

5 STEPS OF EMOTION COACHING

1

become aware. . .

Slow is fast. Fast is slow. We're not ever in a hurry to fix uncomfortable emotions (unless you truly are in imminent danger.) Name emotions. Get creative. "You're upset right now." "I can tell you are overwhelmed."

2

recognize connection

See emotion as opportunity to build closeness and intimacy versus disconnection. Move towards the discomfort of the other person versus away from.

3

validate feelings

Listen with empathy. All emotions are valid. "You have every right to feel upset." or "I don't blame you at all for feeling hurt, that must be hard."

4

facilitate description

This is about creating even more awareness to the emotion by using descriptive language. "Along with feeling upset, you must also be feeling misunderstood and hurt." Give the emotions more labels. to deepen clarity around nuances of emotion.

5

set limits / explore

Find solutions together while setting boundaries. "It's okay to be upset, but it's not okay to yell and call people names. Let's think of some ideas of what to do next at this point, I'm happy to listen and help where I can."