



Coaching & Mentoring

BMPF7303D Day 1

Learning Aims

welcome you to the module BMPF7373D

expectations

overview of the module

Hwb support

academic writing and plagiarism

library services!

Learning Outcomes

These are the broad topics this module will cover

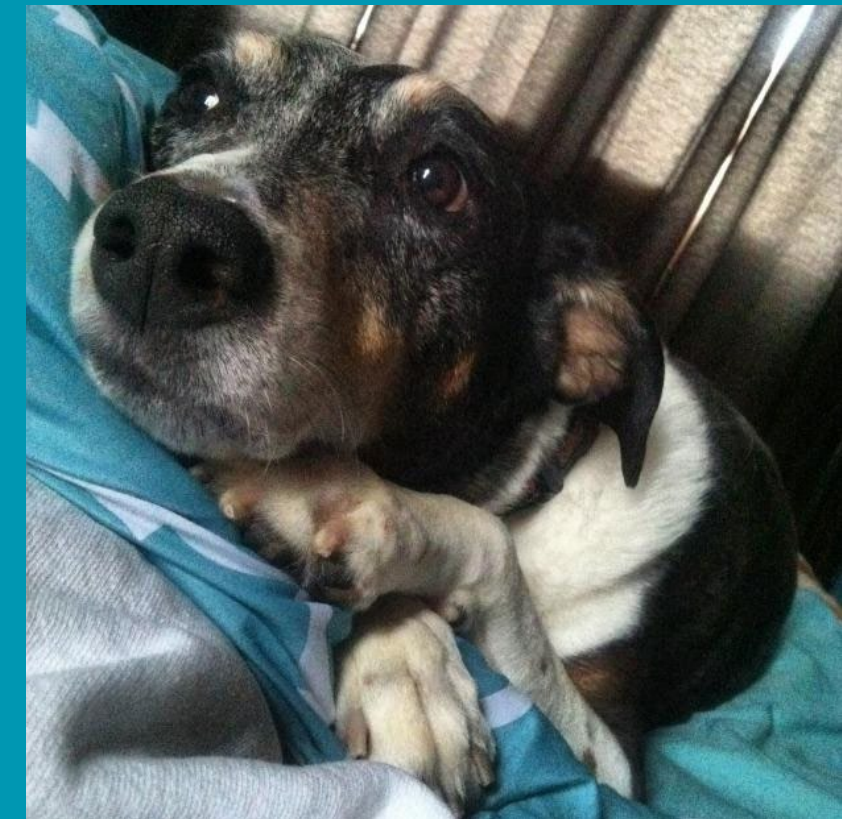
01 Expectations and
requirements

02 Values

03 Listening

04 Coaching practice

Expectations





Listening....
...and
Presence



LISTEN

SILENT



Active listening

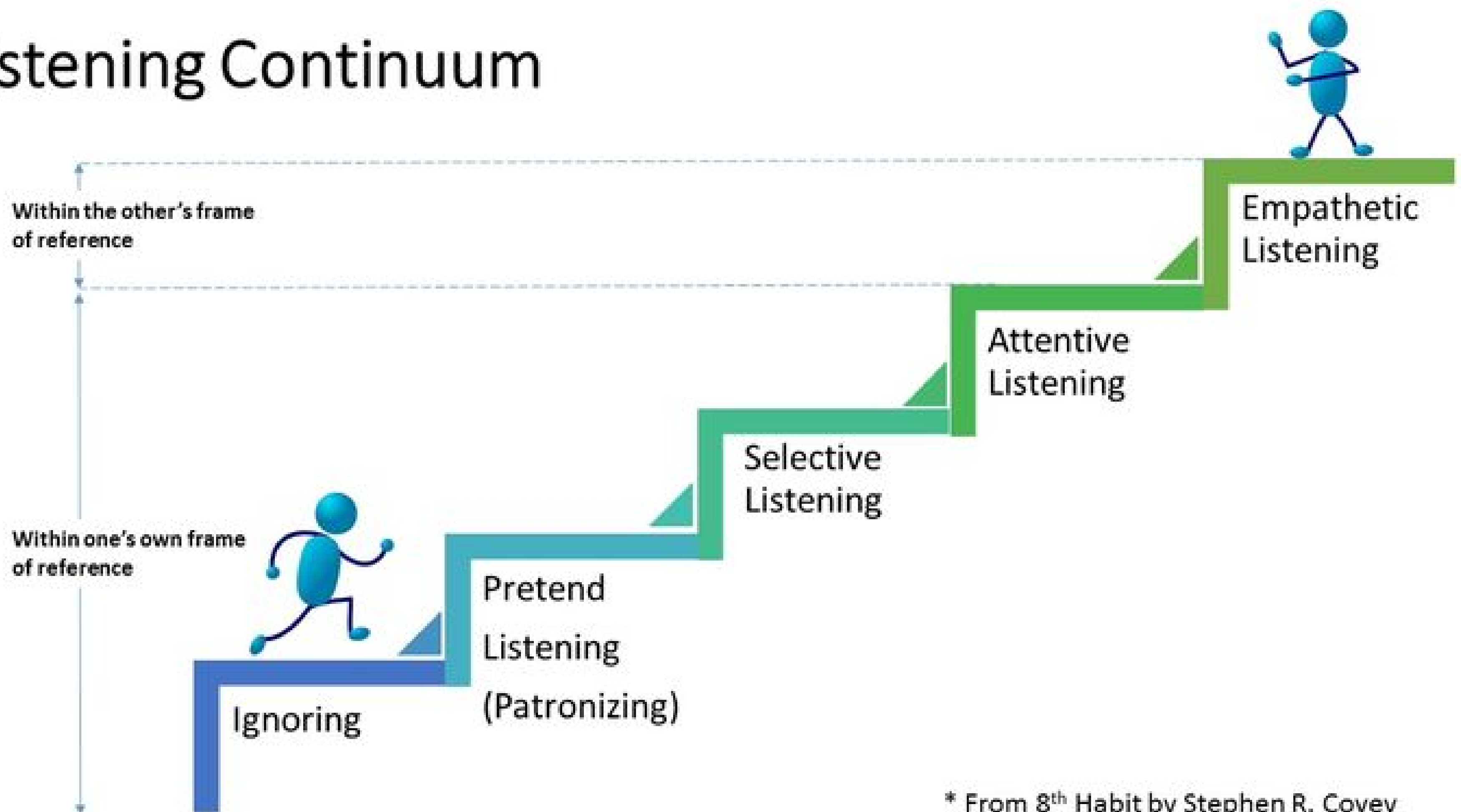
- Being able to hear what is said as well as what is **not** being said
- Requires **astute observation** to be in touch and in tune with who is saying what, how, when and to whom
- Careful listening enables you to acquire a “helicopter-level” perspective and **holistic view**
- Able to **focus** on the problem and as well as on the **development** of the **individual**



Hearing is listening to what is said.
Listening is hearing what isn't said.

Simon Sinek

Listening Continuum



* From 8th Habit by Stephen R. Covey



Reflective Listening

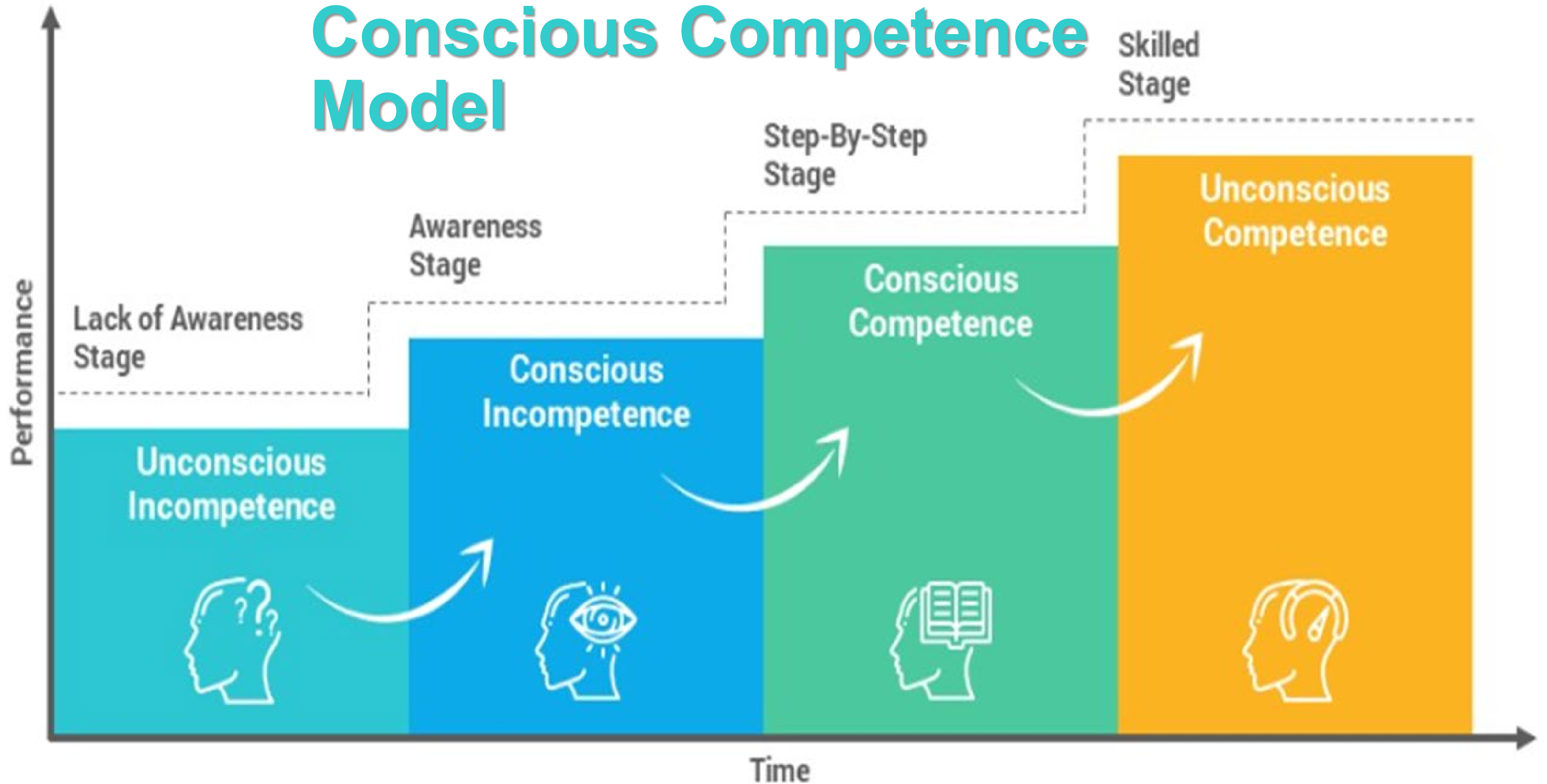
- Reflective listening centres on mirroring or paraphrasing a client's words, emotions, or meaning to build trust, deepen understanding, and support motivation.
- It is a core skill in Motivational Interviewing (MI) and helps clients explore thoughts and feelings while feeling genuinely heard.



Clean Language

- Uses neutral, assumption-free questions and the client's exact words to promote precision, remove judgement, and create a safe cognitive environment for deeper self-directed insight.
- The approach keeps the brain's threat system quiet, enabling reflective thinking and meaningful problem-solving.

Conscious Competence Model



Case studies/papers





Thank you!
Dio!ch

Next session date: 22nd April