other person what they need, whether it is security, knowing that they are doing the right thing, a hug, or confirmation that their feelings are valid."

Next month, we will talk about how to overcome your own communication biases to effectively communicate with someone who has a completely different style or preference. Stay tuned until then and be the best you can be! And remember... "Try to be nice!" (smile!)

II. Pep Talk - Monthly Quotes

"It takes two to speak the truth. One to speak and another to listen." - Henry Thoreau

Bore, n.: *A person who talks when you wish him to listen.* - Ambrose Bierce, The Devil's Dictionary

"Blessed is the man who having nothing to say, abstains from giving wordy evidence of the fact." - George Eliot

"Think of yourself as a pioneer leading the way into undiscovered territories. All it takes is one person to go ahead and soon the others will follow." - Phyllis George

"The most important thing in communication is to hear what isn't being said." - Peter Drucker

"Be quick to listen, slow to speak, and slow to become angry." - Saint James

III. MVP Award - Profiling Successful People Choosing a Balanced Life - Joe Coakley



Joe Coakley is this month's MVP and I am amazed at what he did in less than 6 months to be the man he has always wanted to be. Not only is Joe living the life he wants to live, but his entire demeanor is calm and relaxed, he is working less, AND continues to exceed his professional goals and objectives. He proves that working smarter, not harder you can get more with less if you will be true to yourself. He is one determined person and when he turned that drive to succeed to the things that he truly valued, he got it all. At our initial meeting, I remember Joe looking me straight in the eye and saying with his salesperson's smile, "I am going to be the best client you have ever had." Enjoy Joe's story and you will see his success in making the sale to be the best he can be. Love it!

Here's Joe...

I am a person who has defined my life by my accomplishments, most of them revolving around my work. I have had many successes in life but have never been totally satisfied with what I had done or where I was in life. I continued to feel that there was something better waiting for me, always "chasing a rainbow at the end of the tunnel." I have followed this course for so many years, moving my family three times to further my career. It has been an interesting journey but still I felt something was missing, that I really had not reached my full potential as a person.

Working with Shandel and taking the Next Level (Be You) Class has allowed me to re-assess where I am today and implement so many positive changes. I am into taking life more in stride, re-defining what is important, and have created an action plan for implementation. Creating a "Toleration List" was a revelation that change was long overdue. As a result of this experience I have become a new person and life is better because of it.

My goals are to live life more simply. I am working on getting rid of clutter, focusing on a game plan for my life that includes goals that will enrich my life. I have re-connected with my family, my faith, and myself. In short I am living life with new meaning and purpose. I have more time for myself, my family, and have found that I have become re-charged with my work.

Thank you to Shandel and True Life Coaching for making a difference and giving me a new lease on life! I will always be grateful.

~ Joe Coakley

IV. Game Schedule - Current News and Upcoming Events

Summer is here and it is your time to relax, regroup, and rejuvenate yourself. Do not let this opportunity go by without some reflection on what you truly want out of life. Even the coach takes time to do this! Shandel is in and out of the office and traveling for the next two months on vacation, attending conferences, and getting ready for some dynamic new stuff in the Fall. Jenny is here to assist you and get you signed up for the Next Level classes beginning this Fall!!!

With new coaches joining me in teaching the Next Level Course, you have many new options for dates, times, and even cost. If you are interested in learning more about the Fall class opportunities, please email us with ideal day and time; phone or live; and any other wishes and desires and we'll do the best to meet the demands of the masses.

EMAIL: beyou@truelifecoaching.com to register your wish list.

See you next month for part 2 of Communication 101!

Next Level Series: [Be You Classes start August 31 - register today!](#)

This class is designed to give you tools to explore what you were meant to be and the race you were meant to run in life. In 6 sessions over 90 days you will learn where you are in your life fitness and what it will take to figure out the first steps of purpose. It is about taking life to the next level and it is about BEING YOU - truly YOU! What are you waiting for?

Remember:

Personal coaching is also discounted through August with Lainey and Keith - so if you are wanting to make some changes and need that extra support, email me and we will find the right coach for you.

V. On 3 - Ready...1,2,3 - BREAK

Thank you for taking the time to read this month's edition of The Coach's Time Out. I truly appreciate you forwarding this newsletter to those whom may find it beneficial. If you desire to subscribe, please click on "update your profile" below or send an email to ss@truelifecoaching.com with the word SUBSCRIBE.

Life's a blast - go for the 2 EXTRA points!

Shandel Slaten
Your Life Coach

truelifecoaching.com
206 860 7677

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