

## SYSTEMS CONCEPTS

### ➔ Healthy Systems...

1. Are interconnected and interdependent
2. Are organized around support, regulation, nurturance, and well-being of members
3. Simultaneously move toward both homeostasis and change



### Role of a Systems Coach

- ➔ The systems coach enters the system not to repair it, but to reveal the system to itself.
- ➔ The coach provides tools to support the system's agenda while attending to both process and content in a session.
- ➔ The coach must work with the individuals in relationship to their system connections.

## TRAINING PROGRAM

Coaching & Systems Onsite

## ASSUMPTIONS

- People are creative, resourceful, whole, and relational.
- People are uniquely valuable.
- People are worthy of being championed.
- People are capable of solving complex problems.
- People are ready to live at choice.

## AGREEMENTS

- Confidentiality:** The commitment to honoring each other's stories as sacred and only sharing the stories that belong to us
- Challenge by Choice:** The commitment to engage each other in challenges, inquiries, and opportunities by invitation rather than demand requesting accommodations when needed. This includes freedom of movement.
- Fierce Wonder:** The commitment to operate from the position of a learner instead of expert, granting permission for a range of emotion, decision and experience without judgment or the need to fix.
- Authentic Presence:** The commitment to being fully and authentically present and an "all-in" participant. This commitment includes rapidly recovering when we become aware of disengagement.
- Wholehearted Reciprocity:** The commitment to take care of ourselves and take responsibility for our impact. We will hold deep confidences, express personal needs, and respect boundaries.



# EMOTIONAL INTELLIGENCE

## DEFINITIONS

➔ Emotion is a conscious and instinctual energetic reaction to internal or external stimuli that is experienced as a felt sense often impacting behaviors and cognitive processes.  
(Gilmore. 2021)

➔ Emotional intelligence is the capacity to experience, perceive, use, understand and manage emotional content.  
(Mayer, Salovey & Caruso, 2004)

### the wave

**P**

Perceive (identify): The ability to perceive emotions in oneself and others, as well as in objects, art, stories, music, and other stimuli

**U**

Use: The ability to generate, use and feel emotion as necessary to communicate feelings or employ them in other cognitive processes

**U**

Understand: The ability to understand emotional information, how emotions combine and progress through relationship transitions and to appreciate emotional meaning

**M**

Manage: The ability to be open to feelings, to modulate them within oneself and others, so as to promote personal understanding and growth

sourced from the work and research of Mayer, Salovey and Caruso

## THE SYSTEMS COACH MUST DEVELOP A NON-ANXIOUS PRESENCE AND GROW IN EMOTIONAL INTELLIGENCE

1. Increasing awareness of one's own internal emotional experience (Future Self)
2. Improving empathic understanding of others - perceiving and sensing other's perspectives (Embodied Empathy)
3. Providing guidance and tools in emotional intelligence for more effective communication in conflict resolution and increasing positivity in the system (Creation Story & Third Entity)



## FUTURE SELF

# Guided Imagining

Check-In: Is there anything you want me to know about that experience as a whole?

Perceive: Where did you experience the most emotion? Tell me about that part.

Use: Where is that emotion in you now? What's it like? If you could show me with your body what shape it is, what would that be like? What's its texture and substance?

Understand: What other emotions are there? What sound do they want to make? What do they want to say? Where is your future self right now? What are they feeling as they observe you? What do they want to say to you?

Manage: What feels most important here? What does that mean? What's next?



## EMBODIED EMPATHY

Moving empathy from the conceptual self to the listening soma (the living body in its wholeness) through a reciprocal process of giving and receiving emotional content - starting from imagination and perception and progressing to felt sense and action.

- Receive the coaching prompt
- Notice your felt sense to the prompt
- Imagine your reality as a shape, movement or posture
- Imagine that shape, movement or posture in your own soma
- Communicate your shape, movement or posture to another listening soma - repeat until the felt sense and action is reflected back to you through a mirrored felt sense and action
- Notice the felt sense when you receive the embodied empathy
- Reassociate and ground into your own soma through a personalized ritual (washing hands, shaking it out, cleansing breaths, etc.)

# Creation STORY

What circumstances brought you together? What did you fall in love with (really appreciate about...)? What were the very early powerful experiences?

What do you love, admire, appreciate about the other (company, team or field) now?

Why did "fate", providence bring you together at this time? What is unique about this relationship? What purpose does it play in the world at this time?

If you were to boil all that you told me down to its essence, a metaphor or a name characterizing the best of your relationship what would it be?

Imagine telling your partner (team) what you just told me, what would that be like?

Coach, forward the action on talking with partner/team.





# THIRD ENTITY

**client**  
(begin & end here)



**other**



Imagine the other party in the opposite corner, speak to them clearly and directly, and tell them your feelings and opinions on the challenging topic or conflict.  
In each perspective attend to:

- embodiment (posture, shape, movement)
- voice (tone, sounds, what needs to be said)
- Continue to ask "What else?"



**relationship**

What is the relationship's posture toward the two parties?  
What does the relationship feel as it looks at these two?  
What does the relationship know that they don't on their own?  
What does the relationship need?

## DAY 1 HOMEWORK:

1. Design a group coaching experience using the provided worksheet
2. Complete the Appreciative Inquiry Discovery Form



# Systems ENTRY

## DEVELOPING THE COACHING AGREEMENT

Creating the Atmosphere  
Creating Co-Responsibility  
Behavioral Expectations & Commitments

## DESIGNING THE COACHING ALLIANCE

Educate the client about the coaching relationship  
Share coaching assumptions and agreements  
Set the coaching objectives and desired outcomes  
Everyone is partly right and partly wrong - including the coach  
No secrets between the coach and the individual members of the system

## DISCOVERY & ASSESSMENT

Determine where the relationship system is and where they want to go



Constellating  
the System



# RELATIONSHIP SCIENCE

## DEFINITION

➔ Relationship Science is the thorough assessment, inquiry, and application of research based interventions for the purpose of disarming conflicting verbal communication; increasing intimacy, respect, and affection; removing barriers that create a feeling of stagnancy, and creating a heightened sense of empathy and understanding within the context of the relationship. (Gottman)

## CONFLICT COACHING

### 5 Phase Process

1. Design the Alliance
2. Client tells conflict story
3. Determine impact of story on identity, emotion and power
4. Craft the Best Story
5. Forward action to achieve the best story possible



(sourced from the work and research of John Gottman and associates)

Research findings on what creates success and failure in relationships. Fredrickson and other researchers have long demonstrated that Gottman's data generalizes to organizational relationships and teams.

### The Golden Ratio

A ratio of 5 positive interactions to every 1 negative interaction is what is necessary for a relationship to sustain itself.

### Three ways to improve all relationships:

1. Increasing positive interactions during conflict (repair bids, softened start up).
2. Decreasing negative interactions during conflict.
3. Reducing the Four Horseman of the Apocalypse/Team Toxins during conflict by increasing positive affect during conflict resolution.

69% of all relationship issues are “perpetual,” that is, they are likely to recur for the length of the relationship and cannot be solved.

### The Team Toxins & Antidotes

Blaming/Criticism	Gentle Start-Up
Defensiveness	Take Responsibility
Contempt	Culture of Appreciation
Stonewalling	Physiological Self-Soothing

## SIX HUMAN NEEDS

(Cloe Madanes, 2016)

- Certainty
- Variety
- Growth
- Love/Connection
- Significance
- Contribution

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## LEARNING GUIDE CITATION

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