

# How a New Coach Become Self-Conscious to Create an Emotionally Friendly Coaching Environment?

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## ➤ Introduction

Emotions exist in the entire system; when we open our eyes, we begin to receive information that comes to us, interact with different people, and even plan the following to-do list before going to bed. When was the last time I was disturbed? What happened? Do I know why? When I coach my client, I sense that my emotional regulation substantially impacts my coaching.


On my way to becoming a professional coach, I try to understand my client's environment, culture, topics, what everyone cares about, and at what level of influence. In the meantime, I am also curious about myself.

"Am I being affected?"

"Are my clients affected because of me?"

Recently, Emotions have been affected by my work and my coaching; here is my self-reflection

 *What is the reason for being irritated by a colleague?*

 *Mistakes that my colleague shouldn't make, which increases my burden.*

 *What is it that added burden makes me irritable?*

 *Because I think everyone should be responsible for themselves, and I don't want to overdo it*

 *What makes me not want to overcommit?*

 *I want to live my life and do what I love.*

When I was feeling and describing the reasons, I also remembered that I had acted negligently and become someone else's terrible colleague, so my emotions may have come from not accepting this part of myself.

***Reflection: What can I do when the following incident occurs?***

💡 *Mistakes will happen, especially when facing unfamiliar things. Let go of the expectation that "there should be no mistakes."*

💡 *Realize that the original anxiety comes from the accumulation of a series of emotions so set a node in my mind and remind myself, "What is the most important thing at the moment? Where is my focus?" Deal with the incident immediately to avoid the accumulation of emotions.*

In summary, I discovered that sometimes I can wait and see my emotions, waiting for emotions to ferment quietly. When the time is right, I can naturally find the flow of adjustment—becoming my "emotional five steps (Name it, claim it, Aim it, Regulate it, Thank it).

➤ **My Self-Inquiry Journey**

Once I continue to practice, I notice that when we take good care of ourselves, we can spread the influence on the stability of the entire environmental system and gather the power of peace bit by bit.

Although the awareness and inspiration described above seem smooth, encountering different coaching clients and various situations is demanding. In this research paper, I will discuss some critical reflections that I, as a new coach, can do to myself & how to create an emotionally friendly coaching environment. It starts with two main questions that I ask myself.

## Q1: HOW DOES EMOTION AFFECT MY COACHING?

### ICF Competency Related to EI as a Coach

#### ➤ **Embodies a Coaching Mindset**

2.6 Develops and maintains the ability to regulate one's emotions.

#### ➤ **Maintains Presence**

5.3 Manages one's emotions to stay present with the client

5.4 Demonstrates confidence in working with solid client emotions during the coaching process.

On the transformative journey to becoming a PCC professional coach, I have dedicated significant time to honing my skills in managing emotions (2.6), demonstrating confidence (5.4), and maintaining a presence (5.3).

I am an emotional human being, and my advantage in coaching is that I can quickly see or feel clients' emotions. However, when I do not maintain a moderate and reasonable distance, my advantage becomes a blind spot. To use a dancing metaphor, I often accidentally enter the customer's range and step on the customer's feet. When I became an ICF ACC certified coach, I was still prone to overflowing with empathy; I would also lose the opportunity to help clients identify those factors that affect their "present and future" behavioral patterns, thinking patterns, emotional patterns" and other factors.

In terms of 2.6, 5.3 & 5.4 items, I have personally felt that practicing self-care benefits me a lot.

#### ➤ ***Reflection: What do I learn from practice coaching?***

I can practice self-care, constantly observe my emotions through self-reflection, and avoid being kidnapped by emotions. I also try to communicate my needs and expectations. I also go to work with my supervisor with issues to give myself time and space to sort them out inwardly. Attending Supervision Sessions has become an essential habit for me to enhance my coaching.

### Q1 Implications

- (1) When I can sort out the issues or unfinished matters in my life and see and empathize with my own emotions and needs, I can maintain a presence as a coach when facing my clients' intense emotions and needs. Being in the moment with the client leads to sharper awareness and perception.
- (2) When I develop the ability and habit of "self-emotional awareness and management," I begin to take actions to respond to my own inner needs, see the unfinished business in life, and live out the desired life state, I will be less likely to be the customer's emotions are involved and fall into the customer's emotions or stories.
- (3) When I distinguish my issue from my client's, I can maintain focus and curiosity, demonstrate confidence, and see more clearly. I can also keep an excellent empathic distance and accompany my clients, bringing their ability to be present and inspire awareness into play. I can also better explain what clients see and how their patterns affect their present and future.

## Q2: HOW DOES EMOTION IMPACT THE CLIENT?

### ICF Competency Related to EI for Client

#### ➤ **Listens Actively**

6.4 Notices, acknowledges, and explores the client's emotions, energy shifts, non-verbal cues, or other behaviors.

6.5 Integrates the client's words, tone of voice, and body language to determine the meaning of what is being communicated.

6.6 Notices trends in the client's behaviors and emotions across sessions to discern themes and patterns.

#### ➤ **Evokes Awareness**

7.8 Helps the client identify factors influencing current and future behavior, thinking, or emotion patterns.

Regarding the 6.4, 6.5, 6.6, and 7.8 items, I learned that I could explore body sensations with clients when emotions emerge.

### Q2 Implication 1:

#### **Emotions Accumulate, and the Body Will Know First**

##### **Case 1:**

Client A started crying like a baby and slowly calmed down.

Client A said that I kept all my feelings and emotions in a small drawer in my heart. I also ignored the physical reactions caused by the emotions and feelings. In the end, I discovered that my body remembered them. They all remain within my body. After suppressed emotions for some time, now these emotions appear in two ways: (1) At a particular moment, I can no longer suppress it, and all the feelings and emotions are vented like a volcanic explosion, or (2) directly produce some symptoms in terms of physical health, such as immune system disorders, gynecological system disorders, body tightness and soreness, irregular heartbeat, insomnia, loss of appetite, colds or diarrhea, etc.

## **Case 2:**

I was most emotionally stressed when I was working in an office. I remember it lasted for more than half a year. I had to go to the hospital 2 to 3 times every month. Sometimes, I had a cold for more than two months, and sometimes, I had an inflammation of the gynecological system that has never been cured. Not only did I feel distraught, but I also blamed myself for not taking good care of myself and taking medicine and supplements seriously. Now I realize that the fundamental reason is I ignore my own psychological needs and don't give my emotions and feelings a good rest.

## **Q2 Implication 2:**

### **Creating a Coaching Process to Help Client Emotions Exploration**

#### **Step 1: Name it**

Experience and sort out those emotions or feelings triggered at that moment. What happened inside with my client?

#### **Step 2: Claim it**

Creating time and space for clients to see what they care about. What do they need? What expectations did they have that still needed to be met? And what impact did their impulsive reaction have?

#### **Step 3: Aim it**

Help the client develop the habit of how they would want to respond.

#### **Step 4: Regulate it**

Understand what kind of life the client wants and consciously live out the values and beliefs by working with their emotions.

#### **Step 5: Thank it**

Help Clients to acknowledge themselves & appreciate every emotion they have. Conclusions.

## ➤ **Conclusions**

### **Empower Myself & Clients See Emotions**

The client's or even my problems are related to many factors. However, the body will show emotions. When we face fighting/flight/freeze, the body naturally reacts and releases "Cortisol," the "stress hormone." If we are in this fight/flight/freeze mode all the time, the human body will continuously release "cortisol" for as long as 6 to 8 hours, which will also inhibit the release of "Dehydroepiandrosterone (DHEA)." Negative emotions will accumulate in the body.

On the contrary, if we replace emotions with something we want, like gratitude, appreciation, etc., the "Heart rate variability analysis" (Heart rate variability, HRV) displayed on the heart rhythm chart will be smoother. Our bodies naturally release "dehydroepiandrosterone" (DHEA), which stimulates our immune system and can lower cholesterol, promote bone growth, build muscle mass, enhance memory, and resist aging. etc., the important thing is that it will stimulate the client's clarity of their current situation.

As Coaches, we play a crucial role in working with clients to help them become more aware of their emotions, increase dehydroepiandrosterone (DHEA), and avoid the production of cortisol. This reassures them that they are on their journey towards emotional well-being, instilling a sense of confidence.

After researching and reflecting on my personal experience reflections, I noticed that emotional intelligence (EI) is not just a concept but a powerful tool that can help me and my clients navigate the complexities of life. Cultivating emotions can help me create an emotionally friendly coaching environment that leads to greater fulfillment in my & client's lives, inspiring me to continue to learn & develop my EI in myself and those I coach.

## Reference

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