



## The Kokoro Careers Mission:

Kokoro's mission is to help people of all ages find their passions, academic focus and ideal career pathways based on a unique, tailored, whole-person approach.

We do this by **mindfully** working in partnership with our clients, actively listening and **empathising** with the person in front of us to help them change, develop or grow the narratives they may have. We believe in doing so through **caring**, **inclusive** relationship-building with clear **communication**.

## The Kokoro Careers Values Statements:

### Caring:

We genuinely care about our clients and want you to get the best out of our time with us. We pride ourselves on our people skills but more than that, we promise to ask you questions that we really listen to your responses on. Wherever your Kokoro sessions take you, we will go there with you, and hold space mindfully to connect and show you that we care about you.

### Communication:

At Kokoro, clear communication is a must. We communicate with presence, awareness of the impact of words and non verbal gestures, eye contact and body language. We believe in communication that makes the speaker feel heard, and we aim to respond in a way that identifies commonalities and builds bridges, that allows narratives to shift and grow as needed.

### Empathy:

At Kokoro, empathy means being present for others and indeed for ourselves. It means listening to others as we check in with ourselves, to support our clients better on their journey. It means stopping and feeling whatever emotions arise when listening with you, without rushing to action but to be able to be there with you in the experience.



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## Inclusivity:

Kokoro values the uniqueness of each and every individual we work with. We honour multiple perspectives and view life via different lenses as a team. We will empathise, listen and be mindful that one person's lived experiences may be different. This means where possible making every attempt to include and celebrate diversity of thought, cultures, talents and needs, as well as undergo significant continued professional development in issues of diversity, equity and inclusion.

## Mindful Presence:

We endeavour to work with a whole-person approach, tuning in to the moment with awareness and intention. We work consciously, never rushing or hustling you, and never at the detriment of kindness and partnership.

Yours with Kokoro,  
The Kokoro Careers Team of Coaches, Barcelona November 2022