

NEW THOUGHT TO NEW BEHAVIOR – PART 2

*“Past behavior no longer need be a predictor of future behavior”
“It takes a mind shift to make real changes in behavior”*

Awareness, Acknowledgement, Recognition, Realization, Connection:

The pitfall in the process is a return to habituated behavior. There is typically, much resistance to giving up patterns that are based on how we view the world. It is the coach's job to elicit what is possible for you, now that you desire change. The client will also need to experience how his/her life might be different. The following illustration between coach and client shows how the client can transform his/her views of a current situation:

1. Coach learns about current behavior:

Coach: *“What happens when someone says something you disagree with?”*

Client: *“I usually lose my temper. In this particular instance, I reacted by saying: How could you say that? Haven't you read the numbers in the financial report?”*

2. Coach helps to reveal thoughts underlying current behavior:

Coach: *“Can you remember what you were thinking when you said that?”*

Client: *“I hate to admit it, but I thought the person was really stupid or didn't do his homework. I really judged him.”*

3. (Besides revealing underlying thoughts) coach explores the feelings underlying the current behavior:

Coach: *“Okay, so tell me how you felt at that moment?”*

Client: *“It made me angry that this person didn't come to the meeting prepared. I felt personally insulted that he didn't read my report.”*

4. Coach helps client identify the impact of the current behavior:

Coach: *“Would you be willing to look at how your colleague felt? Good! How do you think he felt about being on your team?”*

Client: *“Maybe I embarrassed him. I think he felt offended by what I said and by my snapping at him. He probably doesn't want to work with me.”*

5. Coach offers bridge to new behavior and desired impact:

Coach: *“How would you like this colleague and your other team members to see you?”*

Client: *“Quite the opposite of what I'm getting. I'd like them to respect me, my opinions, value my work and take me seriously.”*

The dialogue might continue with the coach bringing attention to how the client could have interpreted his colleague's statement in another way. Could the client be more tolerant and still disagree? The goal for the client would be to view his colleague as just different from him. With this view, the client would come from a different perspective when interacting with his colleague, which will elicit a different outcome.