

# INTERRUPTING

Interrupting is described as the process of stopping someone from continuing what they are saying or doing, by suddenly speaking to them, or making a noise, etc.



PAUSE AS A PRACTICE - CORE

As simple as this process sounds, the interpretation of what it means varies greatly from person to person. Listeners' own conversational styles influence whether they interpret simultaneous, overlapping talk as interruptive or cooperative. We all have different opinions about how a good conversation is supposed to go.

## 2 CONVERSATIONAL STYLES

1. High-intensity speakers are generally uncomfortable with moments of silence in conversation and consider talking at the same time a sign of engagement.
2. Low-intensity speakers find simultaneous chatter to be rude and prefer people speak one at a time in conversation.

In a recent study of high and low intensity groups, researchers found that the groups experience the same environment very differently. The high-intensity group reported that conversations where people spoke simultaneously when expressing agreement were not interruptive but engaged and friendlier than the conversations with pauses in between speaking turns. In contrast, the low-intensity group perceived any amount of simultaneous chitchat as a rude interruption, regardless of what the speakers were saying.

## TYPES OF INTERRUPTION



### Cooperative interruptions

*Agreement:* shows support or elaborates on the speaker's idea.

*Assistance:* provides a word or phrase the speaker was searching for.

*Clarification:* asks for an explanation of something just said.

### Intrusive interruptions

*Disagreement:* jumps in to voice a different opinion.

*Floor-taking:* takes over the conversation, but stays on the same subject.

*Topic-change:* cuts in to change the subject.

*Summarization:* paraphrases the speaker's point, often minimizing it.

### Coaching Tips:

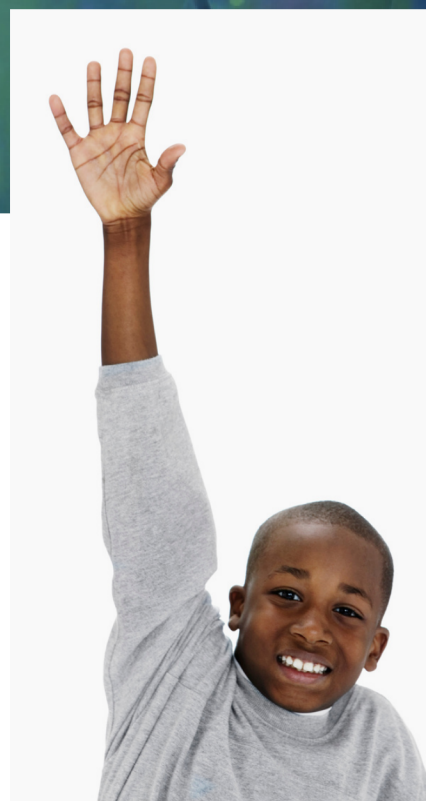
- Help clients discover for themselves the new thoughts, beliefs, perceptions, emotions, moods, etc. that strengthen their ability to take action and achieve what is important to them.
- "Bottom-line" or understand the essence of the client's communication and help the client get there rather than engaging in long descriptive stories.
- Demonstrate the ability to be fully conscious and create a spontaneous relationship with the client, employing a style that is open, flexible, and confident.

# PERMISSION TO INTERRUPT

As Healing Centered Coaches, interrupting is part of our work in service of our client's transformation. We see interrupting as an opportunity to invite the client to a deeper place that will support their growth and healing.

As coaches, we do this by giving ourselves permission to interject when clients are sharing the following:

- Background information – as coaches we only need to know the impact on the client... not what led to it.
- Long stories – as tempting as it is to listen to stories, as coaches, we only need to know what's important about the story, not a re-telling of the story.
- Details about others – the focus of the coaching session should be about the client and not the people surrounding the client.
- Loops – moments when we notice our clients are repeating the same stories, words, or phrases.
- Confusion – moments when the coach or client is lost and needs a moment to reset before they continue.
- Boredom – when we notice a lack of energy or interest in the direction of the session from the coach or client.



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# AUTHENTIC INTERRUPTING: ACTIVITY

One of the most challenging things for Healing Centered Coaches around interrupting is to figure out how to do it without energetically throwing the client off track. Therefore the following activity was designed to give coaches an opportunity to develop authentic interrupting prompts that will allow them to pause the client. Please take a moment to identify 10 interrupting prompts.

## 10 INTERRUPTING PROMPTS

*Example: Let's take a moment to breathe.*

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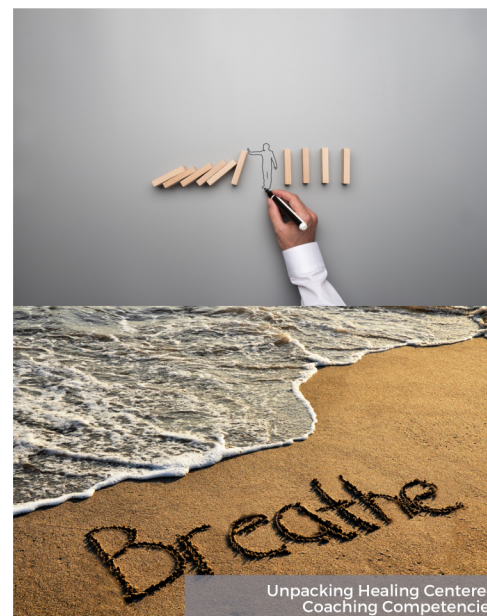
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