

A silhouette of a hiker is visible in the lower-left foreground, carrying a large backpack and holding a tall, thin pole topped with a large, dark arrow pointing towards the right. The background consists of a vast, hazy mountain range under a soft, golden sky, suggesting a sunrise or sunset scene.

Step Into Coaching

Applying emotional intelligence
for insight, connection & purpose

by Marilyn Jorgensen, MCC
& Joshua Freedman, MCC



Why Coaching?


Identifying the growing need for Coaching in today's world

As the pace of change accelerates, people are seeking support to stay balanced and move forward skillfully. We are all learning to manage and adjust to change... and learning how to live in change. Perhaps to balance the rising chaos, at work, home, school... awareness of coaching has grown over the last 20 years.

As "Coach," our work is partnering with people to gain more insight into their current situation and their vision... To facilitate connection to explore the possibility of change and finding their own path forward while navigating the mixture of feelings that drive our actions... To engage in powerful dialogue that supports people to step forward purposefully.



“What does Coaching with Emotional Intelligence mean to you?”



Open to Change

Did you know?

70% of change efforts fail – primarily due to a lack of attention to emotions.

People have strong feelings about change...from fear or anger to optimism and hope. These feelings either fuel or block change.

Double Click

Read more about Six Seconds' approach to change in this case study about equipping the US Navy, Coast Guard & Marine Corps with skills for coaching change: 6sec.org/navy

A close-up photograph of a microphone with a blue mesh grille, set against a blurred background of blue and purple flowers. The microphone is positioned on the right side of the frame, pointing towards the left. A semi-transparent grey rectangular box is overlaid on the left side of the image, containing white text.

“The person being coached is not lacking, they simply need someone to tap on their microphone and turn up the volume so they can hear their own sound.”
- Suzette Hinton

Try it!

EQ coaches ask questions that create insight into the power of feelings.

| | |
|---|---|
| What is a change you are currently facing? | |
| What feelings such as frustration, fear, judgment are coming up... and why are these arising? | What about feelings such as excitement, courage, or curiosity... and why are these arising? |
| If you were to experience more of the feelings on the right, above, what might happen? | |





In Times of Stress

Did you know?

STRESS is a signal that the challenge is bigger than our available resources.

Two reasons change often provokes stress:

- We get stuck.
- We don't have the support/resources we need to make the change work.

Coaching is needed!

When we are stressed we compromise our ability to empathize and collaborate with others... which often is just what we need in order to move forward.

Double Click

Since stress is a feeling, it's no surprise that people with higher emotional intelligence handle it better. Learn more at 6sec.org/stress

Try it!

This “VET” exercise supports coaches and clients to harness and navigate emotions

Validate: List 3-4 feelings about a challenge you’re facing.

Coaching tip: Validating is about noticing & accepting. Don’t worry if you “should” have this feeling. It is what it is.

Explore: How is each feeling trying to help you?

Coaching tip: Assume each feeling is there for a reason... to protect or support you or something you care about.

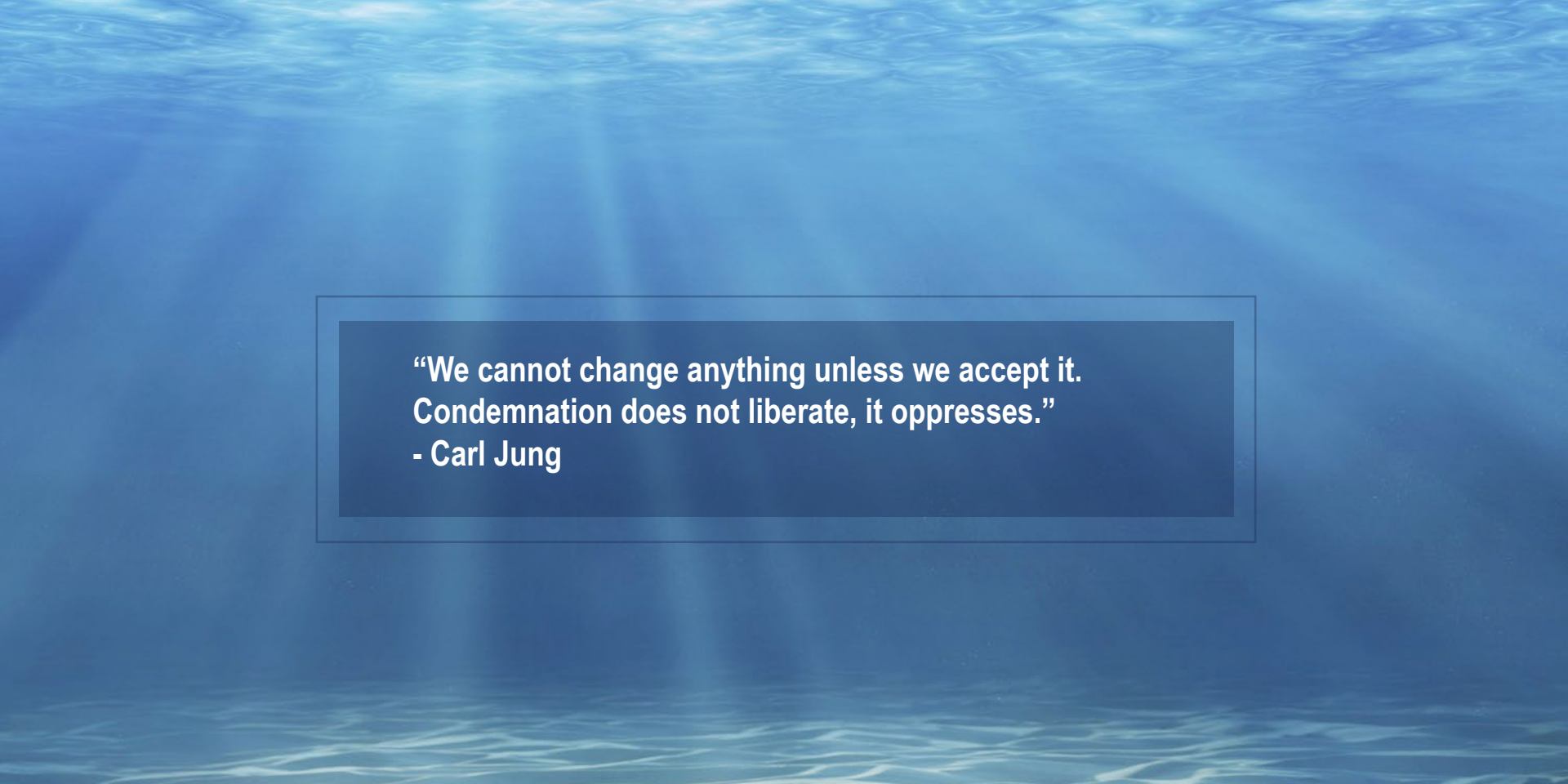
Transform: What would make this situation better?

Coaching tip: If you find it difficult to take this step, go back to V & E. The T will be easy (easier) when the first steps are complete.

A close-up, slightly blurred photograph of a person's hand with a light skin tone. The index finger is extended, pointing towards the keyboard of a laptop. The background is out of focus, showing the keys of the laptop and some indistinct shapes. Overlaid on the right side of the image is a white rectangular box with a thin black border. Inside the box, the text 'Your Turn' is written in a bold, black, sans-serif font. Below it, there is a short horizontal line, followed by the words 'VET Process' in a larger, bold, black, sans-serif font. Another short horizontal line is positioned below 'VET Process'.

**Your
Turn**

VET Process

The background of the image is a deep blue underwater scene. Sunlight rays penetrate the water from the top, creating a shimmering, ethereal effect. The water surface is visible at the top with gentle ripples. The overall mood is serene and contemplative.

**“We cannot change anything unless we accept it.
Condemnation does not liberate, it oppresses.”
- Carl Jung**



Relationships

Did you know?

Business leaders often pretend people are solely rational, and try to drive change with facts, force, and fear. It doesn't work. Looking at the neuroscience of change, it begins in the brain, and emotions are a driving force. Feelings are a motivating force for growth.

When people or organizations are making change, they struggle with past failures and get discouraged. Perhaps the most important catalyst is a relationship that creates hope.

Double Click

For more insights on what make change succeed, see 6sec.org/change

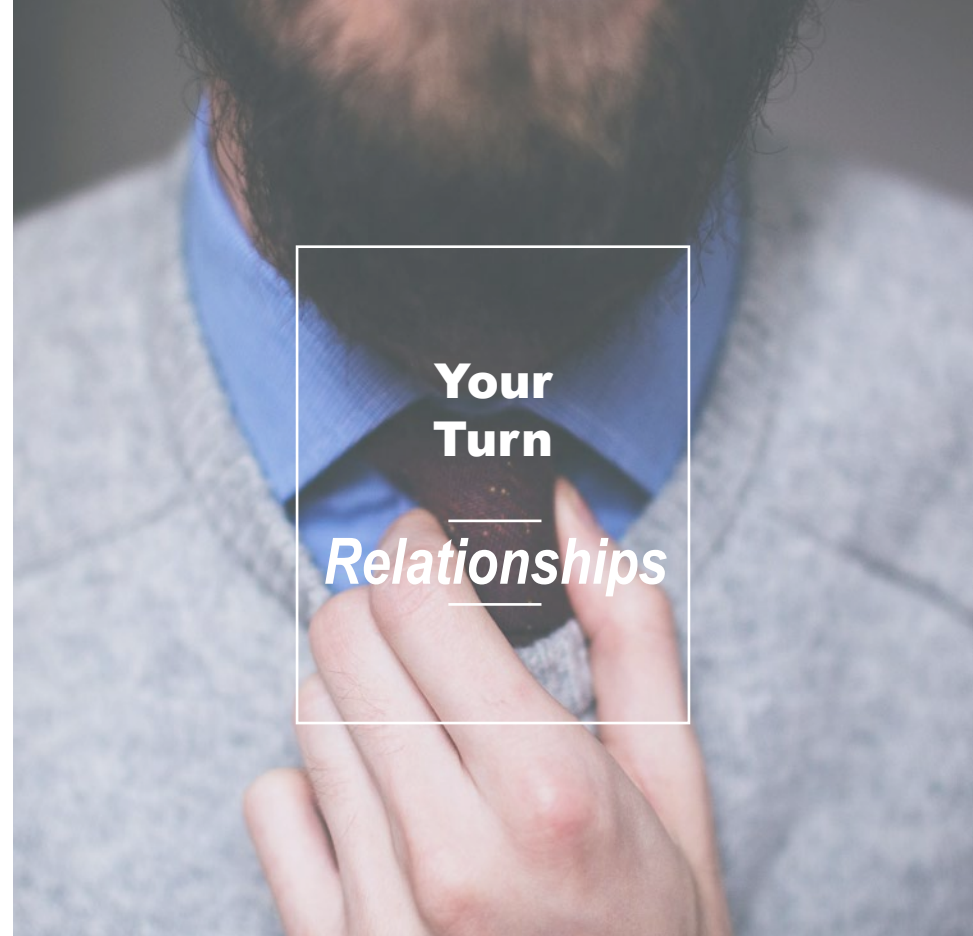
Try it!

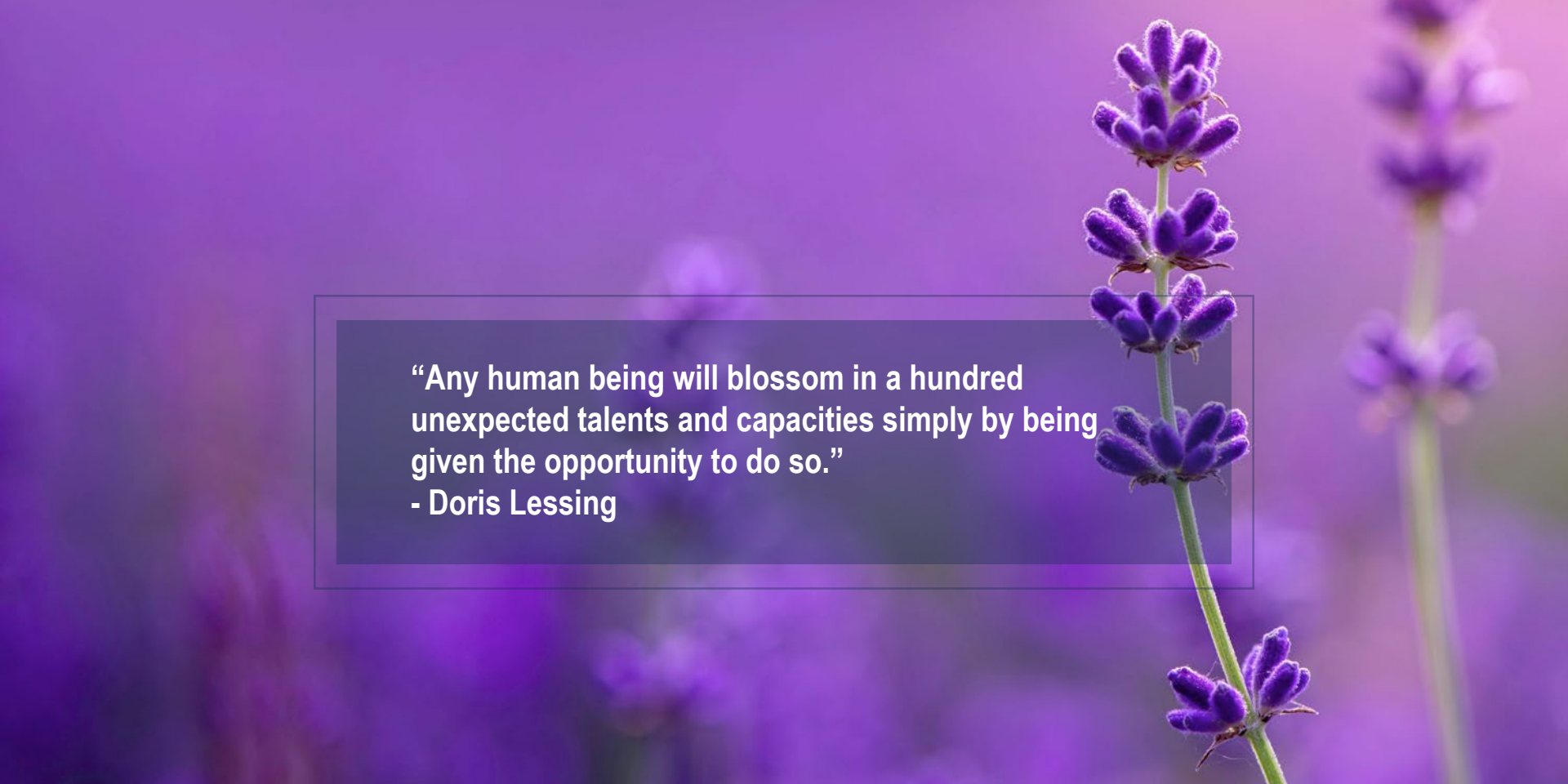
Think of someone who supported you in making meaningful change.

What were some of their qualities & skills that helped them help you?

In what way did each of these help you make change work?

What's one of those items you'd like to put into action the next time you face a change? What would happen if you were able to do so?



A close-up photograph of a lavender plant with several green stems and clusters of small, purple, fuzzy flower buds. The background is a soft, out-of-focus purple. A semi-transparent dark purple rectangular box is positioned in the center-left of the image, containing white text.

“Any human being will blossom in a hundred unexpected talents and capacities simply by being given the opportunity to do so.”
- Doris Lessing



How Coaching Works

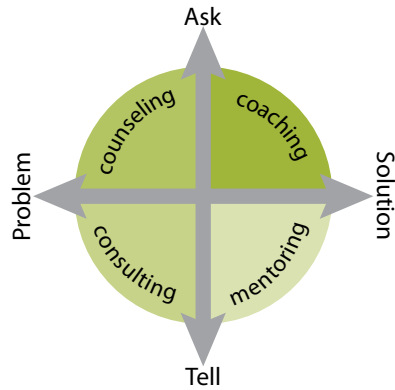
Did you know?

Coaching is a partnership of equals to strengthen insight, make better choices and achieve purpose. As EQ coaches, we...

- partner with our clients, building a trust-based relationship.
- ask powerful questions so the client develops clarity.
- stand as “guide on the side,” honoring the client’s wisdom so they find their own solutions.
- engage the client’s strength & encourages the exploration of the emotions that drive action steps.
- invite the client to see they have the resources and capability to sustain growth.

Try it!

How would it be for you to step into the role of EQ Coach?




The horizontal axis identifies the focus of the conversation. The vertical axis shows the method. Coaches are solution-focused and they work via questions.

Which of the four quadrants in the model to the right is easiest for you? Hardest?

If you were to step more fully into the Coaching quadrant, what would you have to get better at?

**Your
Turn**

Role of Coach



**“We now accept the fact that learning is a life long process of keeping abreast of change. And the most pressing task is to teach people how to learn.”
- Peter Drucker**

The background of the slide is an abstract, vibrant pattern of concentric circles and lines in various colors including yellow, blue, red, and purple. The lines are dense and overlapping, creating a sense of depth and movement. A black rectangular box is superimposed on the left side of the image, containing the title text.

Supercharge Coaching with EQ

Did you Know?

Emotional intelligence (EQ) is a learnable, measurable skillset for being smarter with feelings. The Six Seconds Model provides a three-step process for coaches and clients to put their EQ into action:

1. Tune into emotional data.

Know Yourself means asking curious, open questions to develop insight about emotions and behaviors.

2. Respond intentionally.

Choose Yourself is about identifying options to increase connection.

3. Step forward on purpose.

Give Yourself supports the client to take action that is meaningful and sustainable.

Double Click

Learn more in this case study on coaching with EQ: 6sec.org/eq3

Try it!

Think of a recent conversation/decision/negotiation that did not go as well as you wanted.

Insight: Tune in, notice what you were feeling, and how those feelings were pushing your behavior.

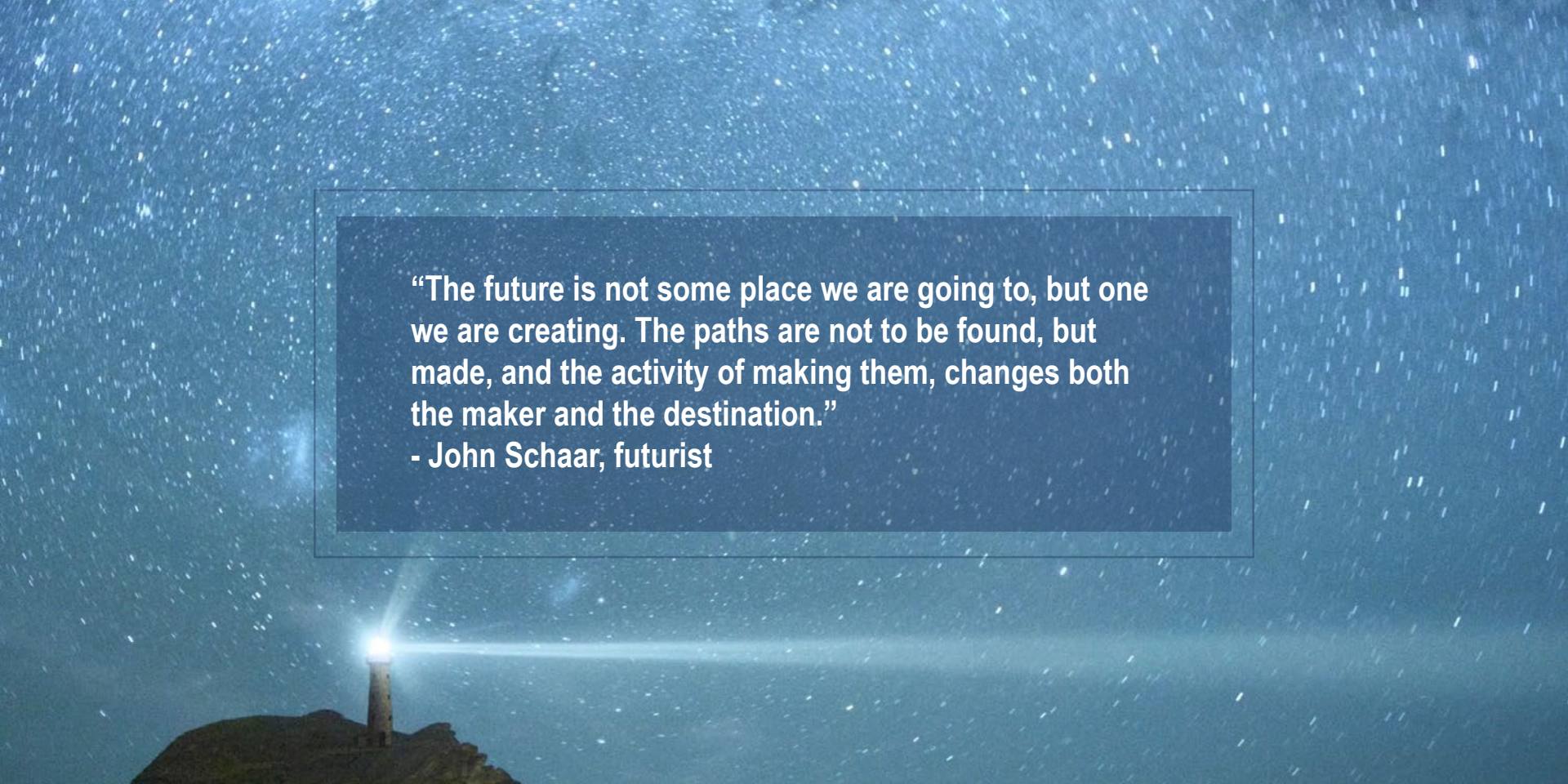
Connection. If you were in a similar situation again, what are 3 different ways you could respond?

Purpose. Which option is most aligned with your values and long-term goals?

A watercolor-style background with soft, blended colors of green, yellow, orange, and red. A black rectangular box is centered on the right side of the image, containing the text 'Your Turn' and 'Coaching with EQ'.

**Your
Turn**

Coaching with EQ

A lighthouse sits on a dark, rocky outcrop in the lower-left corner. A powerful beam of light emanates from the lighthouse, stretching horizontally across the frame. The background is a deep blue night sky filled with numerous stars and constellations, creating a sense of vastness and wonder.

“The future is not some place we are going to, but one we are creating. The paths are not to be found, but made, and the activity of making them, changes both the maker and the destination.”

- John Schaar, futurist



Fueled by Purpose

Did you know?

One of the most powerful drivers of growth is through linking change to purpose. Why move forward? At Six Seconds, we use the Change MAP as a structure for designing coaching toward purpose.

ENGAGE the client in the awareness of desired change. What's the vision, and how can it be put into action?

ACTIVATE the choices that go beyond contemplation and into action.

REFLECT on and measure progress toward the vision. Repeat the E-A-R process for further steps.

Double Click

Learn more in this case study on using purpose as a catalyst for organizational change:
6sec.org/pizza

Try it!

As a coach (or coach-to-be)... what's your vision?

Engage: Why does coaching matter to you? What would happen if you strengthened your coaching capacity?

Activate: What is one small step you'd like to take to build that strength? What would it look like to do it fully?

Reflect: Imagine you've taken that step. How would it feel? How would you know you'd mastered this step?



**Your
Turn**

Coaching Vision



Call to Action

Double Click

Jump into EQ for coaching:

Read about emotional intelligence for coaching:
6sec.org/eqcoaching

Discover Six Seconds' remarkable EQ Coach
Certification: 6sec.org/eqcc

Equip your coaching practice with EQ tools:
6sec.org/tools

Accredited by the International Coach Federation



Global Connection

Did You Know?

Six Seconds is a global organization increasing emotional intelligence and training coaches to use these learnable, measurable, neuroscience-based skills to support growth.

In over 200 countries, coaches, educators and changemakers use Six Seconds' tools and methods to increase insight, connection, and purpose.

Our vision is a billion people practicing the skills of emotional intelligence.

Double Click

Join us: 6sec.org/join

**“Change the way you look at things and the things you
look at change.”
- Wayne W. Dyer**

