

Competency # 5



Cultivates TRUST and SAFETY



Cultivate : (verb) in the sense of **development**

Eg :the cultivation of a positive approach to life and health

Synonyms

development

fostering

pursuit

devotion to



About Trust and Safety

Definition:

Partners with the client to create a safe, supportive environment that allows the client to share freely.

Maintains a relationship of mutual respect and trust.

Cultivates Trust & Safety - https://youtu.be/rBHxy_zh1Rg?si=-Ah4GAwqAApoP8-7





Cultivates Trust and Safety

4.1: Coach **acknowledges and respects** the client's unique talents, insights and work in the coaching process.

4.2: Coach **shows support**, empathy or concern for the client.

4.3: Coach **acknowledges and supports** the client's expression of feelings, perceptions, concerns, beliefs or suggestions.

4.4: Coach **partners with the client** by inviting the client to respond in any way to the coach's contributions and accepts the client's response.





Marker 4.1:

Coach acknowledges and respects the client's unique talents, insights and work in the coaching process.

Talents

Insights

Work in coaching process

Demonstrate both

Respects Acknowledges



"I just want to acknowledge your unique gift for reflection and introspection. It truly deepened our work today"



CELEBRATE –

A B C D E & S

Accomplishments, Bravery,
Commitment, Doggedness,
Effort & Spirit

ACKNOWLEDGE
Feelings, Thinking process,
Values, Beliefs & Intentions
& Humanness in the session (
or in the engagement)

SUPPORT
Appreciate their awareness,
their proactiveness
Respect their feelings and
opinions





What can you Acknowledge and Respect ?

What is unique about client and how these unique characteristics contribute to/influence client's work in the coaching process

WHAT?
Respects client's
**SELF
CONSTRUCT**
(context, identity,
environment,
experiences, values,
beliefs, culture, self-
expression,
perceptions,
methodologies, style)

WHO
understands,
recognizes
and respects
client's self-
concept/iden-
tity

hears and respects
client's frame of
reference,
thinking or
feeling.

HOW ?
Affirm,
acknowledge,
appreciate,
Call out,
present,
observe

recognizes and
acknowledges the
unique challenges
faced by client.



Marker 4.2:

Coach **shows** support, empathy or concern for the client



Coach **shows** support,
Coach **Empathizes** or
Coach **expresses concern** for the client –
Allows and remains silent

Allows client to feel their feeling

Verbal and non verbal behaviours of
concern, support, empathy, compassion,

✗ does not try to move client out of the
strong feelings, cheer up the client,
becoming a care taker

How can I support
you? It's OK..!
(Moments of silence)

I can see, this has
been difficult ...this is
a safe space

Care Taking is different from Cultivating Empathy



Marker 4.3

Coach acknowledges and supports the *client's expression* of feelings, perceptions, concerns, beliefs or suggestions.

Support the client's expression of Concern – Not the Concern itself
(what [belief, assumption, thought] may be feeding the concern)

Allow client to fully express themselves

Allows client to use language or style of their choice

Affirmatively encourage all feelings

✗ Judgement, dismissal, shutting down, interference, invalidates, undermines, substitutes with own ideas

What is your understanding of this thinking / feeling)

What thought may be supporting this concern OR



Supporting client's expression of concern

What is your understanding of this thinking / feeling)

What about this is concerning for you

What thought may be supporting this concern OR

What fear may be creating this concern ?



Marker 4.4:

Coach partners with the client by inviting the client to respond in any way to the coach's contributions and accepts the client's response.

Build an environment of trust and safety by verbally inviting the client to respond in any way to the coach's contributions (observations, remarks, questions)
- demonstrating that it is safe and accepting the client's response.

I noticed something, May I share it with you ? ""
What do you think, about my sharing? Please feel free to disagree