



A DEEP DIVE INTO FEELING SAFE AND SEEN

A Webinar for The State of Pennsylvania Systems of Care
Hosted by: Val Oulds and Mary Garrett Itin

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Outcomes of Coach Approach Conversations

- Building Our Interpersonal Skills
- Strengthening Others
- Improving Relationships
- Leading Adaptive Change
- Improving Collaboration Across System Partners



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Presence Practice

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Recap of Key Coach Approach Mindsets

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- We have deep respect for each individual's own learning and development – their "who-ness"
- Know there is often more than one "right" answer
- Our intention is always to help the person be stronger, more independent, and more in choice
- We are aware of our own biases and what we think the person should do, and we hold those lightly




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The SCARF Model (David Rock)

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We are wired for threats and rewards in these domains:

- S STATUS** - How we imagine other people see us and value us in the world
- C CERTAINTY** – How confident we are in the future we imagine for ourselves
- A AUTONOMY** – Our ability to act without influence or control from others
- R RELATEDNESS** – How connected we feel to other people
- F FAIRNESS** – How well we are treated compared to how others are treated




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Setting the Context: What Brain Science Tells Us

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- We all want to feel **safe, seen, and heard**
- We all want a sense of **control**
- We all want a sense of **certainty**
- We all want to see situations as **fair**




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Setting the Context: What Brain Science Tells Us

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- We are hard-wired for an “attention bias” towards threat, especially when we are under stress



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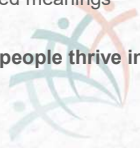
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Setting the Context: VUCA Reality

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- **Volatility** – speed and nature of change
- **Uncertainty** – lack of predictability
- **Complexity** – multiple and often competing forces at play
- **Ambiguity** – general “haziness”, mixed meanings

The role of the coach is to help their people thrive in the VUCA world



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Coach Approach Skillset

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Presence and Centering
Listening
Clarifying and Reflecting
Inquiry/Asking Good Questions
Feedback and Direct Communication
Creating Accountability
Modeling Behavior

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Core Skill: Presence & Centering

- ❑ Take a deep breath, focus your attention
- ❑ If you don't have the time or energy to be present, wait or reschedule for another time
- ❑ Presence takes constant practice
- ❑ Sometimes it's all you need

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Core Skill: Listening

PROBLEM SOLVERS
Fix It

Self Referential

Superficial

Engaged

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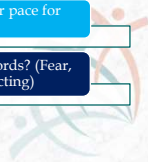


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Core Skill: Clarifying & Reflecting

- Repeat the person's words back as best you remember (Restating)
- Summarize key points without adding your own ideas
- Do not get ahead of the coachee. You are at their pace for their development!
- Is there anything you are sensing behind the words? (Fear, confusion, etc.) Share what you're seeing (Reflecting)

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Core Skill: Inquiry/ Asking Good Questions

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- They are real questions, not advice in disguise
- They come from sincere curiosity and respect
- They are not leading to a particular outcome
- They invite reflection
- They often begin with "What" and "How"



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Core Skill: Feedback/Direct Communication

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- Giving feedback that's heard:
 - Your feedback is an offer or perspective intended to be helpful
 - It should be Specific, Grounded, Actionable
 - Connected to the person's goals and/or performance standards
 - Make sure you are curious and not locked into your own view
 - Timing is important – not too late, or too soon
- Positive feedback should be more than just "great job", instead:



"I thought you handled that conflict so gracefully – you listened carefully, you responded to the questions thoughtfully and respectfully and the tension was eased by your choices. Well done!"



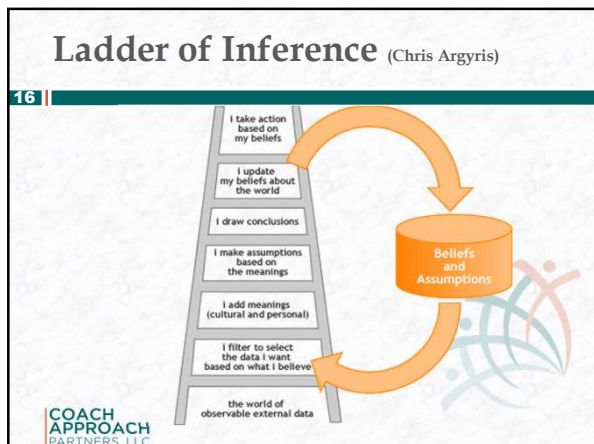
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Modeling Safe, Seen and Heard

- How can you use the Coach Approach Skillsets to support others to feels safe, seen, and heard?



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Our Filters

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- Different people are going to develop different filters over time based on any number of factors.
- The filters are all technically subjective.
- How we see has more impact than what we see.
- Our filters are part of our identities.
- Not all filters are equal, some are much more easily changed than others.

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Adding Meanings and Assumptions To Filtered Data

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We take our filtered information and assign meaning and make assumptions to fill in gaps in available data.

Example: My boss sent me a short email asking to see me in her office as soon as I can. I must have done something wrong.

- Information: Boss sent a short email asking to see me
- Meaning: I must have done something wrong
- Assumption: I should prepare to be reprimanded


This helps our ability to act quickly to respond to threats, and it all happens very quickly!

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Modeling Behavior

- Thinking about the Ladder of Inference and how we can jump rungs, how might the Coach Approach Model help you with this?



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Going Forward Creating Safety and Being Seen

- First Reaction is Model Behavior
- Make Time, Take Time for presence
- Listen
- Clarify and Reflect
- Celebrate Successes
- Practice and Model Every Day




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Going Forward Creating Safety and Being Seen

- How have you been using the Coach Approach mindset and skillset to support others to be safe, seen, and heard?
- What has worked well for you?
- What questions do you have to bring back to the larger group?
- What future webinars may be of interest?




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In Summary

- We all want to feel **safe, seen, and heard**
- We all want a sense of **control**
- We all want a sense of **certainty**
- We all want to see situations as **fair**

“Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.” Viktor Frankel




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Questions and Comments?

Thank you,



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