

Coaching in times of war and crisis

How you can maintain your effectiveness as a coach while working with clients in difficult situations



Coaching Up University
With Jean-Francois Cousin, MCC



You know, if you clear all that space in your mind...
that you are using to obsess over that guy and your failed marriage,
then you have a vacuum with a doorway.
And you know what the universe will do with that doorway?
Rush in, gush, rush in.
Fill you with more love than you have dreamed of.



Watch 'Eat Pray Love' <https://www.youtube.com/watch?v=ME9FuxNI02c>



How are you *being* when you are *fully* present to others?



Please go to <https://www.menti.com/ct1sibihrf> or scan this QR code





To the mind that is still,
the whole universe
surrenders.

Lao Tzu

A night sky with a starry constellation and a sunset glow over a field with palm trees. The sky is a deep purple and blue, with a bright orange and yellow glow near the horizon. The constellation is visible in the upper left. The palm trees are silhouetted against the sky.

"The way
to do is to
be."

Lao Tzu

Rewards

Positive feedback,
(public) acknowledgement

STATUS

Ranking compared to others

Getting unsolicited advice,
performance reviews,
(public) critique

Clear expectations & goals,
realistic schedules

CERTAINTY

Ability to know & predict the future

Unpredictable behaviour,
lack of transparency,
dishonesty

Self-organization,
having choices

AUTONOMY

Sense of control over events

Being micro-managed,
authoritative leadership

Having a friend at work,
mentoring programmes,
socialising

RELATEDNESS

Sense of belonging & safety with others

Competition,
strangers

Transparent decisions,
open communication,
clear rules

FAIRNESS

Fair exchanges between people

Lack of ground rules,
unequal treatment

Threats

(Re) Watch:



3 steps to reconnect with our inner base, to build resilience

**Express what's
inside of me**

- **Fears**
- **Anger**
- **Guilt/shame**
- **'''**

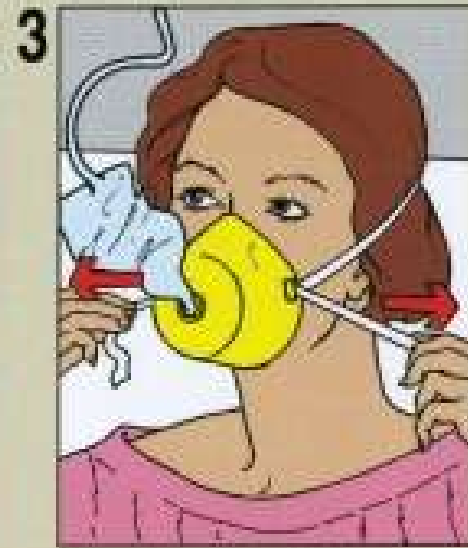
**Enhance my
presence to myself**

- **Partnering with my
shadows**
- **Self-care**
- **Support**
- **Self-love**

**Enhance my
presence to others**

- **Maintain
connections**
- **Find meaning**

**Take care of yourself first;
Then you can attend well to others**



Best practices for self-care - Найкращі практики піклування про себе – Лучшие практики заботы о себе

Прогулянка на свідо́му пові́трі

Walking

дышать, настраиваться на тишину и спокойствие, обнимать кошку

принимаю душ и представляю, как все страхи, тревоги смываются водой

радовать себя мелочами, отвлекаться от войны. пить кофе, выходить на улицу, радоваться солнцу. писать родным о том, что любишь

Медитация, позволять себе эмоции и экологично их проживать.

медитации, заземление, внутренний баланс и все, что его поддерживает

сон, маленькі звичні речі щодня

for current - support and help to others - still gives me energy but, i did not come yet to self-care

Мне помогает помощь другим: в данной ситуации - беженцам. Ещё рисование, чтение.

Медитация

лекарства успокоительные, медитации, медленная музыка, много сна, книги

Walking, running

Следить за собой чтобы не быть в "заморозке", в состоянии спозмирующего бессилия. Спросить себя - как мне это помогает

Find a nature, talk to yourself. Trust other people to help you, listen to you

практика открытого диалога, называть эмоции, позволять себе их прожить, телесный контакт, общение, прогулка

Медитация Молитва на вервиці Готувати сніданку для себе та сім'ї Писати свої відчуття письмово Дивитися на небо і вірити в перемогу Дихати

Молятся.

Best practices for self-care - Найкращі практики піклування про себе – Лучшие практики заботы о себе

Мне помогает помощь другим: в данной ситуации - беженцам. Ещё рисование, чтение.

Walking, running

практика открытого диалога, называть эмоции, позволять себе их прожить, телесный контакт, общение, прогулка

Помощь детям, занятия с ними, цигун, пение и танец просто под музыку

I just rely on objective reality, but not my perception of it. Am I safe? What are my needs now? How can I satisfy them?

1. визуализация хорошего образа будущего ближайшего (пару часов - 1 день), что я могу сделать, маленькое удовольствие. 2. вопрос - кто рядом со мной, кому я могла бы помочь

Медитация

Следить за собой чтобы не быть в "заморозке", в состоянии спозмирующего бессилия. Спросить себя - как мне это помогает

Медитація
Молитва на вервиці
Готувати сніданку для себе та сім'ї
Писати свої відчуття письмово
Дивитися на небо і вірити в перемогу
Дихати

Эмоциональный интеллект, смотреть мультики

Taking photos of flowers and taking anti depressants

сон

лекарства успокоительные, медитации, медленная музыка, много сна, книги

Find a nature, talk to yourself. Trust other people to help you, listen to you

Молиться.

Замечать свои чувства, вести дневник рефлексии, выгружать чувства на бумагу.

Эфирные масла, вязание, новые обучения кризисн психологии, прогулка насколько позволяет тишина между серенами, шоколад

Любить жизнь, людей и транслировать это другим, у Души нет национальности

My support system - Моя система підтримки - Моя система поддержки

окружение, работа, обучение коучингу

выслушать меня

У меня очень много людей рядом, с кем
возможен искренний диалог

Фото любимого человека, чаще общаться с
близкими

слова любви от близких

Медитации 🙏

Продолжать учиться. Это точка опоры и
ресурс

мечтаю вернуться в учебу, но когда
сажусь, ощущение, что все с 0. ничего не
знаю...

constant communication with people around

Friends, family that moved us out of Ukraine

Улыбка, сон, обнимашки, прислушиваться к
друг другу, брать за руку и быть рядом,
танцевать, гулять

Я поддерживаю знакомых, близких и тогда
они меня тоже поддерживают. Меня
поддерживает коучинг

Meet with my friends offline, talk to them,
communicate more meaningful and feeling that
I'm not alone

меня можно обнять

Work; communication with friends, colleagues,
students; acquiring new skills

друзья со всех континентов пишут мне слова
поддержки, выражая поддержку и
предлагая помощь

более близкое общение с коллегами, вера в
то, что я пройду этот урок достойно и стану
лучше

Обычная человеческая забота, помощь в
ежедневной рутине, интерес к общим темам,
общение. Взаимопомощь.

My support system - Моя система підтримки - Моя система поддержки

работать, быть полезной, общаться,
помогать ЗСУ:)

Обучение иностранному языку, дети, спорт,
дисциплина в питании, музыка, прогулки,
разговор с папой

Обнимашки, разговоры с друзьями, музыка,
распорядок дня, обучение других и себя,
общая медитация

ПОБЕДА

Навчитись новому
Спілкуватись з людьми,
які тебе розуміють
Підтримка від рідних

Помогает, когда ко мне обращаются за
помощью, значит, я нужна. Общение с по-
настоящему близкими людьми.

be human, be empathic, be courageous and
accept the situation as it is

Коучинг, общение с любимыми и близкими.
Спорт. Медитация. Мечты

Daily stuff, dreams and plans, friends, building a
support union/dive into work and disconnect,
dreaming to travel again, reflection on my true
goals/wishes

ГОРДОСТЬ за украинцев и Украину!

What is ONE THING you are doing that helps you nurture your mindfulness?



*Please reflect and then share it at
<https://www.menti.com/nkxrbutwxy>
or scan this QR code*



Let's focus on your 'mental fitness' today



*"The positive thinker sees the invisible,
feels the intangible, and achieves the impossible."*

Unknown

**THE GOAL OF POSITIVE
INTELLIGENCE IS TO
DEVELOP AN ALERT
AND CALM, BETTER
BALANCED, SENSORY
AWARE, CREATIVE
MINDSET.**

**OUR 'SABOTEURS' CAN
DISEMPOWER US, A
LOT!**





9 Ways We Self Sabotage

Assessment overview

Based on Shirzad Chamine's New York Times bestseller and Stanford lectures.

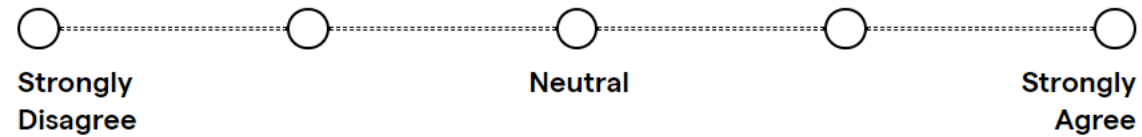
Research included 500,000 participants, world class athletes, and leaders from every Fortune 100 company.

[Next](#)

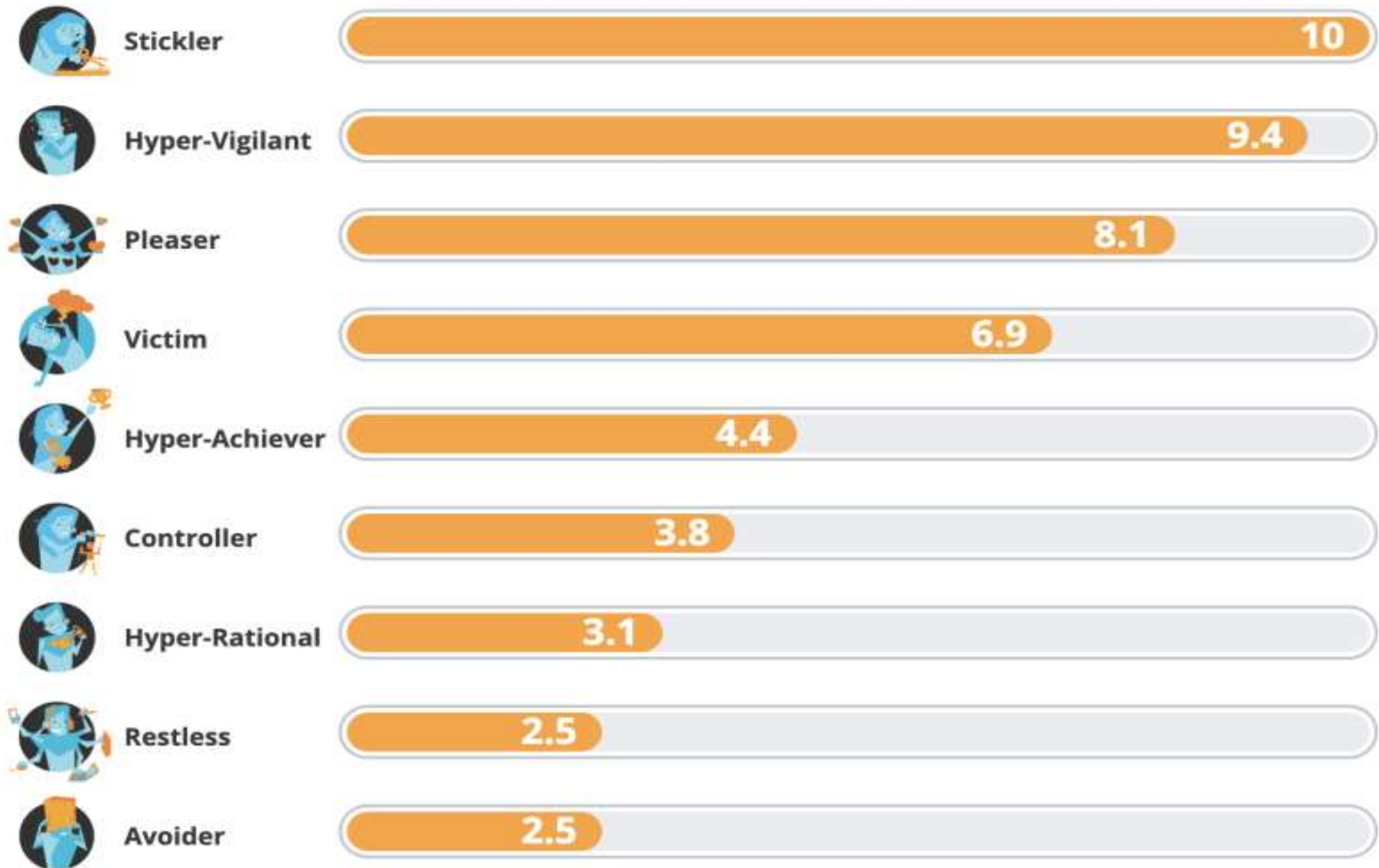
Take your internal 'saboteurs' assessment at:
<https://assessment.positiveintelligence.com/saboteur/instructions>

1 / 50

I have high discomfort with conflict and avoid dealing with it.



Take your internal 'saboteurs' assessment at:
<https://assessment.positiveintelligence.com/saboteur/instructions>












The 9 'saboteurs' in brief

- 1. Stickler** – Perfectionism and a need for order and organization taken too far.
- 2. Pleaser** – Indirectly tries to gain acceptance and affection by helping, pleasing, rescuing, or flattering others. Loses sight of own needs and becomes resentful as a result.
- 3. Hyper-Achiever** – Dependent on constant performance and achievement for self-respect and self-validation. Highly focused on external success, leading to unsustainable workaholic tendencies and loss of touch with deeper emotional and relationship needs.
- 4. Victim** – Acts emotional and temperamental as a way of gaining attention and affection. An extreme focus on internal feelings, particularly painful ones. Martyr streak.
- 5. Hyper-Rational** – Intense and exclusive focus on the rational processing of everything including relationships. Can be perceived as cold, distant, and intellectually arrogant.
- 6. Hyper-Vigilant** – Continuous intense anxiety about all the dangers and a strong focus on what could go wrong. Vigilance that can never rest.
- 7. Restless** – Restless, constantly in search of greater excitement in the next activity or in constant business. Rarely at peace or content with the current activity.
- 8. Controller** – Anxiety-based need to take charge and control situations, bending people's actions to one's own will. Results in high anxiety and impatience when that is not possible.
- 9. Avoider** – A focus on the positive and pleasant in an extreme way. An avoidance of difficult and unpleasant tasks and conflicts.

MOTIVATION

STYLE

	Independence	Acceptance	Security
Assert	 CONTROLLER	 HYPER-ACHIEVER	 RESTLESS
Earn	 STICKLER	 PLEASER	 HYPER-VIGILANT
Avoid	 AVOIDER	 VICTIM	 HYPER-RATIONAL

How to control your saboteurs

STEP 1. Whatever thought is causing your stress, label it as a Saboteur lie so it loses its credibility and power over you.

For example, "I think I will mess this up," becomes "My lying Saboteur insists I will mess this up." Feel the difference?

STEP 2. Then, shift your attention to a physical sensation for at least 10 seconds.

For example, focus intently on your next few breaths, or feel the weight of your body on your seat, or hear all the ambient sounds around you.

This quiets the regions of the brain that fuel your Saboteurs.

STEP 3. When the Saboteur thought comes back, and it will, repeat this process with patience. If you get upset at it, you will only be fueling it.

You could even give your Saboteur a humorous name such as "Grim Reaper", "Sourpuss" or "Know It All" to poke a little fun at and further discredit it.

Source: Shirzad Chamine

Fully focus
your
attention for
10 seconds
on...

Sight (focus your view on something and observe it in tiniest details)

Sound (listen to music/voice and appreciate it in depth)

Smell (inhale the air and appreciate its fragrance in depth)

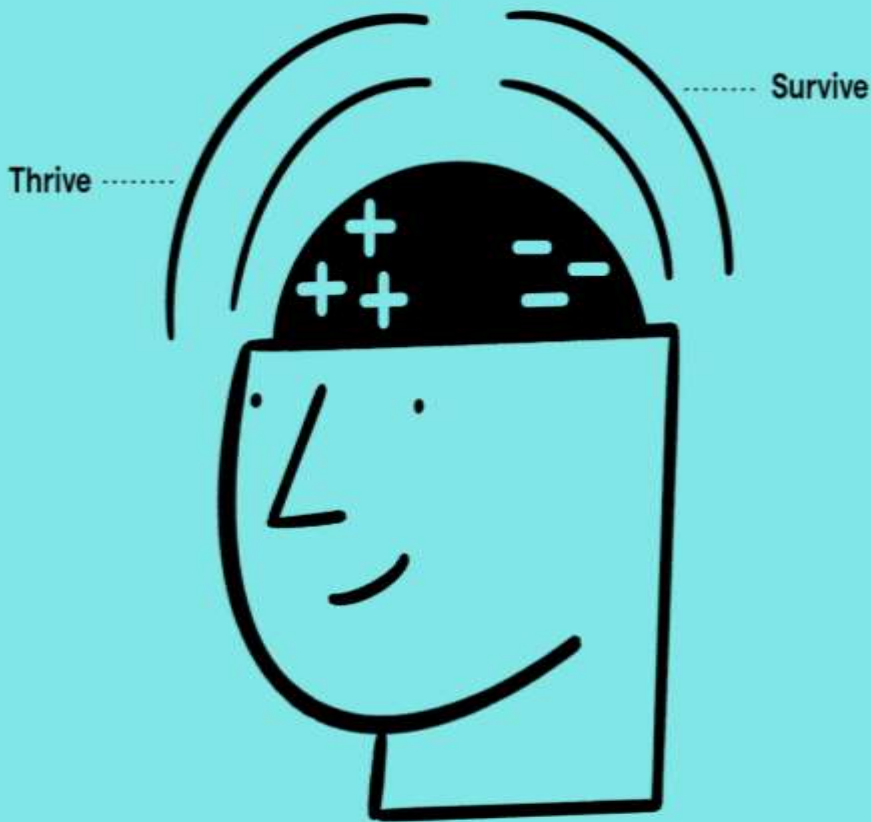
Feel (a part of your body and focus on it)

Taste (a mouthful and enjoy it thoroughly)



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Chamine and Katayama (2012) state that there are different parts of the brain that control the saboteurs and the sage. The survival part of the brain controls physical and emotional functioning and influences the saboteurs. The sage is controlled by the middle prefrontal cortex, the right brain, and the empathy circuit. They release endorphins that counteract the stress-related saboteur hormones.



The Survive Region: Your Inner Saboteurs

Saboteurs are the voices in your head that generate negative emotions when you handle life's challenges. They exist in the brainstem, limbic system, and parts of the left brain. They produce much of your stress, anxiety, self-doubt, anger, shame, guilt, frustration, and mind chatter. These negative emotions are only helpful for a second as they alert you to dangers or issues. However, staying in these emotions hurts your ability to see clearly and choose the most impactful response.

The Thrive Region: Your Inner Sage

Your Sage lives in an entirely different region of your brain, the middle prefrontal cortex, "empathy circuitry", and parts of the right brain. It generates positive emotions while handling life's challenges. These include empathy, compassion, gratitude, curiosity, joy of creativity, and calm, clear-headed laser-focused action. This region is wired for creativity and big picture awareness of what is important and the best course of action.

Activating this region results in release of endorphins that counter the negative impacts of stress-induced cortisol.

Your Sage is connected to the Deeper and Wiser You; it can be activated in 5 ways



1. Explore – to Explore with great curiosity and an open mind



2. Empathize – to Empathize with yourself and others and bring compassion and understanding to any situation.



3. Innovate – to Innovate and create new perspectives and outside-the-box solutions



4. Navigate – to Navigate and choose a path that best aligns with your deeper underlying values and mission



5. Activate – to Activate and take decisive action without the distress, interference, or distraction of the Saboteurs



Definition

PQ is the measure of your mental fitness.

If you're **physically fit**, you can climb steep hills without **physical stress**. Similarly, If you're **mentally fit**, you can handle life's great challenges without **mental stress**, frustration, or other negative emotions.

PQ reveals your mental fitness level by measuring the strength of your **positive mental muscles versus the negative**.

[Assess PQ Score](#)

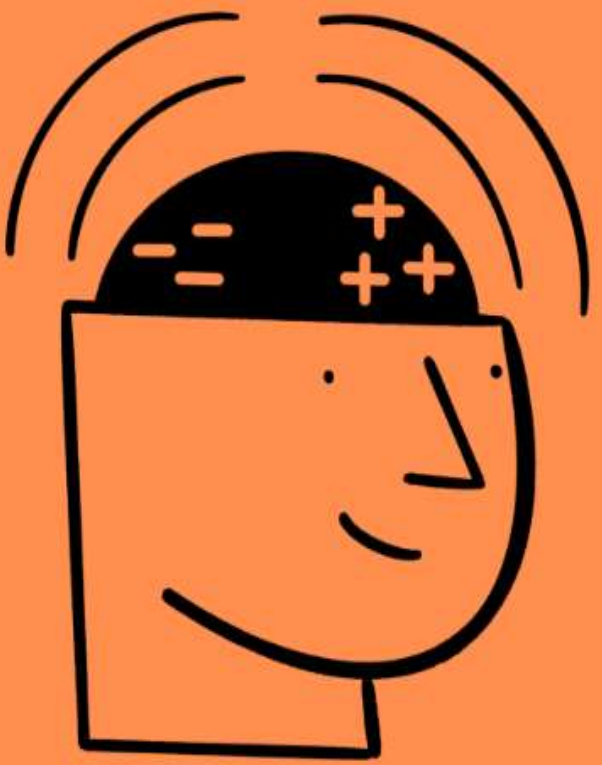


In the last 24 hours, what is the greatest degree that you've experienced these feelings?

1 / 30

Intrigued or fascinated?

○ ○ ○ ○ ○
Not at All A Little Moderately A Lot Extremely



Assessment score



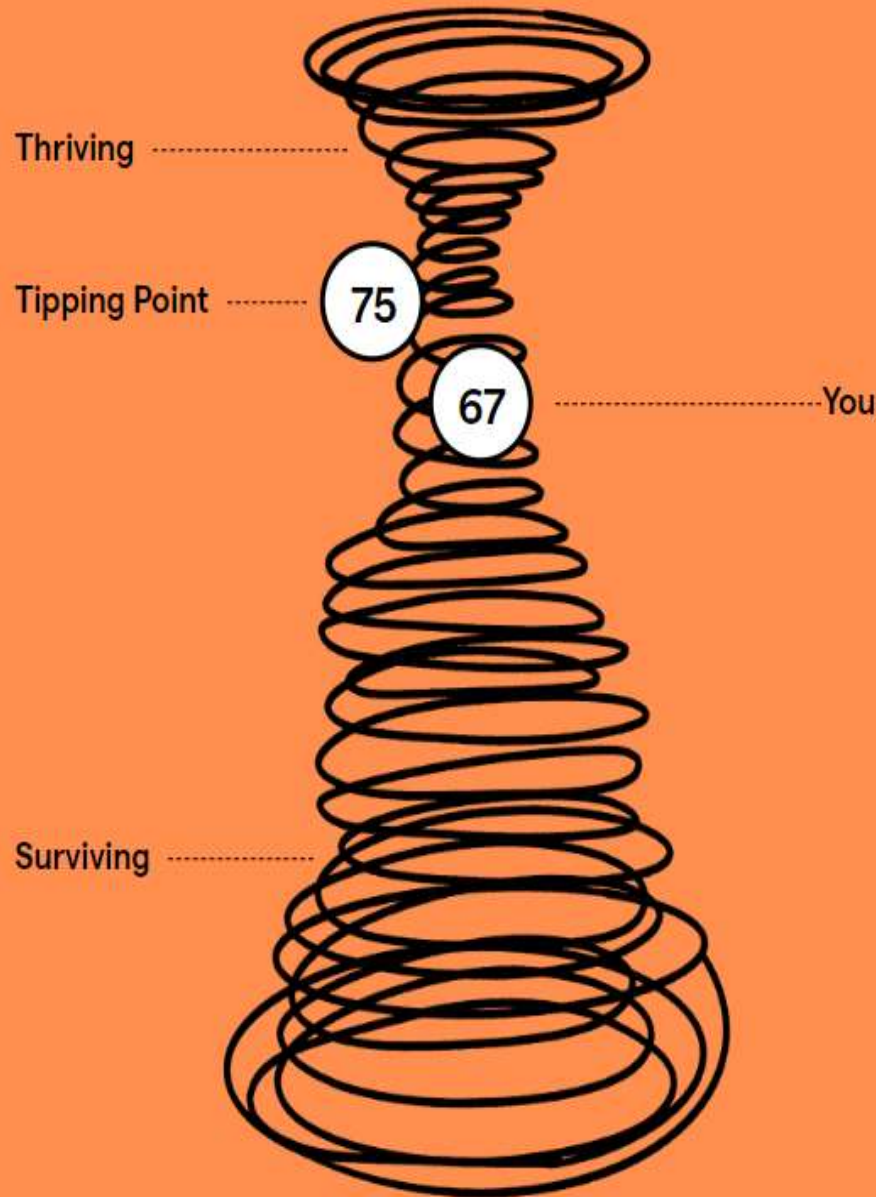
Your score indicates that outside neutral times, your mind:

**serves you 67%
of time**

empathy, gratitude, curiosity,
joyful creativity, calm, etc.

**sabotages you 33%
of the time**

stress, anxiety, frustration, anger,
disappointment, shame, guilt,
etc.




Why 75 as Tipping Point

Your brain amplifies negative versus positive energy by a minimum factor of about 3 to 1. This means **it takes at least 3 positives to counteract one negative** and experience the net-positive effect. That occurs at the tipping-point PQ Score.

What Your Score Reveals

- +
 - To maintain your effectiveness as a coach while working with clients in difficult situations

- Mindfulness exercises
- Gratitude exercises
- Set small goals with boundaries and reward yourself
- Be peer-coached / supervised
- Keep on learning
- Deep breathing
- Empathize yet stay detached

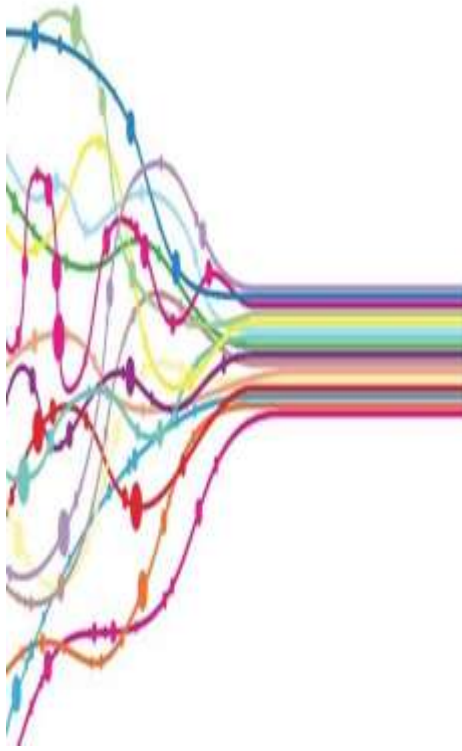
A person in a dark suit is holding a transparent globe of the Earth. The globe is surrounded by various digital data points, including blue cubes, green and red arrows, and colorful geometric shapes. The background is a plain, light-colored wall.

Experience sharing and Q&A

C.O.A.C.H. vs. *chaos*

THE MISSION

Help your coachees / co-workers get a cool & clear mind, think at their best, find a sense of direction, design their way-forward, act decisively and build resilience.

- 
- **Center** - yourself first, then connect with & center your coachee
 - **Objective** - extract the **gold** from the **rock** – dig into the core of the issue to find a valuable objective & a sustainable outcome
 - **Attend to fears & emotions**, pay attention to energy-shifts & needs
 - **Challenge boldly** - stretch towards clarity, decisions & accountability
 - **Hope** - conclude with a compelling first step and high energy

THE RESULT

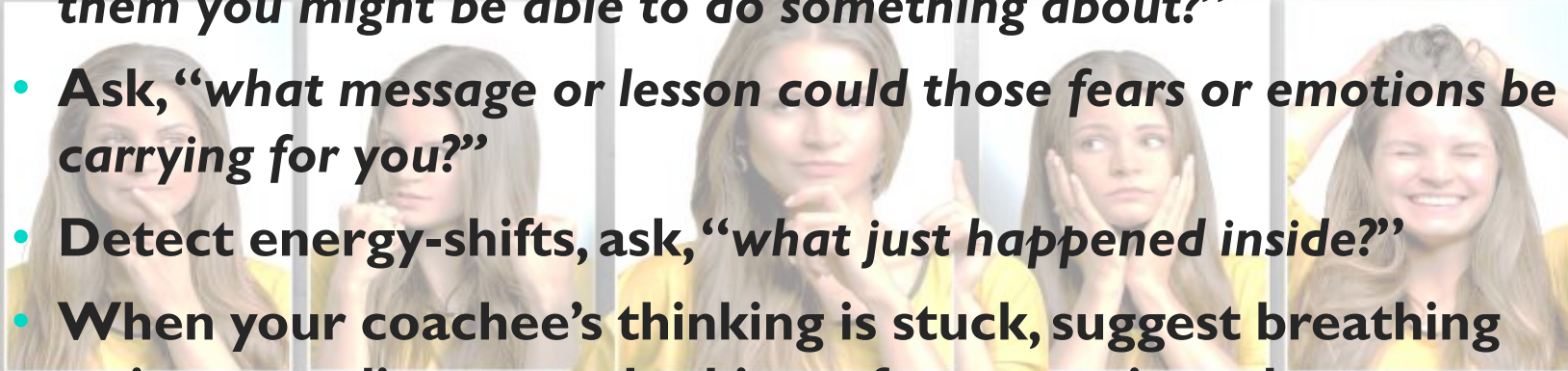
More... clarity, forward-movement, self-confidence, autonomy and resilience.

GROUND AND CENTER AN OVERWHELMED CLIENT AT THE START OF A SESSION

- **Clear your mind from anything that may disturb your presence to the conversation; invite your coachee to do the same**
- **Take time to genuinely inquire about *how* your coachee is feeling (however long it takes); listen for unmet needs, anxieties, areas of confusion, physical / mental / emotional / spiritual health**
- **Ask, “*What do you most need from me today?*”**

ATTEND TO CLIENTS' NEEDS, FEARS, EMOTIONS & ENERGY, TO RESTORE MIND-SANITY

- Listen *for* them, listen *to* them, or *ask* for them, “*could it be useful to identify your current fears and then find out which of them you might be able to do something about?*”
- Ask, “*what message or lesson could those fears or emotions be carrying for you?*”
- Detect energy-shifts, ask, “*what just happened inside?*”
- When your coachee’s thinking is stuck, suggest breathing or just standing up and taking a few steps, in order to get new ideas or perspectives
- Ask, “*what do you most need?*” or “*what would be most helpful for your right now?*”
- Empathize, yet stay detached enough, so that you can stay a solid thinking-partner to your coachee



IDENTIFY AND RESOLVE WHAT WILL MOST HELP THE CLIENT TO STEER AWAY FROM 'OVERWHELMED-IN-CRISIS' AND THEN CREATE ENDURING VALUE FOR THEM

- Fearlessly go to the core of issues
- Dig the 'gold' out of the 'rock'
- Swiftly identify with the coachee what the *real* issue is, at a deep level:
 - What would you like to explore today?
(ask coachee to prioritize, if necessary)
 - How is this important to you?
 - At a deeper level, what could it really be about?
- Invite coachee to rephrase a negatively-worded statement into a positively-worded one (don't want => want; scarcity => abundance; control => let go)
- Ensure the objective is focused on the person, not the problem

chaos

to serenity

HOPE – CONCLUDE WITH A COMPELLING FIRST STEP AND HIGH ENERGY

- **Ask, “If you could take only one step, which one would be the most valuable to you? What short-term benefit will you enjoy? When will you take that first step?”**
- **Ask, “What have you learnt today that is most important to you?”**
- **Ask, “What have you learnt today about you that is most important to you? How are you growing as a leader in this crisis?”**
- **Ask for 3 things the coachee will do to improve her/his self-care and resilience**
- **Share with your coachee how s/he inspired you today**
- **Praise and thank her/him for that - or for something else s/he did in the session -**
- **Ask, “How could I help you better next time?”**



10th WBECS *Presenter: Jean-Francois Cousin*



COACH VS CHAOS

Crisis-tested tips to co-create enduring value with overwhelmed clients in a disrupted environment



Marva Sadler

Coaching.com was live.
3 June 2020 · 122 65 comments 5.3K views

Overview Comments Your replies

- Most relevant
- Coaching.com · 50:40
Continue the conversation with us after the session on Facebook: <https://bit.ly/2Xppuf2>
..... See more
 - Noshy Knows · 17:06
I do the power pose
 - Noshy Knows · 17:28
I'm nosh Darbari from Melbourne Australia
 - Angelina Kukkamalla · 32:22
I always loved Jean's coaching. In last summit too it was awesome.
 - Jean-Francois Cousin · 0:00
Thanks a lot, Angelina Kukkamalla, your kind words made my day!

Jun

14

A portrait of Jean-Francois Cousin, a man with short dark hair, wearing a grey blazer over a light blue shirt, smiling slightly. The background is a solid purple color.

COACHING DEMO: Go for Gold! Setting Up Successful Sessions

Jean-Francois Cousin

Very happy to invite you to my session on Tuesday, June 14th at the free WBECS 12th Summit!
You'll enjoy a short, live coaching demo and then learn how to "[Go for Gold! Setting Up Successful Sessions](#)"!

My 45-minute session will start at 8pm Bangkok.

Beyond finding out how you can most effectively use the first minutes of your coaching conversations to '*go for Gold*', you will discover how you can:

- best prepare your clients for deep exploration-work
- partner with their energy, emotions, metaphors, or body language, to unleash their unconscious 'knowing'
- follow simple steps to dive quickly into what matters most for your coachees

Plus, we'll have lots of fun!

And, as always in my sessions, I'll offer plenty of actionable insights and practical tips.

Register right away: <http://share.coaching.com/sq-jeanfrancoiscousin>

“

**There is always light, if
only we're brave
enough to see it. If
only we're brave
enough to be it.**

Amanda Gorman

The youngest inaugural poet in US history



Watch : <https://www.youtube.com/watch?v=Wz4YuEvJ3y4>

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How you can maintain your effectiveness as a coach while working with clients in difficult situations



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