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**Jak skutecznie pomagać innym, czyli podstawy Coachingu**
Mateusz Grzesiak
Welcome to another exciting edition of the online International Coaching News (ICN) Magazine!

I have recently taken over the role of Editor for the ICN – and what an exciting few months it’s been, working with the team to shape this 3rd edition!

We have received fantastic feedback from our readers and subscribers on the January edition. We are delighted that the majority of our readers enjoyed the quality content and invaluable tips and tools. We also heard your feedback in shortening the number of articles and potentially changing the layout from portrait to landscape. We would love to get more views on these elements so that we can make an informed decision.

The theme for this edition is Life Coaching - considered one of the most recognised type of coaching by organisations and individuals. Our feature article by Robin Hills on Emotional Intelligence: Using metaphors to develop resilience, describes how using this technique can develop the coachee’s emotional intelligence and work through stressful issues. We also added more articles for the Coach Tools section to help other coaches expand their libraries of support. Nowadays people are more aware and concious of their health, not only physically but emotionally too, so we added a Holistic Section to share ideas and best practices in living a healthy lifestyle.

In the last ICN edition we introduced our Hungarian and Romanian Section; for this issue we added a Turkish, Bulgarian and Polish section. Welcome aboard Turkey, Bulgaria and Poland! We look forward to receiving your feedback.

We trust you enjoy this edition as much, if not more, than the previous one. Please do provide us with feedback via our website www.international-coaching-news.net. You can also become more involved with the ICN in the many opportunities we have available – have a look at our website. I particularly enjoy liaising with people from around the world, so do get in touch.

Thank you for visiting the ICN and please do pass on the ICN to your friends and family.

Lovelia
Lovelia Caracut
Editor, ICN Magazine
WHAT IS LIFE COACHING?
by Ruby McGuire

Coaching is about collaboration – A coach and a client work together to enable the client to achieve their goals, dreams and desires. It is often confused with counselling or therapy, but coaching is about the here and now and where the client wants to be.

To quote Lewis Carroll in his book, ‘Alice in Wonderland’,

Alice asks the Cheshire Cat:
‘What road do I take?’
‘Well, where are you going?’
‘I don’t know’
‘Then it does not matter. If you do not know where you are going then any road will get you there’.

The coach helps the client to figure out what they want from life and works with them to define a strategy towards achieving that, helping them identify what road to take to get them there. The role of a life coach is to help the client unlock the answers and act as a catalyst for change. Coaches help clients to work through any areas they have identified as wanting to change/improve, such as relationships, health, money, career etc. A coach comes with no judgement towards the client so they are able to offer them the support a friend may not be able to give. A friend will come with their own perspective and their views may be biased.

Life coaching is about raising the client’s awareness and building their motivation and confidence so that they take action and start to move in the direction of their dreams.

A coach will empower the client, reminding them of what they have achieved and can achieve. They will help the client to think differently and learn how to deal with situations/events in their life in the best way for them.

A coach will help a client work through their fears, unpick any limiting beliefs or confidence issues they have, deal with saboteurs and unblock what’s holding them back.

The coach in essence helps Alice identify her destination and find which road to take. Through the use of coaching questions, tools and exercises the coach helps her stay on track in order to achieve the life she desires.

Ruby McGuire is a self-confessed chocoholic and vanilla coffee addict. Married to her soulmate, she is a mum of a teenage daughter and two grown up step-daughters, and is a Life Coach. Ruby wants to help you live your life in colour! She loves to help individuals bring fun and sparkle into their lives, as well as working with SME’s, passionate entrepreneurs and fellow Coaches. She helps keep them sane and grounded while they are busy running their exciting and challenging businesses, whether they do it single-handedly or with a small team. Ruby especially loves working with new Coaches setting up their Coaching practices, helping them to hone and develop their Coaching skills and confidence.

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THE LIFE COACHING MISTAKE
THAT COULD COST YOU DEARLY

By: Nicola Bird

Have you ever heard the phrase the ‘busy fool’? For many life coaches, this is their reality. They work all hours of the day servicing their 1:1 coaching clients, often into the evenings. Time for personal and family activities becomes few and far between, but they think “I’m busy,” “I’ve got paying clients,” and “it’s just the nature of coaching, right?”

WRONG.

That mindset is a mistake made by over 95% of coaches and it is something I hope to challenge today. Those coaches whose only revenue comes from selling their 1:1 will always be limited by how much they can physically and mentally deliver in a day, week or month. They will never be able to break through that ceiling, unless they can charge significantly more for their 1:1 time.

For me, life coaching was the perfect choice of career. It meant I could work around my children and pick and choose the times I wanted to work. This is the motivation for many mums I know who are professional coaches. The danger is that most of us at some point fall into the trap of working too much and suddenly, all the reasons we started coaching in the first place seem to be the very things we now miss out on!

I spent a huge amount of my time delivering 1:1 coaching and it left me exhausted. It was at that point that I realised there must be a way to sell more of my coaching without it eating up all of my time. If I could package up my coaching into a format that people could buy and work through in their own time, I would not need to be there at all! I could spend time with my children and do the things I really wanted to, without jeopardising our finances.

I went on to develop an online coaching programme which included webinars and online questions, split up into modules and packaged into specific programmes that I would typically deliver to my clients. It literally transformed my business overnight as one of my first product promotions resulted in $24,000 of sales, the majority of which were a passive revenue stream for me. I am not alone in my experiences either. There are many coaches out there making impressive revenues by selling their services online. The great thing about it is that it applies to any type of coaching, not just the traditional personal or professional development coaching. I know one lady who was a personal fitness instructor who made thousands from selling an online fitness boot camp, containing content she had created years before, but never found a way to utilise properly.

What I love about that particular story is that it was simply creating additional revenue from what she already had in place AND it was a totally new market which opened up for her and one which she’d never really thought about before as she could reach clients now that she physically just hadn’t been able to do before.

If you are a life coach already, I would encourage you to ask yourself one simple question. Are you limiting yourself by not thinking outside of the box and exploring new routes to market and new customer bases? Are there ways of attracting new business that you have not even thought of yet and if you did, what impact could they make to you, your family and your lifestyle?

My advice is to really think about how you can productise your expertise into products that people will buy. Whether that’s ‘How to stop smoking’ or ‘How to become a great business leader’, the secret is to focus on topics that you are really good at or passionate about, as the material will be stronger and will help you stand out and sell more.

There are many different online tools out there to help you get started with developing online coaching content and many offer free trials, so you can have a look around and see what works for you. I used a couple when I started out and then decided to invest in building my own coaching platform JigsawBox, which is now available to any coach wanting to offer web-based coaching products and services.

I am sure you are reading this thinking, it can’t be that easy. It does take some thought to work out how to package up what you do into products your clients actually want to buy, but once you’ve made that first online sale, you can do over and over again. I love the fact that I can make money selling my coaching services whilst I am out with my children, playing in the park or going swimming. I still love my 1:1 coaching as it brings me great fulfilment and helps to keep me challenged to develop my skills and experience, but having more than one route to market and multiple revenue streams means I get to live life the way I want to and that is absolutely priceless.

about the author

With an MSc in Occupational Psychology and a diverse range of business experience, mother of three Nicola Bird went from earning $0 to over $500,000 online by mastering technology to transform her coaching business. She created JigsawBox as a way for her clients to access her expertise online in a flexible and affordable way, whilst leaving her free to concentrate on growing her business and spending time with her young children.

Through JigsawBox, Nicola helps its members to package up their expertise and deliver it online so that they can create more time, money and freedom to do the stuff they love. Nicola is passionate about inspiring women in technology and helping more people to gain a better work/life balance.

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www.jigsawbox.com
LIKE A GPS, A LIFE COACH WILL TAKE YOU TO YOUR DESTINATION. THE LIFE COACH WILL FILL UP THE SAIL OF YOUR LIFE AND DIRECT YOUR DREAM BOAT TO DOCK SAFELY AT THE PORT OF YOUR CHOICE!

A Life Coach will welcome you to this excellent opportunity of coaching. He will invite you to be the master of your life and dare to do things differently. He will extend his hand to you so that together you can do what appears to be challenging and arduous now. As you proceed along, you will smell the fragrance of success and will see a different reflection of yourself. With each passing day you will see a new person in the mirror that is confident, strong and successful. All life coaches believe that you are resourcefully created and have infinite abundance of Nature’s talent inside you. Presently, you just see the outside world and hear just the outside noises. You will begin to see the loads of talent hidden inside you. You will clearly hear your inner voice calling you. You will become the ‘Alchemist’ of your own life. The life coach will meet you where you are presently and partner with you to develop a specific plan in which you will remove the challenges from your path so that you can clearly see and connect with your inner voice - your soul guided wisdom. The role of a coach is to provide the structure, the framework and the process that will help you discover what you truly want. Your coach will reset the inner coordinates of your life. His/her role as a coach is to inspire, motivate and hold you accountable to taking the necessary steps toward building a life that you really want and reach the place you really want.

RESULTS YOU CAN EXPECT
The benefits of life coaching are as varied as the people who are coaching and those being coached. Each session will have values different from the next

- Get clear as to what the challenge really is
- Understand the true dimensions and enormity of the challenge
- Clearly understand where you presently stand
- Identify your chosen agenda and see it clearly as your target or goal
- Understand how you perceive the outer world in relation to your present situation
- Take a peep and understand your inner world
- Be clear as to what is important to you in your life
- Learn to live authentically
- Live the life your soul actually intended to
- Ability to make choices
- Courage to say ‘no’
- Courage to speak up
- Ability to take risk and break the comfort zone
- Convert present confusion into conscious awareness
- Convert your potential energy into kinetic energy
- Expand and unlimit yourself
- Learn to live life in abundance, bliss and joy
- Tune in to the inner melody of life and resonate in the symphony of your soul orchestra

A LIFE COACH IS A PERFECT FRIEND TO HAVE FOR YOUR COMPANION, FOR YOUR CHILDREN WHO NEED DIRECTION IN LIFE, FOR YOUR FRIENDS AND FOR YOURSELF, TOO.

DON'T YOU THINK IT'S TIME TO HAVE A NEW FRIEND IN LIFE?

Ashutosh Tewari is a Certified Personal Transformation and Master Spirit Indian Lifecoach. He applies the tenants of Eastern Philosophy to effect transformation.

The Non Dual principles of Vedanta, The Kybalion, the teachings of Sage Ashtavakra and Sage Vashista form the fundamentals of my coaching experience. Have evolved his own technique based on 38 years of meditation and study of spiritual scriptures.

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www.designinglives.in ( for Goals )
Coaching? Yes!

BUT ONLY FOR THOSE WHO BADLY WANT IT!

By Krystyna Howe

We’ve all heard the saying: ‘You can take a horse to water but you cannot make it drink’. It is absolutely true. How do I know? Because I tried to make it drink! For over 20 years, to give you an idea - you may call it stupidity - nowadays I choose to be kinder to myself and call it ‘ignorance’. As I bitterly failed, I started to look more into where I went wrong.

As coaches, we all know that people change either out of inspiration or out of desperation. Only, if the pull is irresistible or if the pain is too big! And, as coaches we need to think wisely how we might help.

**Rule Number 1:**
**No advice, no problem solving!**

Coaching styles and approaches can vary from individual to individual but there are some fundamental rules that apply in all cases. The first rule of coaching is that the coach cannot end up solving the individual’s problems for them or be giving advice. The coach’s job is to help the individual understand the issues, come up with possible solutions and put them into practice. The coach must not, however, end up as a crutch for the individual to lean on.

Peter Bold, mentor, coach and business strategist makes this rule one of his ‘Ten Commandments of Coaching’. One of the fundamentals of coaching is that the coach is there to help to guide that process, but real change and improvement can only come through the efforts of the individuals themselves. Educators have realised that people learn much better when they discover things for themselves, rather than being told by others. Coaching works on the same principle. Telling someone how to respond to a problem is not nearly as effective as guiding them towards the solution on their own. This, in effect, puts them in control of their fate, and prevents them from being over-dependent on others. The coach can help by asking penetrating questions and challenging the person if they are avoiding certain issues, but - to be successful - the individual must feel that they have found the correct course of action themselves. It is also true that some people, for whatever reason, simply cannot be coached and the wise coach will realise that fact early on, before spending too much time on those individuals.

**Rule Number 2:**
**Shut up and listen!**

Ernesto Sirolli in his TED talk Want to help someone? Shut up and listen says ‘nowadays I only respond’. In this very interesting and thought provoking talk he quotes Francis Schumacher, author of the book Small is Beautiful who said: ‘Above all, if people do not wish to be helped, leave them alone.’
For years, and even after embarking on my ‘coaching journey’, I had a dilemma seeing somebody – particularly somebody close to me - struggling in their misery. I had this urge to help solve the problem and a persistent feeling of guilt in not ‘doing’ enough to solve it quicker. I thought that words were cheap and easy, and that real help is practical and means to get them out of that mess quickly. But, there is a difference between not being selfish (if somebody asked you for help) and being patronising (telling them what to do when they didn’t ask for help). The key is to listen to what they really want. Now, looking back, I can see years of my patronising habit (although with the best intentions!) and I have to consciously remind myself not to jump in with a solution or immediate support. This old habit dies hard and can sneak in uninvited, in an almost invisible way through gentle leading. It is crucial to catch ourselves on this, stop and listen and ask questions to clarify what people really have in mind. And, then, ask more questions. challenging questions, ‘wisdom access questions’. and leave them to ponder. They will come with the best solutions – and we'll be surprised how much better they can help themselves!

Rule Number 3:
Somebody wants something? They need to get it!

Sir Ken Robinson, author of The Element, recalls a conversation he had with a very talented keyboard player after hearing his performance. Sir Ken said to him: ‘I would love to be able to play keyboards that well. ‘No, you wouldn’t’ – the pianist responded. Taken aback (‘I thought I knew what I wanted’), I insisted that I really would like to play the keyboard that well. ‘No’, he said. ‘You like the idea of playing keyboards. If you really want to play them, you would be doing it!’ He said that to play as well as he did, he had practiced every day since the age of seven for three or four hours a day in addition to performing.

In the same way, if you feel that somebody likes the idea of having a coach and the benefits of change, but is not prepared to do what it takes to make a real difference, leave them alone. Until they badly want it☺.

Her interest includes ongoing personal development and effective communication, observing life and people, writing and travelling; and simple cooking (Italian is the best) and dancing (favourite Argentinean tango).

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Coaches may be incredibly capable, knowledgeable and passionate in their chosen vocation, however, if they cannot run their practice along business lines they will never maximise their revenue, nor consequently keep their skills fresh.

Getting the Business. When starting a business, make sure you have a clear indication of your budgets, and what happens if things do not go as quickly as planned. When starting and on an ongoing basis, I think it is important to be able to present to potential clients some idea of what they will be getting for their money – after all, it is a financial investment they are making that could be used in many different ways. So prepare a capability statement. This should include a brief summary of credentials, a description of your coaching approach and any specialisation, how you approach coaching and any USPs (Unique Selling Points). I have collected a set of testimonials which include ROI (Return on Investment) figures. This, combined with published figures like the Manchester Group’s report, provide a compelling case for those potential clients new to coaching.

A simple business plan is essential. There are many available on the web, through short courses or in books. My favourite is Jim Horan’s ‘One Page Business Plan’

This includes a format for a vision and mission statement for you and your business. Make certain this is compelling!

Now, who are you going to contact regarding your coaching? This could be shaped by your specialisation and who you know – life would be much more difficult attempting to enter a market in which you do not have any contacts.
The shift from hard copy brochures to online has been almost complete in the last five years. Consequently the need for an online presence is crucial – a website presence, as well as Linked In and social network products like Twitter and Facebook. Choosing the style and content is an intensely personal matter which must be researched, reviewed and tested. However wooing these may be, in the majority of instances these web based approaches are passive rather than active client attracting tools. The need to contact people by phone, email, networking events, referrals, casual conversation etc is the real way that the business is driven.

The major focus for me – as for most businesses – is revenue stream. Even now, it is a monthly cycle of building the pipeline, getting revenue and making sure there are not too many weeks in the month for the salary available! I have always believed there is no reason coaching should be a step down in revenue or hand to mouth.

Running the Business (Administration) Business results can revolve around the things you do not do as much as the things you do. For example, my administration is second to none; third or fourth maybe! So I have help with my day to day administration to enable me to play to my strengths and do more of the things that I enjoy doing. The need to focus on having a professionally run business is crucial. I work in the Executive and Leadership Coaching market, so I have to mirror their snappy administration and support. Again, there are several integrated packages for small businesses available on the market.

I am lucky enough to have a good friend who is a corporate director who, for the princely fee of a glass or two of wine, gives me half an hour every month to review a set of (rudimentary) accounts and activity logs. I work on the basis that every business client I work with is either on, or has a board, so why should I not if it will add value to my efforts? And I can assure you that the threat of having this favour withdrawn or a withering verbal broadside to commitments unfulfilled is enough to keep me on the straight and narrow!

Doing the business. Now let’s look at the coaching element. Most people will have focussed on making sure that their coaching ‘saw is sharpened’ so are likely to have an excellent product to provide their clients.

From my perspective, Transitioning into coaching was characterised by a steep learning curve. This was both experiential and book-based learning, when I was constantly reading coaching related material, spiced up with some ongoing formal training. I am the UK Director for the Centre for International Business Coaching, so often get to work with Dr. Geoffrey Abbott, a world leader in this field, which certainly keeps by thinking challenged!

Experiential learning and the odd gray hair do have advantages, as I am nowadays rarely overawed by coaching situations.

I do get tremendous satisfaction from enabling clients to achieve genuinely life changing coaching outcomes – and I am determined to keep developing my skills to be able to intrigue and delight clients for years to come. I continue to work with the other member of my board, my own coach, to make sure I am on top of my game. He keeps reminding me to be inspirational to clients and that Boldness is a greatly underrated approach!

I have a tendency to be wooed by the desire to do a good job, which, whilst a strength, can become a weakness when I take too much responsibility, especially if things are not going well in a coaching session or programme, or I become too empathetic and extend the coaching too far beyond the budgeted amount. Everything has a perceived value.

The reliance on experiential learning did give me some memorable experiences including:

- The Breakfast Briefing when delegates were arriving and I could not get my holiday photos off the screen
- The alpha male client who threatened to punch me
- The alpha female client who sacked me
- A dramatic midnight phone call from a team member on a two-day offsite team build who wanted to opt out
- Explaining to a hotel manager exactly why there were groups of people cooking omelettes on hexi blocks in his immaculate gardens (I hadn’t got his prior permission)
- Two clients turning up at the door at the same time
- What to do with a cheque for £46,000 that arrived un-invoiced (Don’t worry, I sent it back.)

Any coach starting their business today will doubtless experience similar events, and for those who do not have a great deal of business experience, I would recommend working with an organisation like Noble Manhattan or a coach with business acumen who can steer you through any business critical situations.
The upsides to running a coaching business revolve around immediacy (e.g. the ability to implement a policy change instantly!) and a complete sense of ownership. Whilst the lows are certainly lower, so are the highs higher, and I experience far more of a deep seated buzz than I would working for someone else’s organisation. And I am meeting some great people, including the sports people I have worked with, along the way.

For some great personal insights into Coaching as a Business, I would highly recommend ‘A Coach’s Story’ (ed. Gerard O’Donovan) a collection of articles written by working coaches.

It is from my own chapter that this article has been adapted.

Malcolm Nicholson is the owner and Principal Coach for Aspecture, and have worked successfully with a wide range of senior business people since 1998, enabling them to improve business results through transformational changes. These profoundly alter the way they work and live and include:

- Dealing with increasing complexity, ambiguity, paradox and pressure, both at a business and an individual level
- Understanding and development of rising stars & executives at midlife
- Removal of significant roadblocks to increase impact & influence on the business.

His approach has a deep behavioural base, and is underpinned by world class research from the behavioural sciences, sports psychology and business theory. This approach is based on genuine partnership and delivering a highly tailored package to enable people to transform their performance in a results orientated and pragmatic fashion.

He is often been asked to write about my work and am a contributing author in Gerard O’Donovan’s ‘A Coaches Story’.

Current ratings and testimonials from clients are available on Malcolms www.aspecture.com and http://aspecture.wordpress.com/

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HIRE A LIFE COACH?  
BE A LIFE COACH?

You’re kidding!  
How embarrassing would that be!  
By Martin Goodyer

IF you are wondering about hiring a life coach or training to be one - let me introduce you to Sharon, then decide.

Meet Sharon. By her own admission she was in a mess. A career of twenty years in local government ground to a halt because of stress. Long term sickness and then a claim for constructive dismissal followed a battle with management. Her confidence hit an all time low. She was drowning in the rapids of life and clung on to whatever kept her afloat. That may have been why she remarried badly. Things did not work out. Instead of wedded bliss her rush toward something she had hoped was better had left her in a worse state. Her new teenage step children were angry that she had taken the place of their mother, and her husband seemed also to share in some regret. Sharon felt trapped. She convinced herself that any attractive job was beyond her current capability. She struggled to communicate. Any attempt she made to talk through her concerns with her husband fell on deaf ears.

Sharon was crushed. She felt as if everything she had ever wanted was now beyond reach.

Sharon was in that dreadful place that so many people discover by accident. She was unhappy and stuck. Even though things were painful, the fear of doing anything to make things even more painful kept her from taking action.

It’s a fact that most people are more motivated by pain than pleasure. Sharon was immobilised by the fear of things getting worse. Very few people will seek out help to improve their life unless it’s in a mess; and even then they need to be sure that what they do will not make it worse. They are happy to buy new clothes, new shoes, new experiences; in fact happy to buy almost anything that’s new if it appears to offer immediate gratification in the restaurant of life, but when it comes to sorting out their own emotions and behaviour, expenditure is off the menu. It is just too scary. That’s why the thought
of hiring a life coach rarely features on the landscape for most people like Sharon. To hire one takes courage and that’s uncomfortable. It’s much easier to pretend all is well and ridicule the idea of needing help. That’s often why life coaches are made into a joke, or worse considered an embarrassment.

So Sharon went to her Doctor. He prescribed anti-depressants and referred her for counselling. She took the drugs and slept more than usual. She eventually met with the counsellor, talked each week about how bad she felt and unfortunately, ended the sessions feeling worse. Nothing material changed except that she was getting older and more worn out by it all by the day. At the behest of her enthusiastic and increasingly desperate husband she attended a networking meeting. This was intended to restart her career. That didn’t happen. Instead she came away with a deal on some business cards, an offer to buy cheaper utilities and a free trail membership of a diet group. Sharon didn’t need business cards or need to change her gas supplier, nor did she feel the need to lose weight. She needed something else but wasn’t getting it.

Sharon wanted to change the way she felt, but she didn’t know necessarily what she wanted to feel. She was just like everyone else; not necessarily seeking pleasure, but definitely wanting to move away from pain. If the cure becomes more painful than the ailment then people choose to stay sick. That might have been the story for Sharon. However it wasn’t. Fortunately for her she was introduced to someone whom she instantly recognised might actually help her reduce her pain. She met a coach; more specifically, a life coach. Of course she was wary about letting anyone else into her life, but for the first time she met someone who asked her questions that made her think. This person didn’t have advice or suggestions but intuitively homed in on her real issues. Within minutes she felt like she was at last making progress.
The life coach explained that all coaching was about facilitating behavioural change; making it easier for her to do what she needed to do. The coach explained that in business a client started with a work related goal, figured out what’s stopping them from making progress, made some choices about what to do, and then was supported in getting on and doing them. The coach then pointed out that life coaching was much the same save for the fact that the choice of goal was more personal. Apart from that, the process was pretty much the same.

A breath of fresh air

Sharon knew about business coaching. She had seen performance improve and results achieved through the application of effective coaching in the workplace. However, up until then she had always thought that life coaching was something else entirely. She’d heard of people helping empty wardrobes to make way for new clothes, tidy garages or sit around a table with ‘Angel Cards’ predicting the future. Her new friend just smiled and assured her that whatever those things were, they weren’t coaching! To Sharon the honesty and clarity from the coach was a breath of fresh air

Sharon rapidly regained much of her former confidence. She recognised that up until now she had been a victim. Her coach presented her with behavioural models to examine. For the first time ever she began to figure out for herself not only the reasons for her predicament, but that she was in fact the architect if her own situation. After a few sessions she was ready to job hunt. Before long she had secured a new role, got her marriage back on track and formed closer relationships with her step-children.
“It’s like I’ve hit the reset button and got back to being in control”

A year later Sharon is no longer in the shadow of her former self. She has clarity about her desires, her place in the scheme of things and her expectations of life. She knows with certainty that she is now successful because she learned how to change; and that to stay on top of her game she must be prepared to keep on changing. She also knows that it’s something she would not have achieved without her life coach. No pseudo science, alternative medicines or strange rituals. No drugs, therapies or regimes. Just good quality coaching; listening to what was really going on then asking great questions that made her think.

Sharon is back in control of her life. Would she have done it on her own? Sharon doesn’t think so: “Do you know where the word facilitate comes from” was how she responded to that question. She went on, “It’s from the Latin ‘facil’, meaning to make easy. That’s what my coach did for me. He made it easier for me to see what I was doing to myself. He made it easier for me to figure out what to do and then find the courage to do something about it. So in answer to your question, no, I don’t think I would ever have done it on my own because it was too hard. My coach was a true facilitator. I made all the changes but he made it easy for me to make them. It’s like I’ve hit the reset button and got back to being in control”.

NOTE: Sharon is a real person and all the key issues described are accurate, however to protect anonymity a pseudonym has been applied.

Martin Goodyer (MBPsS MAC) has been a full time coach for 15 years with more than 10000 hours of one to one coaching experience. With qualifications in business administration and psychology it is no surprise that the majority of Martins work now is with senior executives and business owners, however he is also a veteran of personal life changing coaching interventions. He is passionate about coaching and teaches coaching skills at the highest level; as an accredited ILM (Institute of Leadership & Management) in the UK, and with a university accredited iABCt (International Academy for Business Coaching & Training) programme in Europe. He is also often invited to work with the media both on air, on screen and behind the scenes. His credits include Channel 4’s ‘Fit Farm’, ITV’s ‘Jack Osbourne Adrenalin Junkie’, Discovery Channels ‘Diet Busters’, and he appears regularly as the on-air coach and psychologist for BBC CWR. He is co-author of audio programmes ‘Business Success Strategies’ and ‘Maintaining Coaching Excellence’ and his new book ‘Brilliant Coaching Conversations’ will be published later in 2013

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There is no coaching process without life coaching aspects…agree? Every executive, every manager, every entrepreneur is a human being in himself/herself with several roles around the clock thus faces all kinds of personal challenges. Let it be self confidence, conflict management, assertive communication or time management – the coach has many tools to help in holding up a mirror and finding the best suitable way out of the perceived problem.

For a whole range of those tools look for the lollipop symbol in the Toolful Coach book (www.toolfulcoach.com). However, before doing that, have a look at a few selected ones below:

**Wheel of Life**

This tool is one of the most commonly used tools in co-active coaching, primarily applied in life coaching, but it can be easily customized to many scenarios (e.g. identifying priorities, evaluating management competencies, etc.). The coachee has to name the eight sections to represent different aspects of his/her life. The coachee can mark his or her level of satisfaction with each life area by drawing a straight or curved line to create a new outer edge, this will give the wheel of the coachee’s life. Then the coach and the coachee can review together how bumpy the ride would be if this were a real wheel.

Where does the coachee want to improve his or her level of satisfaction? What specifically can he or she do to accomplish that?

**MONTAGE**

Montage as a tool is ideal when working with creative clients with a preference for visual techniques. The coach asks the coachee to compile a montage of pictures describing him or her, his or her family, or his or her workplace, depending on the focus of the coaching. You can use glossy magazines, but some people prefer to take photos from their own family album. This is an optimal tool for tackling work-life balance or assertiveness issues. It might occur that the coachee is not aware of the price he or she has to pay to achieve a goal. In such cases, it often helps if he or she, instead of sharing his or her story with consciousness, views the montage as a projection of him/herself. It might be astonishing to see which fields of life he or she is neglecting (e.g. he or she only has pictures taken at work and with his or her kids and completely omit the “self” and his or her own needs). The montage might clearly illustrate what needs and expectations the coachee wants to fulfill.

**DRAWING A TREE**

Coaches with a psychology background often use this tool with remarkable results. The coachee is asked to draw a tree. When ready, he or she is asked to draw another one and a third one. The coachee then has to look at the three trees and say everything that comes to his or her mind when observing them. At this point, the coach displays the key. The first tree symbolizes how we present ourselves to the outside world, the second one represents how we live inside ourselves, and the third one – how we would like to be.
Brigitta Bánhidi is known of fast and long-lasting results of whatever she deals with. As an Economist with sound legal background she began her professional career in a multinational environment. In 2002 she started working for PricewaterHouse Coopers and soon became a Management Associate with Citi Hungary. Manager of three successful projects, she moved on to Product Management. In 2005 she was headhunted by Erste Bank for Head of Consumer Product Development.

In 2008 a new chapter started in her life with giving birth to her first daughter. While taking care of her, Brigitta started studying coaching and soon became a qualified business and life coach (www.banhidibrigitta.com). By the time she had her second daughter in 2010 she was having coaching clients and was known for being an empathic, efficient and goal-oriented coach. Mid-2012 she became strategic partner of Toolful Coach – a project full of tools to support coaches in their coaching practice. She has recently received her ICF ACC credential and been voted as „Coach of The Year 2012” in Hungary.

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Green tea with milk - a short story on how to start becoming more assertive

As the client had been avoiding conflicts all through his life and procrastinating changes for decades, he instantly said: 'Maybe next time.' Then he paused a little bit and changed his mind.

Client: 'Alright then, let's try to face this conflict. Why don't we ask the waiter to get me another cup of tea.'

Coach: 'I'm sorry, there must be a misunderstanding here. I am not the one who wants to improve in conflict management. And I'm not the one who will confront the waiter. I am here to confront YOU with how you are behaving – and I just did it.'

He and this coach met at a posh cafe. He ordered a cup of green tea with hot milk. He was served green tea with some cold milk. He was upset but ready to drink it anyway. The coach stopped him. Although this was their very first, introductory meeting, the coach asked the client if he wanted to start his self-development process right away.

Client: 'You're right. I think I'll pick you as my coach. Waiter!'
Many of the common themes for Life Coaching include: helping clients to build their confidence; deal with stress; achieve a better work life balance; change their career; discover their life purpose; recover from relationships or divorce; to successfully embark on new relationships or improve existing ones or simply to work towards achieving their goals.

The one thing that the above all have in common is that there will be obstacles or challenges that are preventing clients from achieving their goals. If there were none, clients would not need a coach. One of the main reasons a client engages a Life Coach is to help deal with those challenges and obstacles.

Life Coaching can take place on many different levels. Many coaches tackle obstacles from a very practical level with the emphasis being placed on what clients’ can do to help themselves overcome the obstacle. This can be highly effective and sometimes is all that is needed for a client to be able to move forward.

However, when exploring what’s getting in the way of a client moving forward or achieving their goals, coaches often uncover fear and negative emotions: fear of change; fear of stepping outside of their comfort zones; fear of failure; fear of success; frustration; anger; disappointment; anxiety or impatience. These types of obstacles can be more challenging to deal with using traditional coaching methods.

Relationship coaching is an area of life coaching where the obstacles often holding a client back are emotional or fear based. Over the years, in my search to help clients deal with these types of obstacles, I have utilised many different methods, tools and techniques including: the Sedona Method; NLP; visualisation techniques; stress management techniques; affirmations and many more. All have their own strengths, uses and benefits. These tools and techniques were great to use ‘in the moment’ or to help clients deal with things when they occurred outside of the coaching session. However, I noticed whilst progress was made over time, although clients’ did learn to deal with their fears and handle their negative emotions, their triggers would still kick-in and these obstacles would sometimes resurface in a new relationship.

What is now coming to light with advances in neuroscience is the understanding as to why it is often difficult to shift fear or negative emotional states. To ensure that we learn from our emotional experiences, emotional memories are stored consciously.
and unconsciously using the same neurochemicals involved in the 'fight or flight response'. These emotional memories are stored in the brain in the amygdala and each time we experience something new, it scans its' database to find out: Has something like this ever happened to me before? Was it dangerous or safe? Was this a good or bad experience?

This comparison is conducted not logically, but by way of loose association. If an aspect of a new situation matches an old memory in any way, the two experiences become associated and the amygdala reacts as if they are the same, mobilising us to react to the new experience in the same way as a past experience. This often occurs in relationships. When entering into a new relationship, our fears and negative emotions can often be triggered by events of the past.

This helps to explain why it can be so difficult to help a client overcome these types of obstacles. Unless the fear or emotional response is ‘switched-off’, the client is likely to experience these types of reactions each time one of their ‘triggers’ is encountered.

A simple but effective tool has emerged over the past couple of years, that offers coaches a new way of dealing effectively with emotional and fear based obstacles. The Emotional Management Method or Release Coaching Method is a method that combines coaching with neuroscience and enables coaches to work with clients to ‘switch-off’ the emotional or fear response.

This method establishes the polarities involved in any given challenge and then using a clear set of instructions, simultaneously stimulates the areas of the brain relating to thinking; feeling; sensing and intuition. By combining a balancing of the polarities, aided by breathing and repetition, the negative experience is allowed without adverse stimuli resulting in a ‘reprogramming’ of the amygdala so that it is no longer triggered producing the fear response or emotional reaction.

The efficacy of this method has meant that I am now able to work successfully with clients in situations where there is fear and strong negative emotions in a very quick and easy way, with measurable and lasting results.

Recently, a client who had entered into a new relationship following a painful divorce contacted me because jealousy and anger were affecting the relationship he had with his new girlfriend. The Emotional Management Method enabled me work with him in a way I would not have been able to in the past, achieving immediate results.

He was able to continue dating his new girlfriend without his anger and jealousy kicking-in, even when faced with the same triggers as before.

This method offers coaches a simple but effective way of helping clients to deal with obstacles rooted in fear and strong negative emotions that previously they might have found challenging to deal with.

Coaches from the UK, USA, Belgium, Netherlands and Hungary who have trained in this method are compiling a database of evidence from their experience and from that of the clients they have helped using this method.

More information of this method can be found on: emotionalmanagementmethod.com
If you are struggling to stay positive about something chances are you are feeling stressed. The stress might be the result of uncertainty about the situation/person/project or any number of other reasons for stress in the moment.

The fastest way to take charge of stress is by doing something that involves your senses; take a walk, listen to music, be creative, cook something… anything that you find soothing that will distract you from your thoughts right now. If you do not have any time, go to the loo and take a couple of deep breaths that will help you break the vibe you.

Come back to the situation and take another look at it. Here are some guidelines and tips on the types of question you can be asking yourself:

• What is good about the situation/your life/this person/the project, whatever you are struggling to stay positive about?
• What is working?
• What exactly is making you feel negative? What might you be assuming?
• How can you influence those thoughts/ the situation?
• How else can you see it?
• Who can be supportive right now, whom could you talk?
• What will happen if you do nothing?
• What will make the biggest difference?
• How can you help yourself right now to start doing something towards feeling more positive? Sometimes this even means accepting that we cannot do anything to change the situation. Accepting that ‘acceptance’ is the most empowering step we can take right now.
• One small step after the other up the ladder…

The view will be different along the way.

“Positive Thinking is not just about thinking positive. It is also about recognizing that you have the power to control over what happens to you / your destiny.”
- Anonymous -

“The pessimist complains about the wind; the optimist expects it to change; the realist adjusts the sails.”
William Arthur Ward

Suzie Doscher places her energy in helping individuals make a difference in the quality of their day to day lives. A credentialed Life Coach focusing on Personal Development, she works with her clients on personal issues, as well as in business where behavior patterns can sometimes get in the way of a smooth day to day life at work. Her strength lies in a person and behavior centered method to coaching. You not only delve deeper into your strengths but also discover strengths you did not know you have. You become aware of what triggers particular behavior patterns, identify areas of change where you could benefit, and discover the motivation to initiate those changes. You will benefit, your friends and family will benefit, your coworkers will benefit, and ultimately your company will benefit. Suzie is a co-founder of the Coaching Group of Switzerland.

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Concordia Coaching has a solid track record in helping clients in the UK, South Africa and the Middle East build extraordinary lives and achieve outstanding results.

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“Citius, Altius, Fortius. Faster, Higher, Stronger. If not now, then when?”

Leeann Naidoo
Career Coach & Consultant

Citius, Altius, Fortius.
Faster, Higher, Stronger.
If not now, then when?
Supervising Coaching using Action Learning Methodology

By Michele Armstrong & Graham Walkinshaw

This paper is the second of three in a mini series written by Michele Armstrong & Graham Walkinshaw (Directors of Acorn Principle Plus). As a whole, the three parts describe how our journey through the field of supervision in coaching led us to choose Action Learning as a methodology and how it has been used to enhance the delivery of group supervision for coaches. The purpose of writing is to share and deepen the learning that comes from working in such an intensive way with professionals who are touching the lives of the people they coach and/or supervise.

Part 1 explains the journey leading to our decision to use the action learning approach to coach supervision and seeks to contextualise our choices and the resulting practice within the development of the coaching industry and emerging profession.

Part 2 will focus on how we applied the principles and structure of Action Learning within a group supervision context and,

Part 3 looks at the lessons we are learning from the process and potential changes we foresee as we move forward. It also provides insights from recipients of the process as well as inviting you to reflect on your own learning in the light of these three articles.

Part 2 of 3

In the first part of this article we focused on the journey leading to our decision to use the action learning
We will now focus on how we applied the principles and structure of action learning within a group supervision context prior to describing the lessons we are learning from the process and potential changes we foresee as we move forward.

We begin this section by describing the model and its application as a base for coaching supervision and share some initial insights from our experience of delivery. It is worth introducing you to the inspiration behind the action learning approach.

RegRevans
(May 14, 1907 – January 8, 2003)
“If you think you understand a problem, make sure you are not deceiving yourself.”

This comment from Albert Einstein was one which RegRevans – the founding father of action learning - is reported to have always remembered.

We wonder whether the investigative ‘natural’ scientist in Reg was attracted to the systematic questioning approach he learned during his time as an astrophysicist at Cambridge in the 1920s through to his return there in the 30s as a fellow in the Cavendish laboratory. Reg was an extraordinary character and from reading about his life he seems to have been the quintessential Renaissance man.

It was during his time at the National Coal board (1945-1950) that much of the development work was done on what was to become known as the action learning approach. The austerity in evidence at that post war period perhaps influenced his desire to seek out the experience and expertise existing within the managers and staff employed by the coal board at that time. His strong belief in the shared knowledge of a group of people coming together is evident in his writing and teaching and he is possibly one of the least internationally renowned and yet remarkable management gurus of the period – and since.

Action Learning Implementation

Having been inspired by Reg’s commitment to a process that encourages deep, personal and peer learning we wanted to test how this could be implemented in a coaching supervision context. There was also parity with the desire to find cost effective learning strategies in these times of austerity and to address that aspect of the CIPD survey mentioned in Part 1 of this article which highlighted cost as a deterrent to coach supervision for almost a fifth of the respondents.

Acorn Principle offered 6 places for coaches who wanted to trial this methodology and we were so inundated with applications that we created two groups, each starting in November 2011 and running to the end of this year before being reviewed. Set members (action leaning groups are described as ‘sets’) committed to a full years’ engagement and this consisted of a full day ‘extended introductions’ bonding session followed by regular 3 hourly sessions every six or so weeks. In preparation for completing this article, we sought comments from the current set members on the process and nature of their experiences within the first programmes. This keeps us within the strict bounds of ‘absolute confidentiality’ of these groups (described below) and allows us to offer some insights from set members. We have scattered the comments in boxes throughout the article where they relate to the discussion. We are grateful for the wisdom and permissions given by the set members and appreciate their sharing of the journey so far.

“I think it’s possibly the power of the group that brings the greatest value of the ALS. And can create the greatest impact on the individual: protected time for the individual (presenter) to talk over their issue out loud in front of others (possibly hearing it for the first time outside of their own head), others who are professional colleagues skilled in questioning techniques, who are ‘giving back’ (energy, time, attention, questions/thoughts) with the focus purely on the individual presenting – a rich experience.”
One of the strengths of the action learning process is in the structure and safety of the group environment because it generates a high level of trust and intimacy. Before explaining how that level of trust is generated here is an outline of what the step by step process looks like for the second part of the extended introduction day and each of the following three hour sessions.

THE SET PROCESS
• Arrival round – getting present for the session, clearing distractions and accounting for any action(s) taken since the last meeting
• Bidding round – process which determines who will present during the meeting (usually between two and three individuals ‘present’ at each session);
• Presenter space – a contractual agreement of this model which stipulates that the person who is raising a topic has as much time as they need to talk out the matter, that they are listened to without interruption and with the group’s whole non-judgemental attention;
• Clarifying Questions – see below
• Powerful/deeper questions – see below
• Reflections and Capturing Action(s) – each set member reflects back to the presenter what has come to their attention during the session and in particular what learning they themselves have taken from the focus on the presenter’s topic. Finishing with the presenter to reflect on what has been offered, any self-identified action(s) are captured in a way that suits the presenter. This closing round also serves the function of ‘checking out’ - verbalising to the group where each individual feels they are at the end of the session and so comes full circle from the ‘checking in’ statements of the Arrival Round;
• Group Review – A periodic end of meeting process review by the group to check on how well the group is working within the agreed contract and make any necessary adjustments. This usually happens after a number of meetings but can be called at any time that the group agrees.

The Action Learning Contract
Part of the structures which hold this approach together is the contract which all members of the set sign up to at the extended introduction day. On this day we establish a fundamental principle that in order to nourish the soul we must first attend to our basic physical needs. For this reason food has become a core ingredient of establishing trust in the set. On day one the set will share a meal together – healthy, nutritional and share-friendly food – that encourages an openness and level of connection that extends to the social and emotional dynamics of the group. On shorter sessions the open snack table provides a variety of similar refreshments to ensure that people coming straight from work or those at risk of mid-morning rumbling can attend to their basic needs and ensure their hearts and minds stay engaged with the process throughout. The food table also provides a gathering point between explorations of individual presentations and creates natural breaks during sessions.

We also explore the importance of attendance and involvement in this process – going so far as to state that it is prioritised over ‘all else’ for the duration of the year long programme – almost to the extent of ‘other than life, death or immediate emergency situations’. This establishes the importance of the group and the commitment which each member is making to both the group as well as to the individuals within it. The supervisor/facilitators work to a contract based on the training programme.
for this particular model of action learning which was developed by Action Learning Associates in London. The tone of openness is carefully and clearly outlined, encouraged and modelled by the facilitator who takes a full part in sharing their personal perspectives on these contractual issues.

Whilst the supervisor/facilitators’ focus during the session is held on each presenter and meeting their needs; guiding group members to hold this same focus and guiding the nature (and at times the direction of the questions), they are holding the trust inherent in this process. Simultaneously, they are a full group member, taking part in each stage - reflecting, offering questions and taking their own learning as the process unfolds. This dual role requires sensitive handling to ensure the needs of the presenters and the group as a whole are met. Another key role of the facilitator is in each Group Review - bringing the focus of the group to the manner in which they are holding to the contract and the behaviours of group members towards serving this fully.

Contracting together includes:
• Confirming the nature of the commitment to the group and each other;
• confirming the number of meetings as part of this programme of supervision (8 over a year in this circumstance);
• outlining the arrangements for use of 1:1 supervision options for any between-set meetings;
• agreeing to be present at all meetings and
• where a decision is made to not continue with the group that this will be raised within the meeting.

Agreeing a contract is crucial to the development of a safe and secure environment however, two key elements that underpin the security of the group are absolute confidentiality and presenter’s space.

• **Absolute Confidentiality:** A level of not discussing the set, its contents or anything which occurs within the meetings. This is analogous to the 1999 Brad Pitt movie ‘Fight Club’ where the first rule of Fight Club is ‘You do not talk about Fight Club. The second rule is ‘You do not talk about Fight Club’. (The strength of the conviction of the almost secretive nature of the meeting is the comparison here). It may seem unusual - even to those who work daily with confidentiality and confidential issues - that referring to an involvement in a set to someone outside of the group is something which is not sanctioned. The groups currently running agreed, as part of their contract, that they were happy to mention to others out with each group that they were in the same supervision set. Other than this no discussion – even between members of the set - is sanctioned about the contents of the group and the topics raised by presenters. Individual exceptions to this can be established only by the presenter if they are open to members of their set approaching them after the set has ended to ask how things are going or raise the subject of their presentation.
Confidentiality is structured in this way to ensure that the necessary environment and strength of trust, so important for members, is created and maintained throughout the year long programme. This enables and supports members to be open to challenges to practice and the possibilities of discussing vulnerability about particular areas of practice. One interesting effect of this approach is that regardless of the time between meetings – in this case 6 - 8 weeks – members would return together and in the Arrival Round state that they felt they had just left or been together with each other only very recently. The degree to which the rapport within and between set meetings is maintained - along with the distinct stages within each meeting that builds on the work done during the extended introductions day – means that members are immediately able to step into that place of trust and openness – even in the early stages of the sets.

“It’s the) Shared learning experience with a small, safe group of colleagues. I have experienced 1:1 coaching and whilst this was very beneficial value, it is different. The value of the ALS is the group sharing: shared experiences, shared thoughts/ideas, shared challenge – the group reinforces learning, clarifies questions and pushes challenges. All in a safe learning environment. “

Presenter’s Space: Another sacrosanct element of this model is that the presenter gets as much time as they need to talk about the subject they wish to raise. There is no interruption and everyone listens with full attention and presence and with non-judgment. Silence is allowed and indeed encouraged during the Presenter’s Space as they reflect on what they are saying, what they wish to raise and what details they wish to share. The focus for the group is also fully on the presenter at the questioning stages (the facilitator ensuring this) with questions being asked not to direct the presenter or follow the agenda of the questioner but in service to the presenters’ needs. There may be two or three presenters within one set meeting and questioners reflect and strive to ask questions that will raise the presenters’ awareness about their topics and which will support them to come to insight. The presenter is always given the leeway on whether they wish to answer the question or not and once the facilitator has marked the end of the complete round (from presenting to questions to reflections and capturing action) no further questions or discussions on this matter occur - other than if the presenter instigates this or identifies their openness to approaches as outlined above.
Focus on using ‘I’ language: To support working on what is in the room at the time and also to avoid assumptions, members of the set are encouraged and when required, invited by the facilitator to use ‘I’ language. The world in which we live encourages distancing ourselves from the emotions and experiences around and within us through the use of expressions such as “You know when people...” and “You know when you find it difficult to do such and such” (meaning “I find it difficult to...” and also the assumption here that others also find this action difficult). All members of the group are invited to speak from this ‘personal pronoun place’ at all times.

Use of Questions during the process
The question stages mentioned earlier as part of the set process are also part of the contractual agreement. At this point the facilitator holds their dual role – that of facilitating the group and keeping the focus on the presenter and also as a group member in their own right, offering and modelling the nature of the questions sought:

» Clarifying Questions: Immediately after the presenter has signalled that they are complete in describing the topic, members of the set are able to ask question to help them clarify their own understanding of the presenter’s situation. This is not an opportunity to indulge curiosity or fascination in the lives of others but to support set members in asking the most powerful of open questions in the next stage of the meeting. Questions which focus on the details and ‘problems’ tend to be about our fascination; “What did they do after that... and then what... and then?” for example, whilst those which help guide exploration of the powerful questions to ask in the subsequent stage such as, “Is this about something you want to work on in your own development or are you seeking direction on approaches to deal with this?” are most useful.

» Open Questions: A time of open questions (known as powerful questions to those who are working as coaches) follows the Clarifying Questions when the facilitator checks if the group are ready to move on. Often there is a natural move into these powerful questions as the group meets over time and members become familiar with both the process and their own styles and ways of being. What was noticed working with a group of coaches was the tendency to bring the coaching approach to this stage of the set: Members would begin to ask a question by summarising, relating to some aspect of the topic just presented or acknowledging aspects of the presenter’s feelings and/or approach prior to actually asking the question. These are all very powerful coaching tools and serve us well in coaching sessions. Facilitating coaches in these supervision groups has necessitated working on an ‘action learning approach’ to open/powerful questions which in this model goes straight to the question. When a coach is coaching they tend to offer some placement, clarifying or feedback as a precursor to asking a powerful question. For example they might say, “When you talked about X earlier, I remembered that you had mentioned this before and I wanted to clarify your relationship with X...Can you tell me a bit more about that?” In action learning we request set members to just ask the question (“Can you tell us a bit more about your relationship with X?”) because putting a context around a question is their (the questioner’s) context and we want the presenter to make of it what they will – even if their answer was not in line with what the original questioner expected. As in coaching these questions will focus on what serves the interests of the presenter (client) and will come from a place of non-judgment, be non-directive and as stated, allow the presenter to make of the question what they will; taking it in the direction that resonates with them. The intention of the group is to ask questions which bring the presenter to deeper insight and awareness on the topic on which they are working. At the start of this stage the facilitator will ask the presenter what level of challenge they are open to during the powerful questions time. Even though a presenter may indicate they feel less able to engage with very challenging questions on a particular topic on a particular day, this does not mean that powerful questions which ‘push’ the presenter are not asked. In essence a group member (including the facilitator) may structure a powerful question around the ‘avoidance’ of some aspect of the topic to support the presenter to reflect on what is there for them.

We have outlined the model and its application for coach supervision in this part of the article, including some of the reflections from set members and will conclude in Part three with a description of the of the what we have learned about working in this way and hear more from members about the process of being supervised in this manner. We will also consider whether this model provides sufficient challenge to coaching practice and whether it is a broad enough model to cover the complexity of what powerful conversations bring up.
It is important we stop at some point in life and ponder how our actions and inactions have affected where we are currently and where we shall be in a few years from now. Life coaching is a great way to do just that. The coaching process should prompt you to ask yourself a few questions about your life that you probably have not thought before. You should be interested in knowing where you are now, where you are expected to be and where you may or may not want to be a short while from now.

Life coaching affords the individual to make positive changes that will help him or her achieve the set aims. Here are some life-changing questions your life coach should ask you to make it easy to achieve your goals and objectives in life.

1. Are you happy with your current status or position in life?

This is a very sensitive question, which many people will not be content to really answer “yes” to. It is possible to be happy with one’s current position or status if it is in line with one’s goals or set targets. However, no amount of contentment is good enough to stop a reasonable mind from thinking bigger despite the achieved success.

Even when you become happy with your current position, you do not wish to stop living or “drop dead.” You still continue to dream higher and higher, meaning that you aim for a higher position that is worth living for. And what happens when you get there? The cycle is bound to repeat itself as you carry on. Simply put, “are you happy with your current status or position in life?” is one of those questions that are bound to get everyone on their feet and open them up for change.

2. What is your biggest fear in life?

Everyone lives in fear of someone or something. For many people who cherish and work hard to achieve success in life, failure is their biggest fear. They work themselves out; they sleep less and toil more just to ensure that their biggest fear does not hit them.

Failure is not equal to the “opposite of success.” It is easy to fail but a lot harder to succeed. To achieve success, in fact, is not even as hard as to maintain it. Momentary success is easy to achieve while long-term success may be more difficult and more costly to keep. Fear failure but do not be obsessed by the fear of it. Instead, aim high, pursue excellence; and watch the success chase you!

Your biggest fear can really be an invaluable asset as long as it pushes you forward to success rather than away from failure.
3. What is your daily source of energy and joy?

You should be able to look inward if you want to sincerely answer this question. Many people do the wrong thing, get in the wrong profession; yet complain that they are not happy. Look inwards, list all the activities that you like to partake in and figure out if you derive joy from doing it. If you have found out what that is, then you need to focus on doing that to derive maximum pleasure. When you are happy with what you do, your life becomes better and you are happy for it.

4. What/who are you grateful for?

Look back at your life and see those times that you have fallen and risen up again. Look back at those times when things were bad and it seemed like the whole world was going to crash on your shoulders. Where did you get your glimmer of hope? Who was there for you when everyone else seemed to have turned their back? Learn to value that person or that situation that put you back on your feet.

We all have periods of great joy as well as times when there is no reason to be cheerful. But something or someone is always there to put a smile on our face. Look back at your past as the ultimate knowledge resource, learn to see where your joy came from and how you should move closer to that thing or that special someone who gives you joy. You can never tell what the future has in store for you.

5. What word would you use to describe your last year?

It is true that the past is gone. However, you should never forget it. In fact, you need to study the past if you want to be able to define the future. It does not matter if last year was sweet or sour, at least you still have another year to make the wrong things right. Do not be oblivious to the fact that the past holds little information about what your future will be like. Think of all the good and bad situations that happened last year. Write them down. Think about the factors that led to those particular situations and see what influence you had on the deciding factors and how the situations came to pass. If you are not happy with the results of your own action, then it is time to make necessary changes to forestall their future reoccurrence.

Most of the things we do (in fact, more than 50% of all activities) is roughly what we had done the day before. With this sort of mental “programming,” it is essential we name, identify and map out our desired actions and results.

6. Where do you want to be in the next 5 years?

Answering this question with a sincere answer can help you shape your life just the way you want it to be. It is a question whose answer will either take you one step closer to achieving your dreams.

Imagine that you are planning to bag a university degree in the next 5 years and yet not making efforts to gain admission or offer a distance-learning programme. It can only mean that you are not on the right path to achieving your goals.

The 5-year question, if answered well, will point you towards your long-term objectives and help you look inwards and see how you can turn your life around.

7. How are you going to get to your destination?

It is one thing to dream. It is another to achieve that dream. You need to design a plan on how you want to achieve your set goals. Do not forget that hard work and perseverance are essential ingredients of success. Make sure your goals are SMART (specific, measurable, attainable, realistic and time-bound).
8. What is the most amazing thing that happened to you so far this year?

This is the opposite of the question asked earlier. The purpose of this question is to enable you to reflect on your recent past and play back the one event which you were most happy with.

Doing this will enable you to focus on what personal efforts on your part led up to that particular event and how you can replicate those efforts to pursuit happiness more easily in the future.

9. Whom did you want to help but could not?

You should look back at your recent past and try to look for a role you wanted to play in somebody’s life but could not because of one reason or the other that was beyond your power. Do not think it is all over! Sincere answer is just the beginning. You can still contribute to the life of that special person. All you need do is an action plan which will set you on a way to offer your assistance or something of great value that individual will appreciate. Helping others is helping yourself. Weather you believe that the world is interconnected or not you will be happy when you put a smile on someone’s face.

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Emotional Intelligence is a relatively recent behavioural model that rose to prominence with Daniel Goleman’s 1995 book Emotional Intelligence – Why it can matter more than IQ. Life coaching with a focus around emotional intelligence is becoming increasingly relevant, because its principles provide a new way to understand and assess people’s behaviours, management styles, attitudes, interpersonal skills, and potential.

Goleman identified the five key elements of emotional intelligence as:

1. Self awareness - Knowing yourself and your emotions.
4. Empathy - Recognising and understanding other people’s emotions.
5. Social skills - Managing relationships through managing the emotions of others and their impact.
emotional INTELLIGENCE: USING METAPHORS TO DEVELOP RESILIENCE

How people use their emotional intelligence contributes to the manner in which they conduct themselves, their interactions with other people and how they handle potentially stressful situations.

Stress can occur because of the way people use their emotional intelligence. Life coaching is helpful in building emotional intelligence and working through stressful issues and concerns is a good way to do this.

A core component of managing stress is referred to as resilience or mental toughness. Most dictionaries define resilience as “the ability to recover quickly from stress”. The idea of resilience originates from material science where it describes the property of a material to resume its original shape after distortion. Toughness is an associated word that, in the same context, means the ability of a material to absorb energy and plastically deform without rupture or the resistance to fracture when stressed.

More recently, both the words “resilience” and “mental toughness” have become synonymous with handling the stresses and strains encountered on a day-to-day basis associated with stamina, a power of endurance and an unyielding spirit.

Resilience is considered to be an ideal trait that should be encouraged and fostered. In times of continuous pressure and change, resilience is often referred to as one of the key attributes of someone with good emotional intelligence leading a successful life.

People who can use their resilience well have the ability to analyse problems, discover root causes, make changes, implement plans and manage the consequences of decisions. Being resilient enables them to quickly recover and move on from difficult situations but not at the expense of necessary change, other people and their emotions.

Coaching is a good intervention that can be deployed to develop, widen and deepen resilience as a life skill. By focusing on the process and outcomes of emotional intelligence development, many fundamentals important in the development of resilience can be explored. These include being motivated to use self awareness around resilience to regulate emotions and to use empathy appropriately leading to reduced conflict, improvement in relationships and understanding. This, in turn, supports increasing stability, continuity and harmony.

However, resilience can be personal and very context specific. It is often considered too abstract to discuss in depth. One coaching approach that is proving to be very useful is the use of images to encourage the exploration of metaphors.

**Metaphors**

A metaphor is a figure of speech that describes a subject by comparing it to and describing it in terms of another, otherwise, unrelated topic. This definition of metaphor includes similes, parables, analogies, parallels, literary metaphors, etc.
To the person using the metaphor it is often important in one or two dynamic ways that communicate deep, significant meaning. Paying attention and working with metaphor may enhance the results you get because

- Metaphors can represent experience more fully than abstract concepts and so enable more effective communication
- Metaphors condense information, making things more tangible and easier to work with
- The metaphor for an experience has a similar structure to the experience that it represents
- Metaphors provide an important route into the deeper, more profound levels of a person’s thinking
- When people experience change, both the metaphor and real-life experience generally change in tandem.
- The word metaphor comes from the Greek word amphora, which is a storage container used for transporting valuable goods. As we use metaphor - as a means to transport meaning from one subject to another - the word metaphor is itself a metaphor.

Human beings appear to be hardwired to think in metaphor often bypassing more conscious, critical faculties. Whenever there is a need to describe abstract, complex or emotional situations, we are likely to use a more concrete metaphor to pass on information to others. This arises as it is almost impossible to describe our internal states, abstract ideas and complex notions without using metaphor. We are also hardwired to respond to metaphor because of our interest in storytelling, anecdotes, etc.

**Images of Resilience**

Because resilience can be intangible and abstract, an approach that has been found to be helpful in coaching scenarios is the use of images that encourage the use of metaphors. These can facilitate the exploration of different facets of resilience and its connections with stress, change, challenge and the potential for learning. The dialogue that opens might otherwise be too risky or challenging to be tackled directly.

Good images support discussions around how resilience can be used to enhance experiences rather than leading to ineffective or damaging behaviour. Questions can be introduced that allow for exploration of meaning promoting discussion around how strategies can be developed to build resilience and ways to cope with stress more effectively.
Carefully selected images can be used with individuals or in small groups. Challenging people to think deeper about these images and the underlying metaphors gives rise to insights far beyond those expected.

If any strong emotions are shown towards any image, then investigating what those emotions are and why the person feels them may elicit some very valuable information about resilience.

The coaching focus should be around:

1. What resilience is and what it means for the individual
2. When resilience is needed
3. What qualities and skills can be developed to enhance the use of resilience

Use of Metaphor and Clean Language

Everyone’s way of experiencing the world is different yet all communication directs attention in some way. Any coaching that uses metaphor can be enhanced considerably by the use of Clean Language.

Clean Language is ‘clean’ because it keeps the coach from unwittingly introducing their own metaphors, ideas or suggestions into a conversation (no matter how well meaning these may be). Coaching using Clean Language questions includes the practice of listening and observing with full attention on the words being used (and non-verbal signals) without giving advice, sharing opinions or adding in any assumptions around the metaphors used.

Clean questions encourage metaphors, ideas, self-reflections and any light bulb moments to take shape in awareness. When personal change is the goal, Clean Language invites a coachee’s perceptions to evolve and to change organically — one question at a time. This is important so that the person can do their very best thinking, can explore their inner world and take responsibility for their own choices.

Using Clean Language is a special branch of coaching in its own right well. It is not an easy technique but, in combination with using images and metaphors, it is well worth the effort.

In the absence of any good commercially available support material to enhance resilience through training and coaching, Ei4Change has developed a coaching toolbox with RSVP Design (a global designer of activity-based and experiential learning tools). Images of Resilience is a set of 16 images supplied three times within the toolbox with supporting coaching notes and a series of carefully crafted coaching questions. These probing questions allow for an exploration of the metaphor depicted discover what resilience means for the individual, the situations when resilience is needed and the qualities and skills that can be developed to enhance the use of resilience. The images are intended to be used in close dialogue with a coach / facilitator as part of a development programme to gain maximum benefit.

Further information is available at www.rsvpdesign.co.uk and www.youtube.com/watch?v=2CbXb0QV5iQ

LIFE COACHING AS A TOOL TO SUCCESS?

By Dominika Miernik

What does success mean to you? How do you imagine yourself as a successful person?

For most of us success means to accomplish something, realise our dreams, be rich, have a recognition in our field, feel that we are on the right path, have a successful business or a career.

Whatever success means to you and how it looks, you need to know how to reach it, have a plan and tools which will help you on your journey. When you are thinking about a person who succeeds in their life, for example your role model, sometimes you ask yourself How did they do that? What can I learn from them?

You can learn a lot but the most important thing is that you have all your tools and answers inside you. The question is how to work them out. Life coaching is one of the most powerful tools that can help uncover your potential, achieve your successful goals and accelerate your success and fulfilment.

What can you get from coaching for success?

With life coaching for success you can:
- grow your business
- increase revenue and sales
- improve your time management
- get organized
- manage stress better
- enhance and strengthen relationships
- and much more...

It will help you to focus on the areas you would like to succeed in, the present and on what you need to do in order to create the successful future that you want.

The most successful people like sportsmen and sportswomen have a coach to help them define what their goals are and to ensure that they do exactly what it takes to succeed. A coach will guide you along your journey to achieve your goals, have a positive impact on your life and accompany you in taking the next steps, discovering, and releasing your latent abilities and possibilities. As Anthony Robbins said “The path to success is to take massive, determined action.”

Many coaches will use the GROW model to help you with achieving that. You have probably heard about it but let me remind you that the particular value of GROW is that it provides an effective, structured methodology which helps to set goals effectively and take appropriate actions.

Utilising a deceptively simple framework, the GROW model provides a powerful tool to highlight, elicit and maximise inner potential through a series of sequential coaching conversations.

Your chances to success are better when you split your goal in small steps (small goals) and you are focused on the most important parts of change. Your coach can guide you in this process through GROW model. Here are the steps:
**G - Goal.** The first step in the coaching session is to set up a specific and realistic goal, something that you will achieve within the short-term.

**R - Reality.** The focus of the coach is to understand the issue and encourage you to discuss and become more aware of all aspects of the situation, where you are now and how far you are from the goal.

**O - Options.** The intention is to draw out a comprehensive list of possible actions for you to take, what can be done.

**W - (Will) Actions.** The aim of this stage is to agree upon the actions you will take and check your commitment motivation to follow them.

Through these simple steps a coach will boost your confidence and self-motivation, leading to an increase in your success and personal satisfaction.

**Reach your success with results coaching**

During the coaching sessions your coach will empower you to explore what results you would like to achieve in areas of your life and will invite you to clarify them. You will be supported in checking the gap between where you are now and where you would like to be. You will than assess your commitment, motivation and accountability to reach your goals.

Using coaching as your tool to success, you will be supported in keeping the right track towards achieving your dreams and accomplishing goal after goal. It will move you forward and keep you focused on your future.

**Design your successful future**

“Most people give up just when they’re about to achieve success. They quit on the one yard line. They give up at the last minute of the game one foot from a winning touchdown.”

Ross Perot

In order to succeed you need to overcome many challenges and obstacles. In the coaching relationship you will be challenged, asked about your failures and how you dealt with them. This will give you a picture of your future and a path to follow it.

Coaching makes a difference in your life, it makes it how you want it.

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For several years Dominika Miernik, have been interested in the professional and personal development. She conducts coaching sessions for clients and organizations. She specializes in issues associated with career coaching and intercultural coaching. Her passion is helping people to discover their dreamiest career path and adapt to the new country. Her aim is to improve the quality of life and satisfaction with their profession.

Dominika is a certified coach by The Coaching Academy in the UK, one of the largest coaching schools in Europe.

She has many years of experience in positions related to recruitment, counselling, and customer service, gained on the international labour market, mainly in Italy and the UK. She graduated from the University of Rome, Universita’ di Roma “La Sapienza”, specializing in communication and organization psychology, she also graduated from the Italian school of HR Value (Human Resources). She is a trainer of American Richard Bolles’ Counselling Programme, “Parachute”, that teaches effective methods of job searching, examines training capacity, and shows how to prepare for an interview.

She believes that her professional experience and psychological training are essential to effective customer support.

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Is your intention to be a success?

Ever wondered if success is a journey then have you taken a detour?

Are you frustrated and/or do you believe you, your team or even your organisation still have untapped potential and that, perhaps, something vital is missing?

If you answered, “Yes” to one or all of these then welcome to the club. Many people, teams and organisations are intent on achieving peak performance, fulfilling their potential and achieving "success". Perhaps, like me, you have heard the expression, “Success is a journey not a destination”? If that is true then you need to know two things up front. First is what’s your definition of success and, second, what to pack?

Your Definition of Success

According to Collins Dictionary success is the achievement of something attempted; the attainment of wealth, fame or position; a person or thing that is successful.

Note, however, that these are general definitions. A key question to now ask is,

What is your definition of success specifically?

Whether you apply this to yourself, your team, your department or your organisation, success will likely be defined differently. Why? Because the context will vary by role, experience, situation, market, sector etc. Now before you go off and compare yourself to others and how they are doing with respect to being a success (and do not say you have not done this before) keep in mind that your experience, context and definition will be unique to you. You cannot truly compare apples with oranges, can you?

I am sure you have also heard others, or even yourself, state, “When I am successful, I will…,” right? Well, take stock. Compared to most of the world you are way ahead already. If success is a journey which everyone in the world is travelling, you are further along than most. Instead of looking ahead and comparing yourself to those ahead of you (when you do this you are running the risk of having a lose-win perspective); look back occasionally and take some encouragement from just how far you have already travelled in relation to the majority.

Everyone deserves to be a success by their own definition. A true win-win perspective. Everyone has that potential.

Just make sure you get clear on what success means to you. What does it look like, think like and behave like? With that clarity you then have a personal standard with which to compare yourself. Okay. Now that you have defined success you need to ask

What do you need to “pack”?

Your Packing List

Generally, it is said that we spend a lot of time, likely more time, planning a holiday than we do our own lives; our own success. Sad but, too often, true.

Keeping in mind a holiday, depending on your journey, where you are going will determine exactly what you need to pack. However, there will be some items on your packing list that are essential along the way.
For a holiday that may well be passports, tickets, money, toiletries, directions, a change of underwear etc.

Regardless of your Journey of Success there are at least 7 essentials you will need to pack. They are key attributes which every successful person, team or organisation have. Have all 7 and the odds are stacked in your favour - you will know success! You will fulfil your definition.

**Item #1**
To ensure you stay on the right track for your success you need a strong and clear Vision. Without a clear vision how do you know where you are headed? A clear vision will keep you on the right route.

**Item #2**
To ensure others will help you be a success you need to be abounding in Passion. Passion is contagious. You need to spread it so that others along the way will help you along your journey. Who are those others? Well, a solopreneur needs suppliers and clients. A team or organisation needs everyone to work synergistically – employees and other stakeholders.

**Item #3**
To definitely help you maintain momentum on your success journey you need Commitment. That commitment must be absolute. “Try” is not an option. “Try” gives you an opt-out clause. Just do.

**Item #4**
To continue to grow and to progress your journey you must be prepared to Change and Learn. Change is inevitable; growth is optional. For you to travel along your journey you must embrace change. Then and only then will you grow to your potential and reach your destination as the success you are meant to be.

**Item #5**
To prevent a traffic jam, slow down or a detour on your journey you must be Decisive. Missed opportunities are often the result of indecision or procrastination. The more decisive you become the better decisions you will make. You will be fine-tuning your intuition and decision-making.

**Item #6**
To know the success others enjoy you must take Action. Once a decision is made act on it. Speed is often of the essence. It keeps you ahead on the journey and, keeping your vision in view, it keeps you moving in the right direction. To get to where you are going you need to move. Just ask Usain Bolt.

**Item #7**
To keep going when things get tough or don’t go the way you planned you need to have Fun. When you are doing what you are passionate about, fun should be synonymous - even when things get tough. It keeps things in perspective and when we are having fun, solutions and answers come easier because we are operating from a place of positive energy. Like attracts like.

So pack all seven. These will catalyse your success and further your journey.

Regardless if you are an individual, team or organisation, if you do not have these and/or you do not have these items “packed” in strength then you now know at least what’s missing.

In conclusion consider this. Success is the journey of a lifetime – yours. So what’s your definition? Make the most of it. What are you going to pack? Pack right. Have fun. Enjoy the journey.

For more detail on these 7 items and how to build a simple, practical and effective action plan for your success check out Hoof it! 7 Lessons on Your Journey of Success.
Awareness:
An awareness of one’s own personality or individuality

Let me ask you this question.
If nothing changed in your life in the next 5 years, would that be okay?

I mean everything in your life - your health, your relationships, your friends, career, feelings of fulfillment, achievement, and so on.

Let’s move the calendar ahead 5 years.
• You are the same person.
• The conditions in your life are the same as they are today.

Is that okay?
For the majority of you, it would not be.

But is this not the same question we ask all our coaching clients no matter what the context?
What do they want to develop, change, shift or improve? Self-awareness for our clients is foundational to any coaching process no matter what methodology we employ.

Many of you have heard the definition of insanity which is to continue to do the same things over and over and expect different results. If you want different results, you must change what you are doing and/or the way you are doing it.

Before you can act with purpose and direction, you must understand what you need to change and how to go about it.

When we are not self-aware about our own preferences, gifts, talents, and tendencies, it is impossible for us to act intentionally. If we are not aware, we are living life—day after day and year after year—oblivious to our thought patterns and beliefs.

All of us have met people who are completely unaware that their behaviour and conduct are inappropriate. They have no clue that they are clueless.

A frequent traveller, I spot unawareness on every trip . . .
• people who stop at the bottom of an escalator going up, staring into space, with no idea they are forming behind them, and
• people who let their carryon bags hit each seated person in the head as they make their way down the aisle.

In his book, Excuses Be Gone, Wayne Dyer said it well.
The reason why awareness of awareness is so powerful is that it immediately puts me in touch with a dimension of myself that knows that: here in awareness, all things are possible.

Awareness of our beliefs is one thing.
• What about awareness of our style preferences and all the implications they have in every part of our daily lives?

A study conducted by Talent Smart discovered that less than 30% of the population has a solid understanding of their own style preferences.

About 70% of the population has no inkling of how they appear to and interact with others. They have little idea of their strengths and skills and without knowing what they are, they cannot implement them properly. The 70% who were oblivious about their Personal Style had considerably more difficulty handling stress and interpersonal relationships.

The study compared people’s levels of self-awareness to their ability to achieve the things they found most important in life.
• Satisfaction with life increases dramatically when we are self-aware.
• People who are self-aware are far more likely to reach their goals.
• Aware individuals take time to first learn then understand their Personal Style so they can better respond to life’s challenges and opportunities.
• Because they understand their situation and can identify the people that will help make them successful, they can more easily implement the right strategies.
• They also understand their limitations and adjust their attitude and behaviour accordingly.
to minimize any negative impact.
• They know what they really want; their awareness motivates them to take the best steps and actions to get where they want to be.

Self-awareness is so predominant to success, it transcends age, intelligence, education, profession, and job level. The Talent Smart study found that 83% of top performers are high in self-awareness—no matter the industry or profession, yet just 2% of low performers possess that critical skill.

The reality is that individuals who understand their style preferences and tendencies are much more likely to play to their strengths at work and home, limit the negative impact of their deficiencies, and get the results they desire.

When you become aware, you cease being a victim of your circumstances. You own your own space.

Square Wheels

Used with permission by www.squarewheels.com

When you look at the image of the wagon with the square wheels, what do you see and think?

• What do the square wheels represent as a metaphor for our lives—home and at work? Some might answer with words like struggle, difficult, inefficient, challenge, hard, toiling, stuck—even silly.

• What about the people in behind the wagon? What do they see? Only the back of the wagon! What is their perspective on life and this situation? For sure, it is limited.

• What about the person pulling the wagon? What is he thinking and experiencing? Is he wondering if anyone will come along to help? He is not looking back to see if there is any way to improve the situation.

• And what about the round wheels inside the wagon? What do they represent? Do words like opportunity, improvement, easier way, upgrade, progress, a different way of doing things come to mind?

Some questions must be asked.
• Why are they stuck—both the leader and the followers?
• Why don’t they put the round wheels on the wagon or at least consider doing that?
• How far away are the round wheels? The wheels are readily available but the leader and the followers are unaware of the opportunities.

Have you ever met someone who is dealing with a problem and the answer to his dilemma is obvious—right in front of his eyes—but he still does not get it? The answer he seeks is right there but he cannot, or will not, see it. He is completely oblivious to the opportunity.

I admit in the past to being quick to judge when individuals did not see the obvious. I now understand it was not obvious to them. Rather than standing in judgment, let’s move to helping and coaching people to see their prospects.

So what about you?
• Where in your life—as it pertains to personal and interpersonal effectiveness and career fulfillment—are you holding onto square wheels?
• Where have you blindly—without conscious intention or awareness—stayed committed to your square wheels?

Here’s my challenge to you all . . .

Everyone has a few square wheels—myself included. Rather than protecting the status quo, I am encouraging you to start looking for and using round wheels. As you can see, the round wheels are within reach—if you choose to embrace change using new information.

Be aware that to live a satisfying, fulfilled, and successful life, understanding your Personal Style and the styles of others is not an option. It is essential! Self-awareness without action is not beneficial to anyone. Like anything else, if you do not use it, you lose it. By exercising your knowledge, you have the opportunity to transform not only your life, but the lives of others along the way.

By completing a Personal Style Indicator, you will learn about your Personal Style preferences and patterns and the other factors that constantly influence your reality.

Note: IIC and CRG have formed an Alliance to bring coaching assessments and resources to IIC Membership. To learn more about how CRG can support your coaching process and business go to www.crgleader.com/IIC to learn more.

Ken Keis is considered a global authority on the way assessment strategies increase and multiply your success rate. In 24 years, he has conducted more than 2500 presentations and 10,000 hours of consulting and coaching. Author of Why Aren’t You More Like Me? Discover the Secrets to Understanding Yourself and Others, Ken has co-created CRG’s proprietary development models and written over 3.5 million words of content for 40 business training programs and 400+ articles. Ken’s expertise includes assisting individuals, families, teams, and organizations to realize their full potential and to live On Purpose!

Contact Ken at 604 852-0566, info@crgleader.com, or through www.whyarentyoumorelikeme.com.
Are your new Sales Managers SUPERHEROES?

3 steps to coaching Sales Managers to become Superhero Sales Managers

The most effective use of a company’s development budget is to spend it on the Sales Manager. Why? If the Sales Manager is exceeding at his or her job they are motivating the team to bring in more sales, discovering new markets and sales opportunities and converting a high number of those, so increasing the company’s income and profit lines.

But Sales Managers are under a lot of pressure having to deliver better results with reduced resources and dealing with high staff turnover. So how can coaching help them?

1. What type of Superhero are they? The first step to coaching a Superhero is to get them to truly know themself, their talents and the value they bring to their team and company. Once they have that, the manager has permission to be their best self and lead confidently and effectively.

2. Hone their Superhero powers. By really knowing their team, the Talent Dynamics of the team as a whole – where the strengths lie and where to recruit in the gaps they can inspire and empower the team members to achieve great results.

3. Create the Superhero Story. Challenge and build courage in the Sales Manager by getting them out of their comfort zone whether that be facing heights, zip wires or public presentations. Plan together the quick wins (particularly impressive for new Managers) as well as the big picture so they become Superheroes of the company, of their career and of their own life story.

If not yet, see www.superherosalesmanager.com to see how Nicola Bonfanti can coach your new Sales Managers to excellent results in just 7 days.

Free induction pack to download from the website.
Tel: 0800 0932883

Nicola Bonfanti is a qualified NLP Coach and Management Trainer with a degree in Communication Studies, an MBA in Creativity and Innovation, a certified practitioner in Talent Dynamics, a Lecturer in Management with the Open University and in the past an experienced Sales and Marketing Director. She is speaking at the Sales Management and Performance Conference at the Excel Centre, London on 6th June 2013.

Nicola Bonfanti is an MBA, NLP, RSA, qualified and experienced Sales and Management coach.
As a holistic health coach these are the steps I explore with my clients. Starting with why these steps are fundamental to their success and how their health (personal and business) will benefit from adopting them. However, knowing something isn’t enough, we must take action to achieve our desired rewards. So we end by setting goals around when they will start reaping the rewards.

Master each of these steps by focusing on one step at a time until the new habit is formed (circa. 21 days). Consequently, in less than six months you too will be on the road to healthy success!

I have already said the natural health movement (previously known as the natural hygiene movement) site ‘19 essential practices’ for enjoying a life of vitality and longevity. In my opinion, here are, in no particular order, the essential 8:

1. Adequate sleep  6. Pure water
2. Natural diet    7. Fresh air
3. Fasting       8. Exercise
4. Sunshine      
5. Peace of mind

Why is adequate sleep important?
Sleep is a natural restorative cycle so it is a time of repair, healing and elimination. If we are lucky, a third of our life is spent going through the 4 stages of sleep (the cycle is repeated a few times a night). However, this basic need for sleep, or the lack of, is for a growing number of people an area of dissatisfaction. Especially for people who have changed the regulation of their internal biological clock due to shift work, or are living in areas with light / noise pollution.

How you will benefit?
Healthy sleep essentially equates to a healthy mind and body enabling you to function safely, calmly and actively each day.

People struggling to manage both mental issues such as depression or physical issues such as obesity would benefit from improved sleep by better balancing their hormones.

Q. When are you going to implement the steps required to improve your sleep?
A.

Why does the best nutrition come from a natural diet?
The results speak for themselves. Mother Nature provides natural foods already perfectly packaged and balanced with all the enzymes, essential macro and micro nutrients we require.

While commercially produced man-made food items have created an increase in and growing variety of diseases.

How you will benefit from a natural diet?

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How you will benefit from a natural diet?

Swapping your basket of denatured, low nutritional, fortified for profit only foods (items needing an ingredients label) for fresh seasonal natural foods will instantly improve your health.
This step will help rid you of niggling health issues that make you feel sluggish and irritable and free you up to feel alive and revitalised!

Q. When are you going to swap shopping at the supermarket for the greengrocers?

A.

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Q. When are you going to swap shopping at the supermarket for the greengrocers?

A.

Why fast?
Whether you realise it or not everyone, including you already fasts (unless you suffer with night eating syndrome). Fasting is an ancient therapeutic practice for rehydrating, regenerating and rejuvenating the mind, body and spirit through the abstinence of food.

How you will benefit?
The majority of us eat far more than the body needs, or can cope with, so any form of calorie restriction is advantageous.

Most conditions benefit from fasting. Given the right circumstances, anytime is the right to fast. Typically, the bi-annual equinox is the perfect time because of the natural shift in bio-rhythms.

The reason for fasting determines the duration; some people proactively fast one day a week, others fast for much longer.

Alternatively, some are forced to fast due to illness. It’s a perfectly natural instinct to abstain from food when ill. Animals and children know this; it’s adults that get in the way of their ‘natural cure’ by forcing them to eat.

Q. When are you going to start proactively restricting your calorie intake?

However you choose to practice this step, know your limits, build up gradually and seek guidance if in doubt.

A.

Why is sunshine vital to our health?
Sunshine is vital to the body as a whole. The body converts sunshine into natural vitamin D3. Vitamin D3 strengthens and conditions our skin; regulates our glands and improves the quality of our haemoglobin in the blood.

How you will benefit?
By taking the opportunity to expose your skin and eyes to direct sunlight even on a cloudy day, you will enhance your health and general well-being. Skin, organs, muscles and blood all improve which reduces your risk of disease.

Q. When are you going to start exposing your skin and eyes (min. 20 mins daily) without sun protection (that blocks your pores) or sunglasses (that blocks UV rays)?

A.

Why is peace of mind central to our well-being?
Stress is the opposite of peace of mind. Both feelings are internal. Wherever you go, there they are. Because the level and type of stress is changing with the times, people increasingly complain about their lack of peace. This imbalance impacts on our physical and emotional health and eventually weakens our immune system and increases the chances of illness.

How you will benefit?
Practicing mindfulness helps us live in the moment. Likewise, switching off from negative influences (including negative people who drain our energy) and learning to meditate limits the constant stimulation that pervades our life 24/7.

Mastering ‘monkey mind’ helps develop mental poise, maintains healthy blood pressure and protects our adrenal hormones.
Q. When are you going to practice what gives you peace of mind on a daily basis?
A.

Why is drinking pure water so critical?
The majority of people are chronically dehydrated. A lack of understanding about our bodily composition (70% + water), the constant need for water to be replenished including with what type, leads to dehydration. Additionally, thirst signals are usually misinterpreted for hunger. This false hunger is often dealt with by eating more dehydrating food resulting in today’s obesity problem.

How you will benefit?
By swapping artificial sugary laden snacks and fizzy, caffeinated drinks for juicy fruit (which contains the purest water) and drinking distilled water whenever you imagine you feel hungry.

If after 30 minutes you still feel hungry, eat. More often than not, you will not be hungry. Instead you will be learning how to recognise thirst signals over genuine hunger.

Q. When are you going to improve your hydration?
A.

Why is breathing fresh air imperative?
Every cell in our body needs a fresh constant supply of oxygen to live, especially white blood cells that work hard to keep us healthy. Without fresh air, we become as stale and polluted as the air around us.

Unless we exercise, we only use a third of our lungs capacity. Combine that with the fact many of us lead sedentary lives insulated indoors and it’s easier to understand the reason for health related issues such as asthma. The air indoors is apparently more polluted than city air due to the vast array of chemicals in our homes and offices.

How you will benefit?
Start the day by opening a window and emptying your lungs by puffing out all the stale air until you cannot puff anymore, only then breath in fresh air which is full of negative ions and makes you feel alive. In fact, whenever you are tired, do this for an instant boost to your energy.

Q. When are you going to start exercising your lungs?
A.

Why the need for exercise?
Exercise develops our strength and endurance. It’s cumulative and helps our co-ordination and agility as we age. Exercise is quite literally ‘body building’ because our whole being is involved (cells, blood, lungs, muscles, circulatory, cardiovascular and respiratory systems).

How you will benefit?
Regardless of calling it exercise, keeping fit, working out or training, we must move more vigorously to ensure a mobile old age. Doing anything that increases the heart rate for at least 15 mins daily (be it sex, housework, rambling etc.) will improve the tone of our body as well our emotions.

Q. When are you going to move more and promote your youthfulness?
A.

Dawn Campbell
Master Coach & Holistic Health Practitioner
http://www.dawncampbellholistichealth.eu/

To read part one of this article see (link). Don’t forget to claim your complimentary Self-Assessment Health Questionnaire worth £47.97 which will help you identify your health status.

PS for those of you interested to know what the other 11 essential practices are, please feel free to contact me for a full list ☺
FOODS TO BOOST BRAINPOWER AND IMPROVE YOUR MEMORY

By Daniele de Winter

Remember how fantastically your brain worked as a child? Well the good news is that eating certain foods can boost our IQ at any age.

Our brain is an extremely sensitive processor composed of billions of nerve endings that communicate with each other through electrical impulses. All that communication uses a lot of oxygen - while the brain represents only 2% of our body weight, it consumes 20% of total body oxygen and 25% of total body energy. So you can imagine that a high performance brain needs a good diet.

Here’s how to get one:

EAT ANTIOXIDANTS

Antioxidants protect brain cells from oxidation (‘premature death’). Some of the best are found in berries: blueberries, raspberries, etc, either fresh or frozen, are rich in polyphenols to protect our brain cells and improve our ability to learn.

Orange coloured ‘carotenoid’ antioxidants and Vitamin E are also great for the brain: found in virgin vegetable oils, nuts and leafy greens, Vitamin E can improve memory while carotenoids help protect from Alzheimer’s. Leafy green also contain tons of Chlorophyll, a fantastic antioxidant to increases cerebral oxygenation.

B Vitamins, especially folic acid, improve the speed of information processing and help keep you mentally agile. Best sources are leafy greens (again), avocados, liver and orange juice.
On the Japanese island of Okinawa, where people eat more fish than anywhere else in Japan, they have an incredibly low rate of mental disorders. As 30% of our brain is composed of Omega 3 fatty acids, (found in salmon, tuna etc) and the rate of depression in any country is directly, negatively correlated to their fish consumption, this makes sense. Omega-3’s also facilitate a powerful memory and accelerated learning.

WHAT TO AVOID
In one (hyphenated) word: avoid FAST-FOOD: diets rich in trans- and saturated fats, (the main components of some popular kiddie meals) have a dreadful effect on cognition: Rodents put on fast-food diets show declines in mental ability & increased stress levels within weeks.

FINALLY... drink water (6 to 8 big glasses a day), exercise in the fresh air, get your beauty sleep and interact with as many people as possible... and you should stay irritatingly clever forever.

MUNCH NUTS & FATTY FISH
Daniele de Winter wrote her first book, “What the doctor ordered” at the age of 15. Her 2nd book, “Eat Yourself Beautiful” was published a few years later and became an international bestseller. In 2006 Daniele launched the range of holistic, beauty products DANIELE de WINTER INSIDE-OUT beauty™ to optimise wellbeing and reverse the signs of aging naturally. DANIELE de WINTER INSIDEOUT beauty™ can be found online at http://www.danieledewinter.com and at select luxury spa’s (Mandarin Oriental, Kempinski, Columbia...)

In January 2013 Daniele launched the Healthy Britain Trust (www.healthybritaintrust.org) to follow in her father’s footsteps by promoting access to a healthy lifestyle and healthy nutrition for lower income families in Britain. If you would like to learn more or get involved, please email sprout@healthybritaintrust.org Daniele would love to hear from you.
For this edition of coaching couch, we are sharing with you some questions we received from our readers and subscribers.

The response came from our very own Leeann Naidoo, ICN Division Head/Concordia Coaching. If you have any questions you want us to answer feel free to leave a comment on our facebook page at https://www.facebook.com/internationalcoachingnews

1. To what do you attribute the popularity of life coaching?

We are living in exceptionally innovative times, further enhanced by technologies which enable us to communicate and work more effectively. This has radically increased the pace at which we work, and has created a culture of us being ‘plugged-in and on-line for periods that other generations have not experienced before. As a result we find that there isn’t as much time anymore to focus on health, family life, relationships, hobbies, etc and this is responsible for a significant degree of stress, anxiety and sometimes illness in recent times. Where as Doctors, Therapists and Counselors continue to be effective in treating these ailments, people today want something different. They want to maintain a degree of independence and they want to take control of their lives. This is where Coaching has a vital role to play. An effective Coach is able to help someone tap into their inner being to find the answers. A well-trained coach will be able to spot incongruencies between what someone is saying and feeling, and s/he will be able to challenge the client in a supportive and constructive way that helps him / her achieve the goals. Instead of being told the answer, or taught the answer, one creates the answer that is best for them – feeling a greater sense of ownership and fulfilment once achieved. My opinion on why it is successful is because people are beginning to notice that the changes they are making are ‘sticking.’ They are not reverting to old habits or patterns of behaviour. “Something wonderful is happening to my thought patterns,” as one of my clients shrieked in delight one day during a session, as we worked on an eating disorder of hers. No amount of diets, food supplements, or pills seemed to work. It’s about working with the hearts and minds of people who want to make a difference in their lives!

2. What sorts of tools or visuals do you use in your sessions?

I consider myself extremely blessed – without planning it, my clients are eager to try new things to break out of old habits, set new goals, find motivation, etc. I used to use the classic Wheel of Life, Visualisation techniques, Vision Board tools, but then quite by accident I decided to try something different. One of my clients felt like a failure, and I was beginning to feel the same way because we had been working together for 5 sessions now and he simply lacked the motivation to continue his exercise regime. So on his 6th session, I told him we were going to have a 3hr long session, and that he needed to come dressed in his training gear. We watched the movie Rocky IV – played the theme song over a few times, and got him exercising immediately. After each ‘circuit’ of exercise he commented on how he felt, ensuring that he associated the music, the memory of the movie and the feel-good factor of exercising with a positive experience. It worked really well.

In addition to music, I’ve also used art. Some clients are quite visual, so getting them to draw out their life plans, or ideal careers, or ideal house, on flipcharts was very effective. I’ve expanded on this as well, and tasked some clients with taking photographs / cutting out pictures from magazines of things they would like to have / create in their lives. I also use the environment a lot. For people experiencing high degrees of stress, with my client’s permission, we have a coaching session in an environment that relaxes them; or with clients who are seeking inspiration, again we position ourselves in an environment where the client feels invigorated, or creative. This works equally well for face-to-face coaching and telephonic coaching – as the client then describes what they see and what it means to them for that coaching session.

If as a coach you feel inspired to try this, please do explore it with your client first as not all clients may be comfortable with the tools and techniques you wish to use. As a client if you feel like your coach should try something different, please do say so – there are generally oodles of creativity that is bursting to come out from both clients and coaches alike!
In our last issue Michelle Lucas shared her thoughts on the importance of integrating reflective practice into our coaching work. Reflection can come in many forms and part one of this series looked at independent reflection. However, coaching can be a lonely business. There’s no-one in the room when you are working – so how do you know whether what you are doing is “right” or “wrong”? Finding other coaches to network with and share stories is an essential way of assessing your own sense of best practice and often it’s a rich source of creativity too.

Help talking it through….

For those who struggle to reflect in splendid isolation, working with fellow coaches can be a lifeline. If you are already more extrovert in nature then you will know that you “think by talking”. At the simplest level finding a “buddy” who has similar interest in coaching can provide the opportunity and discipline to “chew things over”. This does not always have to be face to face – talking on the phone or on Skype are great alternatives.
Communities of practice …

If you are an internal coach, or an independent coach that works as an associate, then there are probably others in a similar position that you can join forces with. If not, then perhaps you could reconnect with the people you trained with? Alternatively many of the professional bodies have networking groups where you can meet like minded people. The Association for Coaching for example run co-coaching groups around the country. Here’s a link to their website http://www.associationforcoaching.com/pages/events/co-coaching-forums/local. The EMCC also have local networking groups follow this link http://www.emccouncil.org/uk/en/61.

Co-coaching is a great way to practice new techniques in a safe environment and to practice giving and receiving developmental feedback. Typically co-coaching is done in a triad – with one person acting as a coach, one as a client and the third person taking the role of observer. Even if there is not a local group near you, you only need to find a couple of other coaches to start doing this for yourself.

Getting inspired …

Many coaching groups and all of the professional bodies regularly put on seminars and conferences to help educate and inform the coaching community. These can be useful opportunities for considering how you currently operate in comparison to new ideas. As always it’s important not just to expect that all of your reflection will happen in the here and now. In the resources section of our website there is a copy of a CPD log that invites you to consider what you have learned and how you might now use it.

Sharing practice …

A good way of flushing out new ideas and techniques and well as considering what you would do in tricky client situations is to share “cases” with your peers. This could be done as a “reflective practice” discussion. Here the group might choose a topic eg. Contracting, and people swap stories about how they manage it, what issues they have come across and how they have solved them. Similarly, people can take it in turns to write a case study (see example in our resources section of our website) and then everyone pitches in and discusses what they would have done or what they would be concerned about etc.

And finally…

Whatever the strength of your network we would encourage you to reach out and connect with other coaches. On-line forums such as those you can find on LinkedIn make it possible to engage in discussion and debate with coaches who come from very different backgrounds and perspectives. Given coaches work predominantly on a “one on one” basis it’s essential to have access to fresh perspectives to allow us to benchmark our work in the marketplace and to be inspired by new ideas. We hope that all of our free resources on our website are straight forward. However, if you find that you can only get so far reflecting on your own, or with peers, we are always happy to have a quick conversation. Our contact details are given below, along with the url for all of the resources already mentioned.

We hope you found this article useful, look out for the last article of this series in the next edition, which will provides some hints and tips on how to get the most out of reflecting with a supervisor.

ABOUT THE AUTHOR:

Michelle Lucas is a practicing Executive and Career Coach as well as a Coach Supervisor. She has a background in Psychology and Commercial HR and was trained as both a coach and a coach supervisor at Oxford Brookes University. She is an Accredited Coach with the Association for Coaching and also works for them in a voluntary capacity as the AC Supervision Lead. She began her coaching business “greenfields” in 2003.

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http://www.greenfieldsconsultancy.co.uk/CoachingSupervision/Reflective_Resources.htm
So What Exactly is Life Coaching Again?

Last Christmas I attended a networking event of a professional LinkedIn group I am a member of. That very day however we had an extreme blizzard, and about a metre of snow covered the ground. Traffic froze, our car would not start, public transportation was minimal, and the taxi service would not pick up the phone. It was very tempting for me to just stay back and forget about it. I decided though that since I had made a commitment I would keep it, so I walked to the street-corner and flagged down a taxi to get to the appointment.

It was supposed to be a gathering with many people, and probably under normal circumstances it would have been. Under the snow and blizzard conditions, however, we turned out to be only 4 of us die-hards who showed up. But we had a blast – after the traditional exchange of businesscards, we ended up talking and laughing and appreciating the fact we had a dry cosy restaurant to get away from the blizzard and enjoy a drink with friends.

Since it was only four of us we decided to take a turn and each would explain what we did for a living. One was a sales manager for a liquor company, another was the managing director of an IT company, the third was a professor at a university. When it came to my turn and I introduced myself as a Life Coach, they all put down their drink, looked at me and one of them piped up “I understand what us three do for a living; I do not really need to hear anything from them. But what on earth do you do? I think you should have the floor”, he said while the others nodded in agreement.

Needless to say I felt a bit put on the spot but I thought I would make the best of it. And so I began:

Coaching is a partnership, I explained, in which the coach helps his clients achieve the best for themselves and reach the results which they desire in their personal or professional life. Very similarly to other helping professions, coaching helps people to transform in the way they wish to and support them in their transformation to become the best of what they can be.

At this point one of them interjected: “Look, I am an IT guy and I am a manager. What I want is when I do not know what to do, to go to someone to tell me what to do. They give me advice and I pay for it. But what I gather is, you don’t do that, do you?”

I laughed “Yep. I give no answers, I offer no solutions, yet I charge money for that”. My companions chuckled together with me unsure of whether I was joking and if I was not, then how could I possibly be serious. So I went on, “Coaching is very different from consulting, or counselling, or therapy, in that the coaching process draws on the inner wisdom, experience and expertise of the client himself to solve his issues. What the coach needs to know is about coaching, while it is the client who knows best about his own professional field or life situation.

I also explained that among all the types of coaching there are, my favourite is actually life coaching, as it addresses the client’s life in its holistic entirety. There is no point in helping someone become a millionaire if in the process he gets a heart attack and dies. There will always be something urgent that comes up to be solved, however usually the solutions touches on various aspects of life,
and not just one, for example his marriage relationship, or his children, or perhaps his diet and exercise program, his career or satisfaction at work, etc. My personal conviction is that if a person’s life is in balance, if a person realizes his core values and lives his life in alignment to them, and if the various aspects of life are paid proper attention to, the natural by-product would be higher performance at work, or greater wealth, better health, improved relationships etc. and that the overall fruit of someone’s life would be naturally positive and satisfying.

The various types of coaching target various areas of life, and they do overlap to some extent. For example, It’s impossible for a life coach to start working with his client without touching upon his work and career life. And a business coach cannot really help a client’s business without helping him figure out how to find the proper place for his business within his life. Life however coaching seems to weave itself like a thread through all the types of coaching, as any angle coaching address affects the client’s life as a whole.

Flipping the Switch

In the city where I live, the old tram system is still being used. And every so often the tram driver has to get out of the tram and use his long lever and manually flip the switch on the tracks if he wants to take the tram in a different direction. The most frustrating thing for me is sometimes when I am coming home later in the evening and I am tired sitting in the tram dreaming of getting home, and all of a sudden I see through the window different scenery from what the rout home would look like. And then from hearing the other people around me talking I realize I had missed to notice the tram window saying “direction depot”. But the reason I am telling this story is the point that I would not even realize the tram-driver had flipped the switch at the last stoplight. The flipping of the switch became only noticeable once the tram was back into motion and was going in a different direction as a result of the intangible switch. It’s hard to realize the change even a couple of minutes down the new tracks because at the very beginning the angle in which the new track is going away from the old is minimal and almost unnoticeable. And it is only 5 or 10 min later that the change becomes obvious and it is usually at that time that I realize that, uh-oh, I will need to get off at the first stop and take a walk in the dark to get back to where I was going.

I have been thinking how much of a metaphor this can be of how life is. Your life is like the tram that is going a certain direction down its tracks, you are the tram-driver, and the switch is like every decision we make which brings with it the potential to take your life in a new direction.

Why do people come to coaching? People come for many and various reasons, but in every case there is some sort of dissonance between their reality and what they really want, and on a bit deeper level there may be a misalignment between the direction of their life and their inner values, whether they realize it or not.

During a life coaching session a very important process transpires:
1. First the coach assists you in realizing the road you are travelling on
2. Next the coach facilitates you in exploring your options, identifying the new direction you would like to go in, and then make the choice to start going in that direction
3. And finally the coach helps you remain consistent with the change

One of the many differences between life coaching and therapy is the emphasis on taking action once the goal is established. The decision you make during the session to make a change and commit to a certain action can be likened to flipping of the switch on the tram lines. While you are in the session the decision may even appear rather small and insignificant, tempting you to wonder whether it will indeed make any difference. The initial step of action in the new direction might be tiny, the longer you keep at it, the further it will take you away from your original course. In a year or two you might look around and realize you have entered a totally new territory.

When you think about it, life is a series of small decisions: whether to make time to exercise, whether to light one more cigarette or not, whether to stay 20 more min in bed or get up 15 min earlier than normal, what to snack on, etc. A big change often consists of many smaller changes done at the right time. Each decision we make either keeps us where we are and within our comfortably familiar rut, or takes
us toward what we really desire. The coaching process helps you to choose, and helps you flip the switch.

A life coach is not only a change champion but also a freedom fighter – either freedom from something or the freedom to do something. He will help his client find freedom from the circumstances which make them feel unhappy or unsatisfied. And then a coach will facilitate his client to discover new choices and options.

If a coach and a client engage in fight for the client’s freedom then who is the enemy that needs to be defeated? Habit. The thoughts we think, the deeds we do not for any other reason but simply out of habit. Habits have power because they do fulfil certain purpose in our lives, otherwise they will not be created and in place. But when there is a change or a new direction, then old habits might not be helpful any more in serving us to get to our new goal.

A life coach would challenge those habits which hinder the client. Sometimes he might challenge them in a subtle way, in other cases he might challenge them head on. At the end of the day, the life coaching process and the coaching relationship will change the course of the client’s life, in some shape or form. The coach will not only fight to liberate his client from the bondage of hindering habits, but will also challenge him to learn new skills and create new habits that can strengthen his wings and keep him flying, setting safeguards to prevent the client from falling back into the old rut. In other words, through the process of life coaching the person can transform into the best and most magnificent eagle he can be.

In Summary

Life coaching is one of the most efficient and focused way to develop people in all spheres of their life. Life coaching is an excellent tool to help people be happy. Everyone needs and wants to be happy, but sometimes people do not know how to be, what’s stopping them from being happy and what needs to change in order to experience happiness. With the help of a life coach a person can raise his level of self-awareness and make an educated choice towards change. And then a coach will help the person keep going and not go back to where he came from.

Life coaching helps you reach for the sky in the goals you set for yourself, transform the inner chains that hold you back into powerful wings that help you soar to your best and highest potential, and then help you maintain that new altitude.

Reach for the sky today!

Inspired by “Coaching with NLP”, Joseph O’Conner and Andrea Lages
Katrin Prentice, Accredited Senior Coach (IIC), DipNMC

Managing Director Palitri International Ltd. t / a Noble Manhattan Bulgaria
Katrin is the first Bulgarian Senior Coach accredited by the International Institute of Coaching, with over 940 hours of experience working with individual clients. As a coach she mainly specializes in the area of life dynamics and helps clients with cases related to work / life balance, relationships with others, career challenges, time management, success at work, spiritual and physical wellbeing, making important decisions, etc.

Katrin’s background includes eight years as an internal coach, trainer and mentor to team leaders in the non-profit sector, as well as internal and external communications and PR. She has lived 7 years in Hungary and 12 years in Romania. Having travelled to and participated in projects in 22 countries around the world gives her a unique and wide cultural experience to draw from in her coaching practice. She has participated in the organization and facilitation of training programs in several countries in Central and Eastern Europe, including Romania, Hungary, Croatia, Albania, Germany, Ukraine and others, on topics related to internal coaching, spiritual counseling, personal development, PR, and team management of nonprofit entities.

Besides a Life and Executive Coach, Katrin is also one of the mentor-coaches and certified trainers on the Noble Manhattan Coaching faculty.
A few years ago I felt like I had no purpose in life. I started questioning myself: "What is the reason to feel like this?" By accident, I ended up in a situation where I was asked to speak in front of an audience for a few minutes. I felt very nervous because of it, and the only thing I remember is that in the end, people were applauding and congratulating me. At that moment I felt extraordinary. "This is it! This is what I want to do in my life from now on!" Because something had happened at a training event, I started to learn everything about this field: books, seminars of public speaking, and I also started to check for famous speakers on the internet, to learn from their skills. Someone gave me a reference: "Tony Robbins". I liked him very much as I checked on his website what the "job" he does is: "Coaching", I saw.

As I did not know anyone involved with this line of work in my area, I check once again on the internet, using two words: "coaching + the name of my town", I found a company which had a partnership with "Noble Manhattan", and I joined the course without it being very clear what coaching is, but I sensed that I would like it very much. I trusted my intuition and I am very happy with my decision. In the first weeks of study I listened to one of teleclasses in the training material and wrote one phrase, mentioned in that recording:

"In life you become what you think about most of the time!" I was taught to find a "magnificent obsession" in life, even if it is not accomplished yet and, when I close my eyes, to be able to describe it in such a detailed manner as if I was in love for the first time, and I could instantly describe the beloved one with very precise details.

I closed my eyes and I imagined that I was delivering a presentation in front of a very large audience and my message was very well received. I imagined even the applause and the congratulations I receive after my speech. "I like this image", I said. At that moment I was not involved in any trainings, or public speaking with the exception of those minutes. Furthermore, my previous experiences regarding public speaking were not that great.

I decided to take all the steps I was taught in the training manual and in the live teleclasses. I started to imagine that I am already there, and I started to live accordingly. Every evening I pictured my goal: what I will do, how I will feel, how my training delegates will look like, and what they will say. I established a year as a deadline for all this to become reality.

I started a journal where, on the first page, I wrote my name and two other words "trainer & coach". All my objectives were going to be written here and my monthly progress as well. Then I made an objective analysis of the current situation: I liked training, but in my company, there were no training activities for me to join. I imagined myself as being already a trainer because I was living the future in advance. "Hold that thought", I said: "what else could be my first step to enjoy that image in the end? I could make a freelance training programme". In two months I designed a training program called "The ABC of an Interview". I searched for training delegates by posting ads on the internet, and I did three training sessions. I was happy because my dream had started.

During my last session I recorded ten minutes, but when I watched it I was not very pleased because I felt that something was missing from my training skills. I did not quit. I had already learned that "there is no failure, there is only outcome". A new question came to my mind: "Who can help me to speak in front of an audience?" followed by another question "Who does this as a job?" I replied to myself: Actors do it". I found a great actor and after 6 months of hard work I knew that I had accumulated the skills I needed. The only thing left was to search for new experiences to support these new beliefs. "Who else could help me?" And I started to share my dream with people I knew, but I selected them very well, because we do not always get the support we need from our fellows. Soon I was asked to do two weeks of training as a trainer, as part of a project for my workplace. As the feedback was very good and the training was considered to be successful, I was asked to do another 8 weeks in the same project. Although in the beginning there were no opportunities for me at my work place, after it became crystal clear what I want, my mind and spirit found a way to make it real. At that moment, I knew that I stepped into my dream and I became a trainer.

Somewhere when I was following my dream, my life changed. Although I was working more, I had more time for my family, I quit smoking, lost a lot of weight and started to exercise on a regular basis. Having a clear challenging goal, my life aligned with that goal. I started to feel that my life belonged to me, that I can build the future I want, at the same time having permanently new, compelling goals.

A few months ago I had a series of presentation in front of large audiences of hundreds of people. The moment I heard the first applause at the end of my speech, I felt that my dream from the beginning was fulfilled exactly the way I dreamed it. I smiled as my colleagues were congratulating me.

Without realizing I had gone through almost all of the steps of coaching: changing my beliefs, understanding my core values and aligning my life accordingly, making plans, and seeking for information to make them become reality, finding people to support my dream, and in the end, building a compelling future.

My life changed as a result of coaching when I had my first “client”:

My name is Mihai Bunda, I am a Life Coach specialized in helping people to grow and to access their true potential. He calls his work “development coaching”, because his clients develop their entire life as a result of their relationship. Since Mihai discovered coaching, his life changed tremendously, and he made a mission to help others to do the same. Before becoming a coach, he worked in Romania for ten years in corporate banking and training. Those busy days helped him to understand how important is to handle correctly work-life balance, and before being a banker, he is a husband, a father, and a have unique personality.

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Sometimes in coaching, the question of spirituality comes up with a client. It is not necessarily the issue they engaged you for, but the conversation spirals in that direction, and you are faced with that awkward moment of deciding whether to explore it with them or leave well alone. I think it is important not to discount it for the simple reason that our lives are holistic in nature – and furthermore it is not as if ‘it’ - spirituality or God - could be compartmentalised even if we wanted it to be.

Many people of course have an entirely erroneous and/or stereotyped view of spirituality and of what ‘God’ means; this is natural since many religions themselves generate these limited images - idols - of their faith. As the Tao Teaching puts it: “The Tao [the Way, the God] that can be spoken of is not the eternal Tao.” In short we must be careful not to take the words, signs and symbols too literally. One classic example of creating idols in the West is imagining God as some grand-father or Father Christmas in the sky that people must somehow slavishly kowtow to. But God, if we could speak of God in human language, is both transcendent and eminent and cannot be conveyed in that way.

This is why Plato, arguably the greatest of the philosophers of the West, said that there were two clear proofs for God’s existence: the first was the existence of the human soul which testified to the reality of God. The soul, the Self, is in fact God, because the ‘image of God’ in man is itself and necessarily God because God cannot be diluted. Or put another way, God is holographic – the smallest fragment would still be fully divine. And we know that when we contemplate our Self.

The second proof was the design of the world or the cosmos, and those who could not see its marvel were dull and stupid. We have to go to extraordinary lengths to deny the design and to flat-line the wonder - this universe for all of Dawkins’ non-science and stepping outside the sphere of his own competency, never happened by accident. And that is part of what the opening of John’s gospel is about: in the beginning was the Word, the logos, the meaning - and everything is infused by it; and at some deep level those who seek to deny this are denying themselves - their own deep Self is being contradicted by their ego mind.

There is a deep mystery in and to life and nobody could deny this; but people who absolutely assert there is no God, no spirituality, against the consistent and persistent testimony of their own lives.
and evidence of the vast majority of mankind, are not being rational - they are engaging in an act of faith more irrational than that which they condemn and mock.

So, to return to the question, what do you do as a coach when this kind of issue raises its head? Firstly, you listen very carefully. This listening is not just active listening and a set of skills - like, lean forward; it is act of being. As Ptahhotep, some five thousand years ago, said, “To listen is better than anything, thus is born perfect love.” And, he also added: “God loves he who listens. He hates those who do not listen.” To listen is almost synonymous with to love; it is why the child turns to the mother, because she will listen; and why so many partnerships fall apart because one or both stop listening to the other. When we pray we speak to God and draw our mind and soul into a focus; when we meditate we listen ... and in the silence the possibilities take shape.

Secondly, you try to establish the direction in which it is going, what sort of God or spiritual experience do they have in mind or are alluding to, and why are they prompted now to raise this issue? Invariably, people are led in this way because of some incompleteness in their life.

Thirdly, through gentle questioning they may wish to reveal what this is and why it is important. Curiously, these kind of discussions lead to the heart of another human being, and in them humility is of the essence - both for the client who is recognising perhaps for the first time that ‘you can be anything you want’ is a half-truth, and for the coach because in being in that role so close to somebody, presumption is an ever present danger.

Fourthly, you reflect back to them their own answers with intonations that may enable them to see, as it were, the real implications of their state and of what they are saying. Thus, you begin leading them through a process in which they can see their Self more clearly and so begin to see possibilities and options ahead. This is very liberating; it need hardly be said, you do not beat them about the head with your religion or any religion. You enable their own Self-discovery, for in discovering the Self is a pathway to true spirituality – and a way to be free the false ego mind.

James Sale FRSA is an inspiring public speaker, fluent writer of management, educational, and spiritual ideas with nearly 20 books to his credit listed on Amazon. He is Europe’s leading expert, trainer and coach on motivation and performance, and the creator and licensor of Motivational Maps worldwide. Maps are now in six languages in eleven countries, and through its application-rich set of tools – Reward Strategies, Management Development, Appraisal and Team Building – James achieves outstanding results for the people and organisations he works with. He is also a business and personal coach and mentor who has enabled individuals to grow and succeed in extraordinary ways.

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GET OVER IT!
FOUR THINGS KEEPING YOU SINGLE
by Viktoria Soos

Life has its surprises, that is for sure. I have never thought of becoming a dating coach until a nasty break-up and the painful recovery afterwards. When I was trying to get better by buying all kinds of self-help books, watching Youtube meditation videos and chatting on support forums, I realized it is hard to find real help. I was fed up with the ready-made pieces of advice and the Cosmo-wisdoms and badly needed help tailored exactly to my needs. I did not know back then that this kind of help is called coaching. When I recovered, I found my mission: to help others to heal faster and find love.

Fast-forward a couple of years and here I am as an accredited life coach specialized on dating issues with a lively website and online community for singles, dating workshops and trainings, self-awareness summer camps, conferences and a newly-written book with the title translating to “This is why you are single”.

Why is the coachee still single?
So, why is the client still single? One of the biggest issues in life coaching are romantic relationships or the lack of them. How can a coach help if the matter is the latter one?

First of all, dating coaching is not about giving tips and dating advice to the client. You can give the best flirtation techniques to the coachee and still she or he can stay single for a lifetime. Why? Because he is stuck in a different area. Later on I am going to discuss the four areas/obstacles that are in the way for the coachee to find love again. As a life coach, be aware of these, find coaching tools matching these and as a result, your dating coaching sessions will be nicely structured and effective.

First area: Baggages From The Past
Lots of singles start dating way before they are over
their previous relationship. This is a sure recipe for failure. The coachee might be hurt badly emotionally trying to cover up the damage with a new-found love. Possibly he or she is not open to a new relationship but there is a social pressure to “get back on your feet” again. The coach’s task is to find out whether this is the case or not. It is absolutely a waste of time to start talking about how to write a dating profile or organize a date if the baggages from the past are still holding the client back.

Second area: Inner Obstacles
It happened to me once that my coachee was telling how badly he wants a relationship and when I asked him why, he could not give me a decent answer. What is more, he realized he is scared of having one seeing his parents’ bad example. We as coaches should always question and investigate what the coachee says because sometimes the real issues lie underneath the spoken words. What family patterns did the coachee see? What relationship patterns are repeating in his or her life? What are his or her beliefs about relationships? What is the coachee’s self-image?

Third area: Harmful Gender Stereotypes
“Men just want sex”, “All women are after money” – I have heard hundreds of such generalizations during the last years. Harmful gender stereotypes are enforced by glossy women’s magazines, self-help books, advertisements, family members, friends and colleagues with failed relationships. How can the coachee find happiness and love, if she thinks that men are just try to use women or vice versa? Let me tell you: she or he cannot. So your task as a coach is to explore what kind of gender stereotypes the coachee has because these can be the reasons why he or she is still single.

Fourth area: Lack Of Dating Skills
When someone had been married for 20 years and the spouse was the first love of his or her life, there are many difficulties to dating even if the coachee has already dealt with all the above obstacles. This is the part when the coach can give some insights and ideas on how to start dating based on previous coachee’s experiences. A dating coach has to be up-to-date with dating opportunities and possibilities and provide information on these if necessary. It is important to give support to the coachee step by step, being there if a date does not go well, discuss all the opportunities there are. Helping with self-presentation and improving communication skills are also essential.
I have a passion for working with people and awakening them to the solutions that can improve their lives, health and happiness.

The aspects of our lives that we have total control over are how we think, feel and respond to any event. When we realise this and take action, we can transform our health, happiness and effectiveness.

What I have found in the decades of my work is that when individuals want to change amazing things can happen. However, for change to take place individuals have to take responsibility for their personal experience; without doing so they cannot take effective action and change doesn’t happen. Changing the habits of a lifetime, though, requires motivation and support – but most certainly, can be very effectively achieved.

I work holistically with my clients using a whole lifestyle approach. We are what we think and what we eat; our every thought affects our biochemistry and to have the most effective thoughts and responses, we need to have the right nutrients in our bodies.

I have two themes to my coaching.

**Make that Difference** - delivers holistic coaching utilising Neuro Linguistic Programming - for men and women wanting to transform their personal and business experiences by becoming aware of their habits and enabling them to take charge of their lives.

**Drastic to Fantastic** - is a holistic programme for women who want to address the relationship between their habits and their hormone cycle; enabling them to transform their health, happiness and effectiveness.

Sessions can be held via Skype, Google Hangout, face to face in Bromley, Kent or by special arrangement at a venue of your choosing. Call for a free telephone consultation.

Clara Gibson, ACC ICF, Mast Pract NLP, MSc, RGN, RHV
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Hepimizin iş hayatımız boyunca yaşadığı en önemli sıkıntılar genelde işin kendisyle ilgili problemlerden değiş, daha çok kişilerle yaşanan olumsuzluklarдан kaynaklanmaktadır. Belki de konuyla bu şekilde adlandirmamızın sebebi, kişiler arası ilişkileri zaten aşındırıcı olan bu durumlardan daha zor yönetebilmek zorunda kalır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresטי veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farklı olacaktır. Yöneticiler, çalışma saatlerinin çoğununda ekibindeki kişilerin performansını, birbirlerine ihtiyaçlarını karşılamak için de büyük bir yük Rencontresste veya çalışan, hangi olursa olursa durum her iki taraf için de çok farr...
Yöneticiler için önemli bir araç olarak
“Koçluk Becerileri”
Ali Koç

Koçluk, bir performans hedefi olan herhangi birinın, bu hedefe ulaşmasında potansiyelinin maximum düzeyde kullanabilmesini belirli teknik ve metodlar aracılığı ile “kolyalaştırma” sanatıdır. Koçluk sayesinde çalışanların performanslarını katlayarak arttırmaları mümkündür. Yöneticilerin doğru koçluk beceri ve uygulamaları sayesinde çalışanların potansiyelleri hedef odaklı ve etkin bir biçimde nasıl vurulacağı belirlemeleri için belirli “profesyonel koçluk” uygulamaları bulunmaktadır.


Yöneticisi: “NE?” kısmı ile ilgilidir.
Lider: verdiği ilhamla “KİM” sorusunun cevabını verir.
Koç: İnsanların gerçek potansiyellerinin önündeki içsel engelleri kaldıran ve “NASIL” sorusuna yanıt veren kişi olarak tanımlanır.

İş yerindeki bir yöneticinin çalışanların performansını etkileyen faktörleri belirlemek için uygulanan bir “iş yeri koçluk” yöntemidir. Yönetici-Koç, çalışanın gerçek potansiyelden daha fazla elde etmesi için ne yapması gerektiğini belirtmek için çalışanın potansiyelini belirlemeye ve geliştirme için anahtar bir araçtır.


PERFORMANS = POTANSİYEL - ENGEL

Bu formüle baktığımızda insanın, sınırları halen pek bilinmeyen büyük bir potansiyel taşıdığı ve en üst performans seviyesine gelebilmek için var olan birtakım engellerin ortadan kaldırılması gerekliği ifade edilmiştir. Peki nedir bu engeller? Bu sorunun cevabını hemen şu şekilde veriyor Timothy Gallwey;

“İnsan bütün mücadelesini iki aradadır; İçindeki yıldızlı ve dışarıdaki. Dış arananın olanğı� da oynanır oyunun dışsal engelleri altetmek için verilir. İç Oyun ise insanın içinde bulunan engeller olan sözlü, kendinden süphe etmek, odaklanamamak gibi dışsal ve varsalımlarda karşı oyunun oyunudur. İç Oyun, bir kişinin ya da takımda tam potansiyelinin ortaya koyması engellenen ve oyunun kendisinde türetilmiş olduğu engelleri karşı oynamaktadır.”

‘W. Timothy Gallwey’

İş dünyasında istenilen hedefleri yöneticiler belirledikten sonra çalışanların kendileri, onları gerçekleştirmek ve istendiği sonuçları alma yolunda her zaman bir “İç Oyun” oynamaktadır. Koçluk bu “İç Oyun” sırasında çalışanın iç engellerle ve onların kişi tarafından keşfedilmesi ortadan kaldırılması ile ilgilidir. Yönetici-Koç’un rolü de bu yüzden farklı değildir. Çünkü bu engeller ortadan kalktığında yukarıda verdiğimiz denklem şu hali alacaktır;

PERFORMANS = POTANSİYEL

İş yersinde yönetiminin bütün hedefi çalışanların gerçek potansiyelinin onlar için performansı haline gelirme olmalıdır. Yönetimde oluşturulan koçluk kültürünü sayesinde doğru geri bildirim alma ve verme, iş hedeflerinin gelişmesi alanlarına dönüştürülmesi, kişisel profesyonel gelişim sayesinde çalışanın performansını arttırmayı mümkün olacaktır. Bu da sürekli keşfedilen ve öğrenenen bir organizasyon yaratmanın anahtarı niteliğindedir.

Ali Koç
Noble Manhattan Turkey - Ali Koç, Yönetici Koçu, Eğitmen
alikoc@noblemanhattanturkey.com

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A HPI (Happiness Planet Index) szerint Magyarországon ha mindenki leosztályozná a boldogságát, akkor az átlag jegy 2,67 lenne. Amint láthatjuk, ez átmenő jegy ugyan, de azért nem az ellenőrző könyvek éke. Az OECD országok osztályátlaga egy teljes jeggyel e fölött, 3,65 lenne (ebben már Magyarország is benne van). Magyarország tehát az OECD országok egyik leg-boldogtalanabb országa közé tartozik. Ehhez képest azok a magyarok, akik valamin változtatnának, és külső segítséghez is hajlandóak voltak fordulni átlagosan 3,32-re osztályoznánk a saját boldogságukat.

**Tanulság 1:**
*Aki segítséget kér, boldogabb ember*

Vagyis azok, aki hajlandóak tenni is a boldogságukért, és akár külső segítséget is igénybe vesznek, jelentősen boldogabbak, mint az átlag magyar.

Akik boldogabbak, azok jobban tudják hasznosítani a tanultakat.

A felmérés keretein belül a résztvevőknek különböző – általuk problémásnak megjelölt életterületek feljlesztését segítő – coaching feladatokat kellett elvégezniük, majd egy kontrollellenőrzés során megjelölhették, hogy mennyire segítettek nekik ezek a feladatok. Ezzel képet kaphattunk arról, hogy ki mennyire nyitott és/vagy képes arra, hogy a kívülről érkező segítséget a gyakorlati életben ténylegesen hasznosítható dolgokká fordítsa le. Minél nagyobb osztályzatot adott valaki a boldogságára, átlagosan annál inkább tudta hasznosítani a neki szánt feladatot.

**Tanulság 2:**
*Pesszimista a kliens? Több önismeretet!*

Vagyis a coach számára lényeges különbség, hogy a hozzáforduló kliens hogyan értékelő a saját boldogságát, milyen szemlélettel rendelkezik. A boldogtalannak, pesszimistább klienseknél a coaching folyamat elején érdemes nagyobb hangsúlyt helyezni az önismereti és önfelfogadási gyakorlatokra.

Érdemes bizalmat építeni már az első találkozás előtt Bizalom nélkül nincs coaching, egyes kliensek bizalmaért pedig sokkal jobban meg kell dolgozni, mint másokért. Ilyenek a már említett boldogtalannak, pesszimistább kliensek. Kutatásunk szerint amennyi-
ben a coach rá tud bírni valakit, hogy egy témában olvasson el egy jó könyvet (vagy olvassa el a coach egyik komolyabb írását), akkor 19,91%-kal nagyobb eséllyel fordul később szakemberhez (pl. coachhoz), ha/vagy amikor felismeri, hogy elakadt az élete egyik területén. A könyv, vagy néhány segítő szakcikk elolvasatása tehát nem csak a személyes coaching létrejöttét segíti, de eközben még a külső segítség iránti bizalmat is építi, amiből végső soron mindkét fél profitál.

Tanulság 3: Építs bizalmat!

Építs bizalmat a következő építőkövek s egítségével:

1. szakcikkek, interjúk a nyomtatott/online sajtóban
2. tévé/rádió szereplés
3. előadások, tréningek
4. könyv
5. saját weboldal, blogcikkek
6. díjmentes első konzultáció

2013-mas „slágertémák” a life coachingban

Kutatásunk szerint 2013-ban a nők leginkább anyagi téren szeretnék előbbre jutni (pénzügyi helyzet, munka és fizikai környezet), a férfiak ezzel szemben inkább a kapcsolataikban és a kikapcsolódás terén szorulnak segítsége.

Némi meglepetést okozhat ugyan, hogy a férfiak jelentősen magasabb hányada szeretne a személyiségfejlődészel és az önismerettel foglalkozni, mint a nőké, de ennél figyelembe kell azt is venni, hogy a nők eleve sokkal nyitottabbak az önismereti, személyiségfejlesztési tanfolyamokra, és ebben többnyire messze a férfiak előtt járnak.

Tanulság 4: Építsd az eszköztárad!

Ha egy coachee a fenti területeken fordul hozzád, tudsz neki segíteni? Érdemes az általános coaching eszközökön túl az egyes életterületekre szóló módszereket, gyakorlatokat és feladatokat is megtanulni és gyakorolni, hogy színesítsd a prográmdatad által is előbbben a 77,56%-uk, az utóbbiban pedig a 71,43%-uk szeretne előbbre jutni 2013-ban.

Всеки Професионалист Знае
от Катрин Прентис, ASC (IIC), България

Коучингът е за побеждаващите, а не за губещите

Мой познат ми разказа за своя приятелка, която работела с личен коуч. Открила неотдавна същността на коучингът и била много вдъхновена от начина, по-който процесът влияял върху живота й. Тя споделила във вътрешният си със свои приятели. И един от тях, който твърдял, че познавал какво е коучинг, възкликнал: “Похвално е наистина, че си откровена за факта, че си наела коуч за себе си. Повечето хора не обичат другите да знаят, че се нуждаят от помощ”. Това доста озадачило момичето и я накарало да се обърне към моя познат с множество въпроси защо някой би могъл да има подобно отношение към коучинга.

Когато чух за случилото, ми стана тъжно от очевидно неправилното възприятие към същността на коучинга.

Коучингът е за побеждаващите, а не за губещите. Коучингът е мощен инструмент за здравите и продуктивни хора, които желаят да постигнат още повече в живота. Коучингът е всички, които постигат успехи в негцата, с които се занимават и желаят да надградят постиженията си с още по-високо ниво на представяне, належащи се сред звездите. Коучингът е за амбициозните, талантливите, и преуспяващите. Наемането на коуч е проява на сила, мъдрост и довереност, както и целестременост към съвършенството.

Наемането на коуч е проява на сила, мъдрост, и довереност, както и целестременост към съвършенството. – Катрин Прентис, ASC (IIC)

Наемането на коуч е проява на сила, мъдрост, и довереност, както и целестременост към съвършенството. – Катрин Прентис, ASC (IIC)

“Всеки професионалист знае, че е по-лесно да се помогне на един добър спортист да подобри постиженията си, отколкото да се помогне на някоя, който счита, че се справя зле. (В Китай хората посещават своя личен лекар, когато са здрави. Задължението на лекаря е по-скоро да поддържа клиентите си в добро здравословно състояние, отколкото да ги лекува от болести. Ако един китайец следва препоръките на своя лекар, но се разболее, той най-вероятно ще си подбере нов личен лекар.)”

А ето каво казва и Робърт Киосаки в книгата си „Четирите Потока на Парите” относно наемането на коуч:

A teljes Coaching Gyorsjelentés 2013 itt található: http://boldogsagtervezes.hu/gyorsjelentes2013/
Моят богат татко винаги ме е насърчавал да работя с личен коуч или ментор. Той постоянно mi казваше: 'Професионалистите имат личен коуч. Аматьорите нямат'.

Например, играя голф и ходя на уроци, но си нямам постоянен треньор. И вероятно затова давам пари, за да играя голф, вместо да съм платен за играта си. Но когато опре до играта на бизнеса или играта на инвестирането, тогава определено няма да нямам специалист по коучинг за треньори, и то няколко. Защо имам треньори ли? Ами, защото съм платен, за да играя тези игры.

Така че бъдете мъдри в подбора си на ментори / коучове. Това е едно от най-важните неща, които бихте могли да сторите."

Професионалистите имат личен коуч. 
Аматьорите нямат.
– Робърт Киосаки, "Четирите Потока на Парите"

А сега предприемете следните две стъпки:

1) Помислете:
Коя е тази една цел, която, ако си я поставите, знаете, че постигането й би повлияло коренно на живота ви и ще ви вдигне на следващото ниво, и затова е време да предприемете нещо? Напишете я.

2) Подберете коуч:
Кога ще се свържете с него или нея? Онзи ден чух поговорка, която казва: "Най-доброто време за засаждането на едно дърво е преди 20 години. Вторият най-подходящ момент да засадите дървото е сега".

Запомните думите на Богатия татко:
"Професионалистите имат личен коуч. Аматьорите нямат."

Бъдете професионалист. Вие заслужавате най-доброто!

ПОКАНА:
Ако желаете да разгледате казуси, които вълнуват, с помощта на коуч, за мен ще е удоволствие да се чуем.

Пишете ми на: ktrin@coaching-in-bulgaria.com и резервирайте демонстративна коучинг сесия. До скоро!

Катрин Прентис, ASC (IIC)
През Април 2013 стартира първият и единствен по рода си в България курс на обучение по коучинг, предлаган изцяло на български език и международно акредитиран от две независими институции: Международния Институт по Коучинг (IIC), както и от Института по Лидерство и Мениджмънт на Ниво 3 (ILM level 3)

Акредитираната програма на Ноубъл Манхатън за изграждането на “Основни Коучинг Умения” предлага на успешно завършилите участници международно признат Сертификат – „Practitioner Coach Certificate” – NMP Cert.

За кого е подходящо това обучение?

Сертификатът „Основни коучинг умения” е предназначен за хора, които желаят по-съкратена програма на обучение. Този курс е идеалното начало по пътя в коучинга на работното място. Ще ви осигури най-важното като теория, познания и практика по отношение на коучинга. Курсът предлага безпрепятствена възможност за наддържане по-късно към дипломното обучение, ако желаете лиценз за професионално практикуващ лайф-коуч или корпоративен коуч. (Practitioner Coach Diploma или Corporate Coach Diploma)

Този курс е за вас ако:

- Сте начинаещ в областта на коучинга и горите от нетърпение да започнете да се обучавате;
- Желаете да прилагате коучинг на работното си място при работа с колеги;
- Желаете да подобрите своите лидерски, екипни и управлениски умения;
- Имате интерес от гъвкаво обучение;
- Държите да се обучавате при лидерът в индустрията.

Обучението включва:

- 125 часа дистанционно обучение
- 22 часа присъствено обучение в група
- 3 менторски часа – индивидуално обучение с личен ментор

Или общо 150 акредитирани часа. В зависимост от скоростта, с която работите, цялото обучение би могло да ви отнеме от 4 до 6 месеца.

⇒ Първото 3-дневно присъствено обучение ще се проведе на 12,13,14 Април 2013 год., в София.
⇒ Местата са ограничени до 15 човека. - Бъдете сред първите в България! Регистрирайте се сега.

Организатор: Палитри Интернешънъл ООД, лицензиран дистрибутор на Ноубъл Манхатън за България.

ЗА РЕГИСТРАЦИЯ:
Пишете ни веднага на адрес: Bulgaria@noble-manhattan.com
Обадете ни се сега на телефон:
0884419867 – български
0884411954 – for English
Web: http://coaching-in-bulgaria.com
POLISH SECTION

Czym kierować się przy wyborze life coacha dla siebie?

Lukasz Wieczorek

Każdy, kto rozważe podjęcie procesu coachingowego, zadawał sobie takie pytanie. Słyszałem je wielokrotnie wszędzie tam, gdzie pojawią się osoby zainteresowane coachingiem. Podczas tych rozmów zwykle wymieniane były dwie zmiene - cena usługi coachingowej, która wydawała się być krytyczna oraz "chemia". Gdyby się jednak głębiej zastanowić, tych obszarów, które warto wziąć pod uwagę jest wiele. Szczególnie w dzisiejszym świecie, w którym wiele osób reklamuje się i sprzedaje jako coaching. Bazując na swoich doświadczeniach w świecie coachów, szkół coachingu i osób szukających wsparcia, pokusilem się o wzięcie pod uwagę jeszcze innych czynników, które mam nadzieję, że będą Wam pomocne w dokonaniu właściwego wyboru.


"Chemia" - każdy szanujący się coach, zanim obciąży klienta kosztami swojej pracy, spotyka się z nim na tzw. sesji zeptywnej, kiedy to klient ma możliwość poznania coacha na żywio - osobiście lub wirtualnie (głos, video). Dzięki temu może zadać nurtujące go pytania, dopытаć, poznać metody pracy, sprawdzić, czy łatwo jest mu się otworzyć przed coachem, czy wzbudza jego zaufanie. Wtedy zarówno coach, jak i klient mogą podjąć swoje indywidualne decyzje, czy chcą pracować w tym tandemie. Jest to niezwykle ważne kryterium.

Wykształcenie - pod tym pojęciem mam na myśli zbiór tematów organizacji, które są udzielane przez te organizacje. Do wykształceń należą liczne szkolenia, które mają na celu podniesienie umiejętności coacha. Wielu coachów i szkół coachingu zazwyczaj opisuje swoje szkolenia jako "kursy certyfikowane". Wybór kursu certyfikowanego jest niezwykle ważne kryterium, ale potem zmienia się na 1 raz w miesiąc, a z czasem nawet rzadziej do momentu sesji interwencyjnych, kiedy rzeczywiście jest taka potrzeba w kliencie).


Warsztaty pracy - na tyle, na ile jest to możliwe, zwracając uwagę na warsztaty pracy w stadium coacha. Może to być ciekawe, że względu na to, że będąc w procesie coachingu, możemy podjąć decyzję o wybiciu warsztatów pracy swojego coacha. Może to być niezwykle ważne kryterium, które ma na celu podniesienie umiejętności coacha.

Pamiętajcie! Wybór coacha jest trudny, ale nie jest wyborem na całe życie. W każdej chwili możemy go zmienić.
Jak skutecznie pomagać innym, czyli podstawy Coachingu
Mateusz Grzesiak

Bez coachingu dziś ani rusz! Stał się bowiem fundamentalnym sposobem rozwiązywania problemów emocjonalnych, związkowych i komunikacyjnych, a także jedną z popularniejszych metod planowania i osiągania celów. Jest procesem i zestawem narzędzi, w jakim klient z pomocą coacha przechodzi od sytuacji negatywnej w życiu do stanu oczekiwanego. 82% amerykańskich menedżerów korzysta z usług coachów, uczą go na studiach wyższych, używany jest w biznesie, sporcie, sprawach życiowych, związkach i szeroko pojętej komunikacji. Coaching ma ogromną przyszłość, więc Ty też zacznij korzystać z jego dobrodziejstw!!

Ponieważ każdy rodzic jest coachem dla swego dziecka, partnerzy dla siebie nawzajem, nauczyciel dla uczniów i sprzedawca dla klienta, dlatego Ty też zacznij bardziej świadomie pomagać innym. W tym artykule poznasz wiele przydatnych strategii dzięki którym będzie Ci o wiele łatwiej pomagać innym. W tym artykule poznasz wiele przydatnych strategii dzięki którym będzie Ci o wiele łatwiej pomagać innym w rozwiązywaniu ich problemów, a także szybciej radzić sobie ze swoimi. Praktyka czyni mistrza, więc korzystaj z nich śmiało i pamiętaj, że brak działania może być gorszy niż jego podjęcie!!

1 Każdy kij ma dwa końce!

Ktoś ma problem dlatego, że w danej sytuacji nie widzi możliwości. Gdy ojciec narzeka na upór nastoletniej córki nie myśli o tym, że gdy na zamkniętej imprezie zaproponują jej wzięcie narkotyków jej upór może ją uratować przed negatywnymi konsekwencjami. Mąż skarży się na dominujące zachowania swojej żony, bo nie umie się cieszyć jej asertywnością i tym, że ma swoje zdanie przez co nie da sobie w kaszę dmuchać. Dlatego zawsze zadawaj osobie jakiej pomagasz pytanie:

Co jest pozytywnego w tej sytuacji?

I poczekaj, aż samodzielnie znajdzie kilka dobrych powodów jakie wyrównają jej negatywne emocje. Każdy kij ma dwa końce i nawet w najtrudniejszych sytuacjach można odnaleźć coś pozytywnego.

2 Nie radź!

Wszyscy wiemy, że wiemy najlepiej, ale trzeba to powieść na chwilę na wieszaku. Osoba coachowana będzie o wiele bardziej zmotywowana a proces coachingu efektywniejszy w chwili gdy sama znajdzie swoje powody działania. Narzucanie własnego zdania może mieć odwrotny
efekt i albo zostać odrzucone jako atakowanie albo przyjęte a później niepasujące do czyjegoś życia. Mama doradzająca córce jakiego partnera ma wziąć na męża, że w chwili jakiegoś trudniejszego konfliktu zostanie przez córkę obarczona winą. Coach nie musi być kompetentny w zakresie dawania rad bo wychodzi z założenia, że klient wie sam, jak się zmienić. Dlatego słuchaj i pozwalaj drugiej stronie mówić, bo w tym procesie introspekcja ona sama się będzie uświadamiać.

3 Ustalicie cel.
Co chcesz osiągnąć? Do czego ma prowadzić proces? Co chcesz umieć?


4 Bądź w dobrym stanie!

Coach podczas pracy z klientem musi zadbać o swój stan umysłu i ciała. Nazwaliśmy ten stan SUKCES:

Somatycznie obecny - coach obserwuje tego, co jest tu i teraz, dzięki czemu może bezpośrednio reagować na zachodzące zmiany.

Uprzejmy - coach jest życzliwy, akceptujący, kochający, pomocny, ludzki, empatyczny.

Konkretny - zamiast świata fantazji wybiera fakty i na nich bazuje, pomagając klientowi odróżnić świat myśli od świata rzeczywistego.

Całościowy - coach jest spójny i poukładany emocjonalnie, ma ambicję, kocha to co robi całym sercem, po- zostaje sobą i nie udaje, słucha swojej intuicji, bierze pod uwagę wiele perspektyw.

Efektywny - jest nastawiony na określony rezultat i do niego zmierza.

Scentralizowany - mówiąc metaforycznie, jest twardy jak skała i elastyczny jak rzeka; potrafi zmieniać się w zależności od sytuacji i zarówno być konkretny, jak i dawać więcej przestrzeni klientowi, jeśli ten tego akurat potrzebuje.

5 Korzystaj z najlepszych narzędzi!

Coach tak jak dobry kierowca potrzebuje dobrego sprzętu, bo najlepsze narzędzia z psychologii sukcesu i zmiany osobistej pozwolą mu osiągnąć największe efekty. Używa więc metafor (metody pracy z tym narzędziem możesz poznawać na szkoleniu Master Psychologii Sukcesu i Zmiany Osobistej), zmienia stare nawyki na nowe (za pomocą kotwiczenia jakie jest uczone na szkoleniu Praktyk Psychologii Sukcesu i Zmiany Osobistej), RTZ, NLP, psychologii poznawczej, technik medytacyjnych i wielu innych metod służących do przeprowadzania procesów coachingowych.

6 Uważaj na typowe blokady!

Każdy ma różne przekonania, ale niektóre z nich są bardziej popularne. Takie, które najczęściej blokują możliwość zmiany osobistej to:

Jestem moim zachowaniem
(ktoś mówi: “Jestem głupi” zamiast “Głupio się odezwałem”, co uderza w jego poczucie własnej wartości).

Źródło kontroli jest poza mną
(probлем traktowany jest jako coś, co się przytrafia i z czym nie można nic zrobić, np. “Przez rodziców nie mogę dziś osiągnąć sukcesu”).

Nie mogę sobie sam pomóc
(osoba nie widzi w sobie zasobów jakie umożliwią jej zmianę, podczas gdy podstawowym założeniem coachingu jest to, że każdy ma wystarczające zasoby by problem mógł być rozwiązany).

Te strategie w dużym stopniu pomogą Ci uczyć się coachowania innych. Jeśli chcesz poznawać ten temat dokładniej, a może chciałbyś sam zawodowo pracować jako coach, skorzystaj ze szkolenia Coach, prowadzonego przez zawodowców.