CCC Training:
Putting It All Together

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Complete

Asking | Listening | Validating

Stages | Systems | Fatigues

Complete

A client shares an update
so that we can share context.

Complete

Ellen cares for her husband.

She shares an update during the first 20 minutes of our call.

Complete

The next 25 minutes are insights from me.

Those insights can become the reason we meet again.

Complete

I can provide context because:

I listen.

I ask.

I validate.

She trusts me. I trust our process.

Complete

I share about the fatigues.

"You've made to make so many decisions within such a short time. It sounds like you may be experiencing decision fatigue."

Complete

I share about the systems.

"In the situation you just described, I hear you talk about several systems: Family, health care, medical, payer, nervous and relationship and yourself."

"That's a lot for you to manage all in one afternoon."

Complete

I consider the stages.

"You've made so much progress in asking for and receiving help. How does that progress feel?"

(She's moving from Entrenched to Pragmatic.)

Complete

You’re ready to introduce the next level of sophisticated support.

Complete

1. Listen for the fatigue. Share what you hear.
2. Take note of the systems. Share what you note.
3. Observe the stage and how the client progresses. You can be ready to introduce more strategies and plans when the client appears ready.

Complete

Start with one, practice.

Add another practice.

Add the third, practice.

Practice every change you get.

Complete

This kind of nuanced, professional, sophisticated support means you deliver a best-in-class experience.

Complete

Share this expertise on social media, videos, podcasts, blog posts, workshops.

Complete

I added recommendations about how you can credit our program when you share these concepts on social media.

Check your Training Material topic for details.

Complete

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