



# GROW Coaching for Performance

## 19<sup>th</sup> February 2026

Jo Barnett – Chief Executive Officer



### Share your love of the outdoors with others

The Institute for Outdoor Learning is the professional body for organisations and individuals who use the outdoors to make a positive difference to others.

[Institute for Outdoor Learning - Home](#)

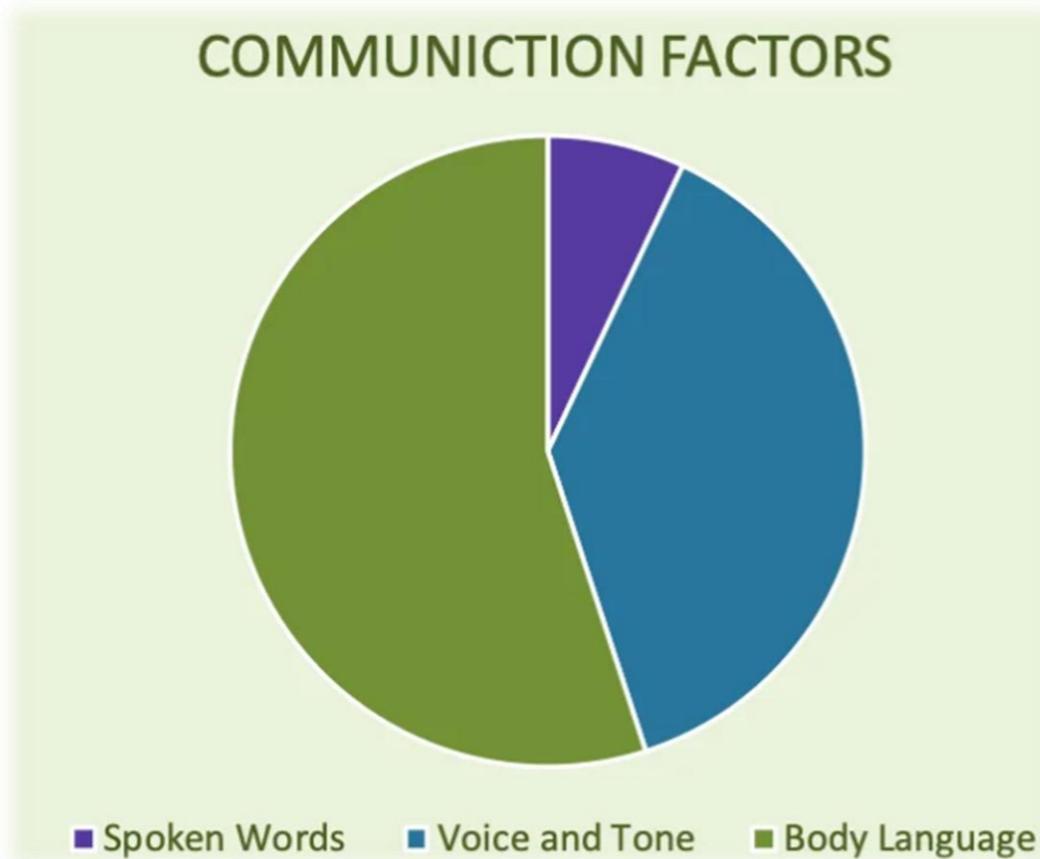
[Institute for Outdoor Learning](#)



Making a positive impact in/through your work



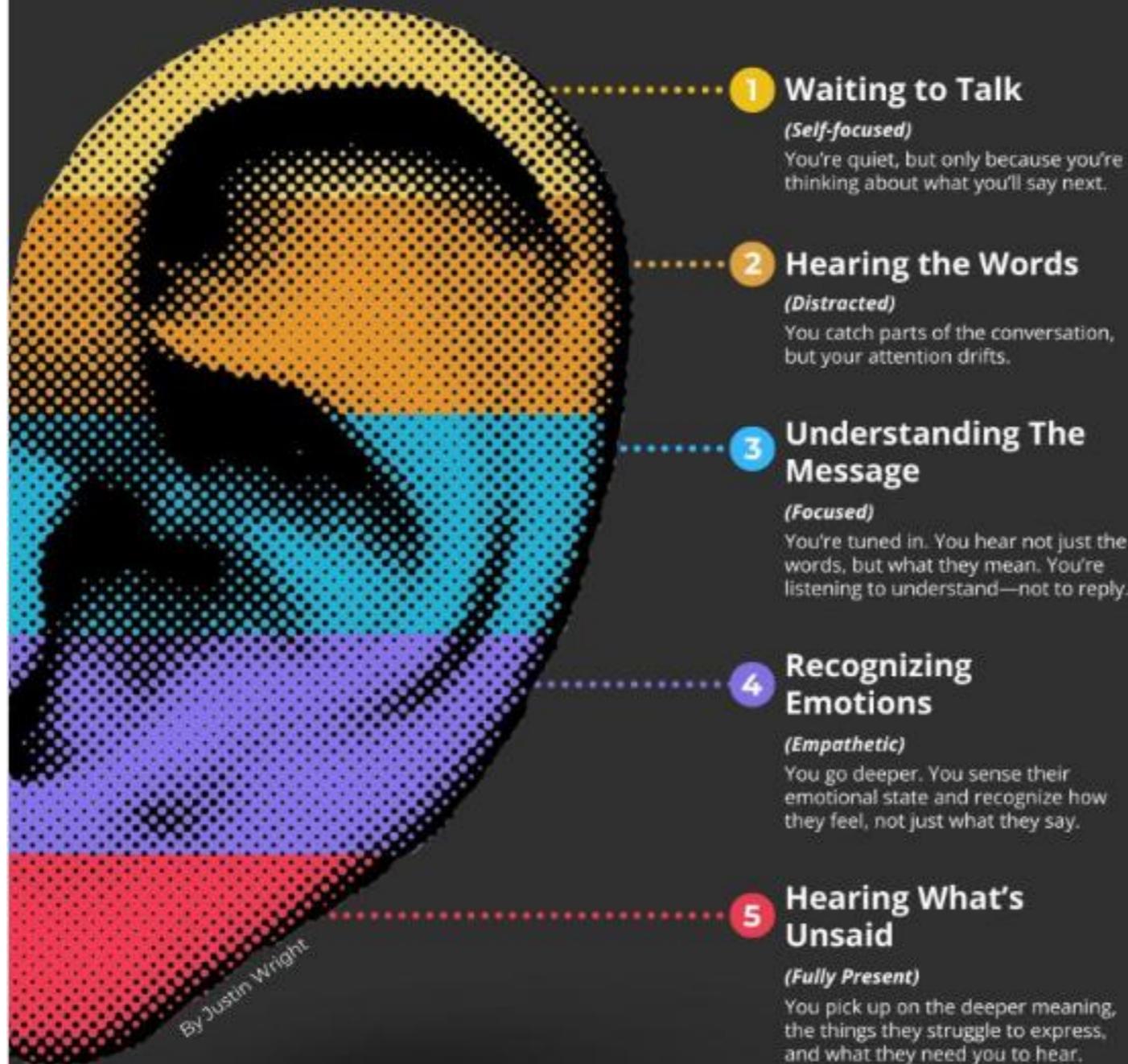
# Active Listening



Mehrabian, A., 1981. Silent Messages. Belmont, Calif.: Wadsworth Pub. Co.

# 5 Levels of Listening

Are you really listening or just waiting to speak?



Get my 99 best cheat sheets free at [BrillianceBrief.com](http://BrillianceBrief.com)

Justin Wright



## The 5 levels of listening:

### 1/ Waiting to talk

You're quiet, but only because you're thinking about what to say next.

### 2/ Hearing the words

You catch some of it, but your attention drifts.

### 3/ Understanding the message

You're focused. You listen to understand, not just to reply.

### 4/ Recognizing emotions

You show empathy. You sense how they feel, not just what they say.

### 5/ Hearing what's unsaid

You're fully present. You pick up on tone, hesitation, and the hidden needs beneath the words.

**7% - 38% - 55%**

**Words - Tone - Body Language**

[Mehrabian Communication Model:](#)

[Master the 7-38-55 Rule Today](#)

**Institute for Outdoor Learning**



Making a positive impact in/through your work



# GOAL

## What do you want?

Questions you might want to ask as a coach could include:

- What do you want to achieve?
- What are your objectives?
- How will you measure your objectives?
- How much progress do you wish to make?
- When would you like to have solved this problem?
- Are there smaller steps you'd like to work on?
- What will it feel like when you reach your goal?
- How will you explain what you've achieved to others once you've reached your goal?

# REALITY

## What is happening now?

Questions you might want to ask as a coach could include:

- What is the current state?
- What's your current position?
- What feedback have you had in relation to this?
- What evidence have you received in relation to the current situation?
- Who else is involved?
- How would your peers describe your situation?

# OPTIONS

## What could you do?

Questions you might want to ask as a coach could include:

- What options do you have?
- How can you achieve your goals?
- What other ways could you achieve your goals?
- Who could help you achieve your goals?
- What skills do you have to help you achieve your goals?
- How else could you do to achieve your goals?
- What would your friends / peers / manager / partner / parent / child suggest you do to achieve your goals?

# WILL

## What will you do?

Questions you might want to ask as a Coach could include:

- Given your options, what will you do next?
- What specific steps will you take?
- When will you take them?
- What will it feel like?
- How will you make sure you start the process?
- Who will you tell about this?
- What will you say to me about this next time we meet?
- What's the first thing you need to do?
- How will you celebrate your success along the way?

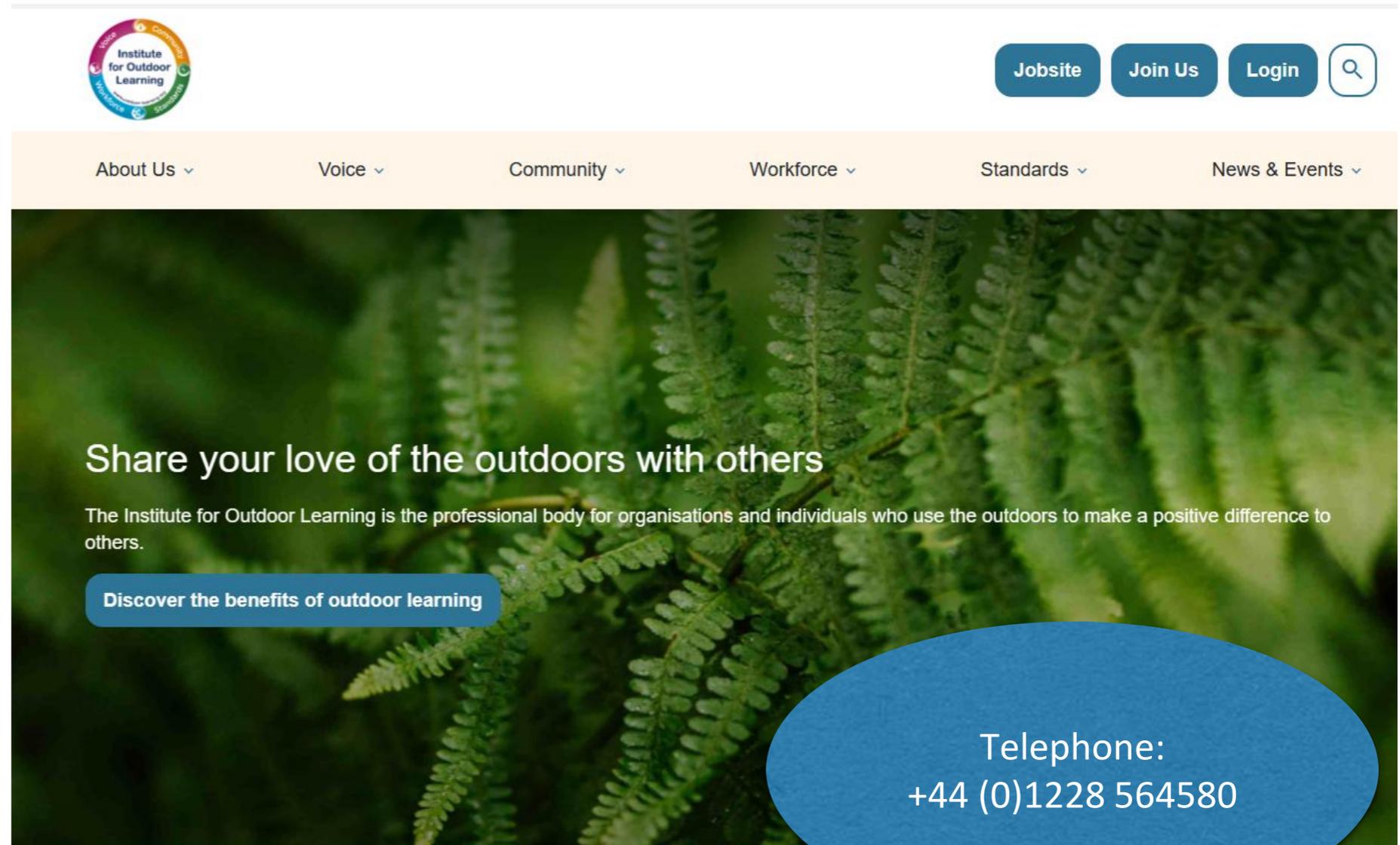
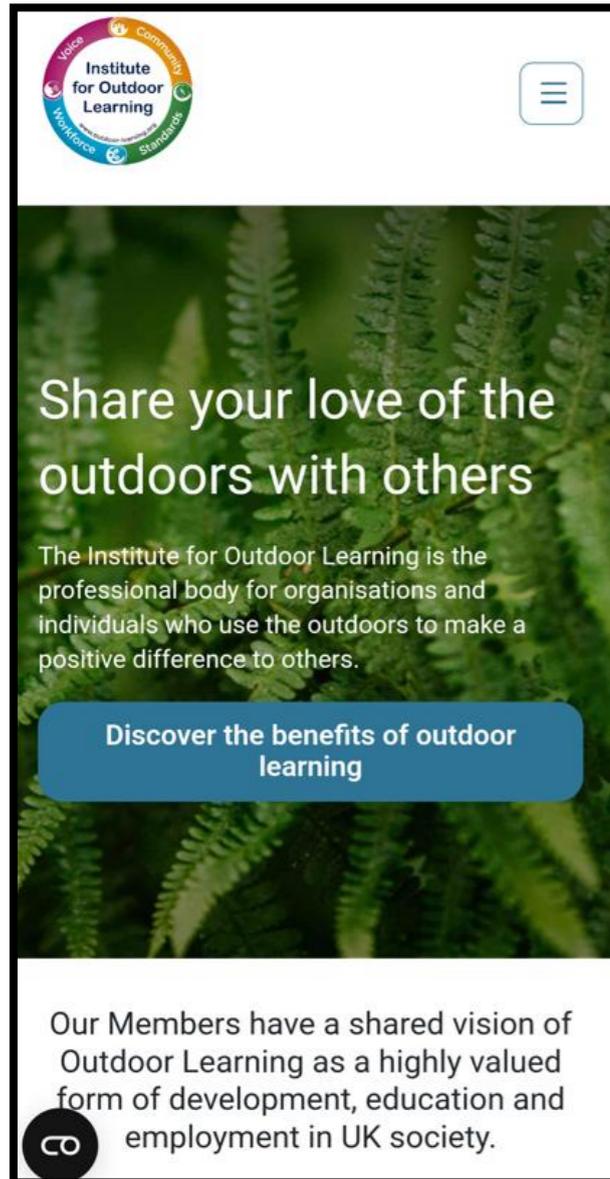


Making a positive impact in/through your work



# Championing Outdoor Learning

# Contact Us



Website: [Institute for Outdoor Learning - Home \(outdoor-learning.org\)](https://outdoor-learning.org)

Email: [institute@outdoor-learning.org](mailto:institute@outdoor-learning.org)