



**Do Your Clients Have Emotions,
or Do Their Emotions Have Them?
Coaching clients to value and leverage
their emotions**

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Career Coaches SIG

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Confidential

Learning Objectives

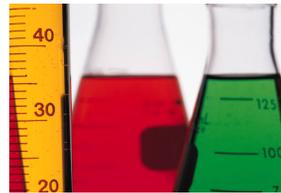
- Define emotions in a way that is useful with respect to coaching
- Understand the myriad of emotions, and two dimensions to distinguish among them
- Identify the gifts and shadows of some frequently occurring emotions
- Commit to experimenting with at least one coaching tool after the session to enable your clients to gain greater value from their experience of emotion



Define

- To make something more distinct, definite, or clear
– Dictionary.com

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Emotion

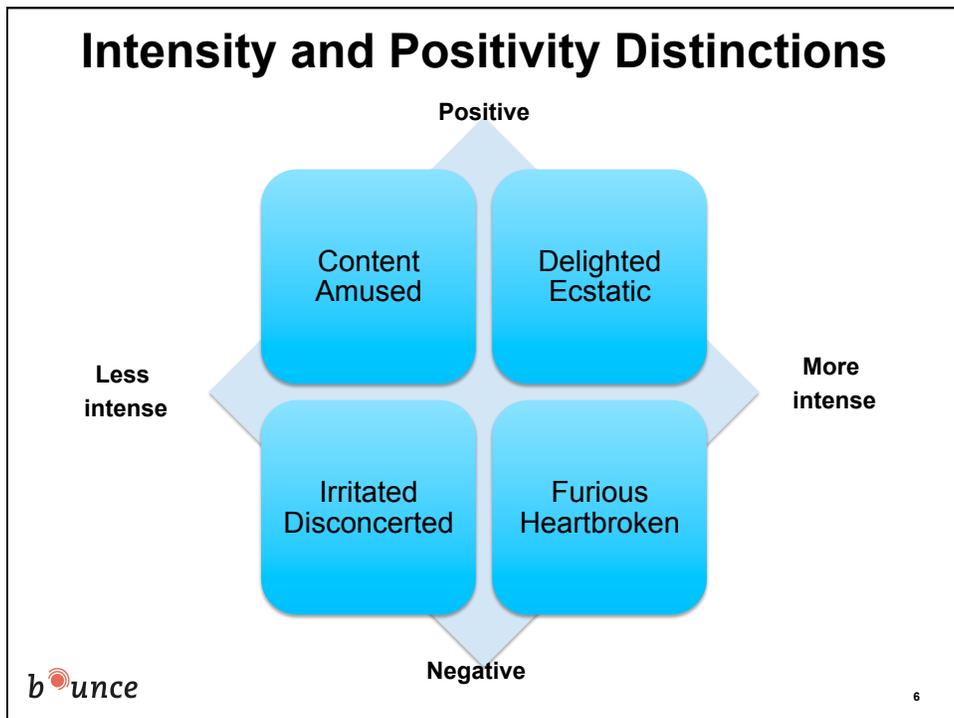
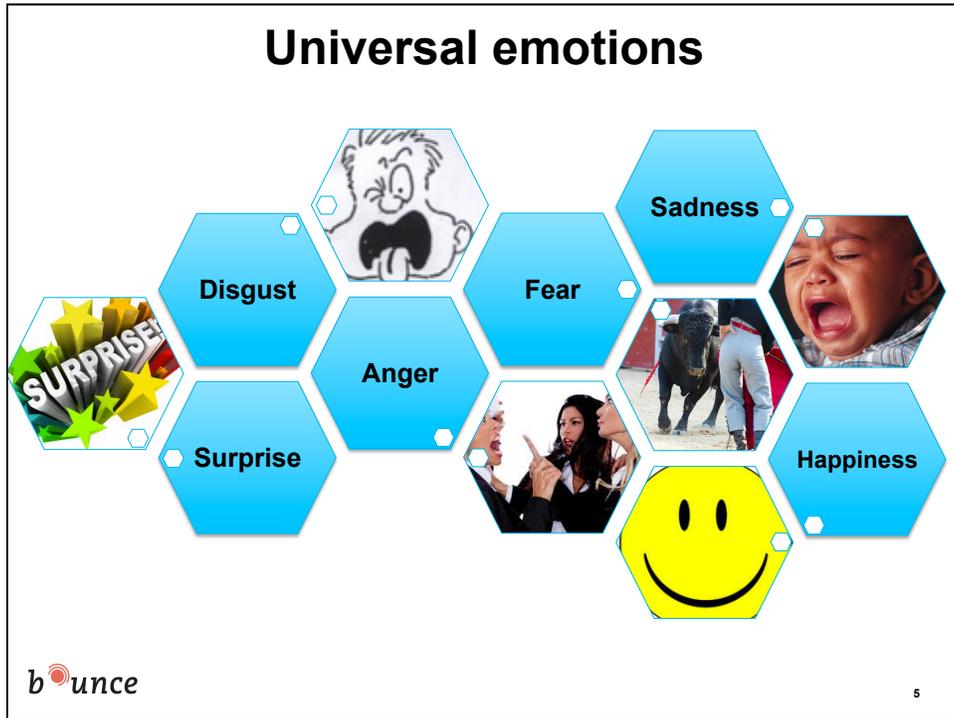
- a state of feeling; a conscious mental reaction (e.g., fear) subjectively experienced as strong feelings toward a specific object or situation and typically accompanied by physiological and behavioral changes in the body (Merriam Webster)

What is an emotion you've experienced in the past week?

Which emotions would you rather have, and which would you prefer to avoid?

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**“I’m so disappointed about my
interview performance.”**



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We hear our client say they are disappointed, and we may want to help them avoid or move away from their feeling of disappointment, which most of us label a “negative” emotion. Instead, consider diving in and helping them leverage its value. Learn how to be curious about your client’s experience rather than assuming it’s similar to your own.

**Experience +
Meaning Making
=
Story**

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What is Disappointment?

- “the feeling of sadness or displeasure caused by the nonfulfillment of one’s hopes or expectations”
- Synonyms: sadness, regret, dismay, sorrow
- Antonyms: satisfaction
 - Google.com

That’s what the dictionary says about disappointment, yet your client has their own experience of disappointment, their own story. Choose to consciously set aside your story as coach, and enable your client to explore his or her story and thereby capture the value of this emotion of disappointment....

Possible Coaching Questions for: “I’m so disappointed about my interview.”



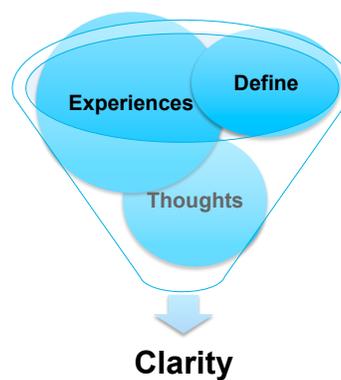
- Tell me more about disappointment.
- What are the thoughts you have when you feel disappointment?
- What clues might this emotion be giving you? What else? What else?
- What is the posture of disappointment? How do you sit, stand, move?
- What similar emotion is slightly more strong than disappointment? slightly less intense?
- What is the upside of disappointment, its benefit?
- What is the opposite of disappointment?
- When you feel disappointed, what are the actions you are likely to take?
- What is in your control? What small step might you take next?

Disappointment Homework

- One client chose a deeper dive into understanding disappointment for his coaching homework:

– Find 3:

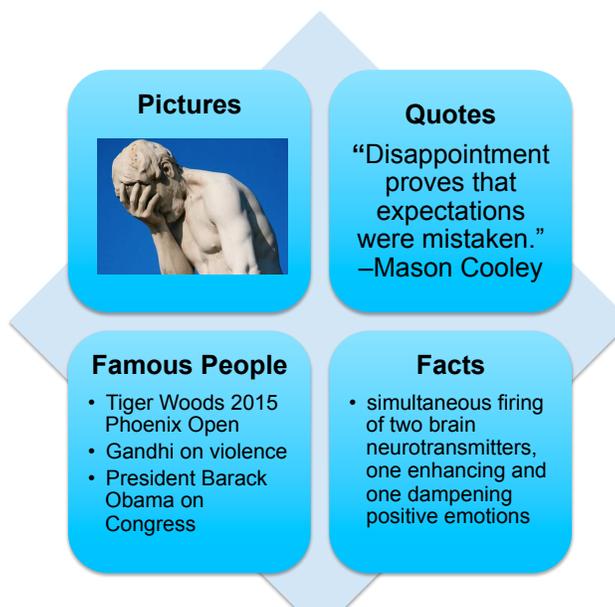
- Pictures of disappointment
- Quotes about disappointment
- Famous people who share their disappointment
- Fascinating things you learned about disappointment



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Disappointment homework



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Disappointment homework

- For this client, doing his homework on disappointment opened his eyes to how others had leveraged disappointment. Some had used their disappointment in the state of the world to change the world; others had made poetry and beautiful prose that eases the path of disappointment for future generations.....
- The client felt in control of his disappointment, and able to take the determination it offered instead of feeling overwhelmed and weakened by it.

What about Contentment?



Possible Coaching Questions for: “I’m content about my interview.”

Tell me more about contentment.

What clues might this emotion be giving you? What else? What else?

What are the thoughts you have when you feel content?

What is the posture of contentment? How do you sit, stand, move?

What are the gifts of contentment, its upside or benefits?

What is the shadow of contentment? How might it limit you, or work against you?

What is the opposite of feeling contented?

When you feel content, what actions are you likely to take, or not take?

If you were to embrace this feeling of contentment, what small step might you take next?

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The problem and paradox of focusing on negative emotions in coaching

“Whatever we focus on expands.”

-attributed to many-Oprah, Peter McWilliams, Brian Tracy, etc.

AND

“Being able to harness the wild horses of our negative emotions is exhilarating, powerful, and surprisingly joyful.” -Ann V. Deaton, PhD, PCC

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Keys to leveraging the power of emotions in your coaching

1. Do your own work around emotions—expand your distinctions, notice in the moment, consciously choose to gain their value. You are a subject matter expert on emotion. We all are.
2. Assume that all emotions are valuable.
3. When clients bring emotions, set aside your own story and get curious about the meaning and value for them.
4. When your client doesn't share emotion, pay attention. Ask.
5. Support your clients in leveraging new awareness about their emotions by choosing a next step to explore and/or to take advantage of the wisdom each emotion offers.



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“The important question is this: what purpose do negative emotions serve?they’re an important part of our healthy emotional architecture. Although they can be messy, unpleasant, and sometimes problematic, negative emotions are also very useful. Emotions---all emotions---are information.”

–Kashdan & Biswas-Diener, *The Upside of Your Dark Side*

Thank you!



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For a deeper dive....

Join me for the Coaching and Emotions 3-part Webinar Series:

Monday, September 14, 21, and 28, 2015, 12-1:30 pm
(Eastern time-US)

Register at www.wecanbounce.com or email
ann@wecanbounce.com



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Resources

- Courcy, C. (2012). *Save Your Inner Tortoise: Learn How to Cross the Finish Line Feeling Joyful and Satisfied.*
- Emotions in the Change Process,
<http://emotionsandthechangeprocess.blogspot.com/>
- Five Dimensions of Emotion,
[http://changingminds.org/explanations/emotions/
five_dimensions_emotions.htm](http://changingminds.org/explanations/emotions/five_dimensions_emotions.htm)
- Kashdan, T. & Biswas-Diener, R. (2014). *The Upside of Your Dark Side.*



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Your takeaways, and next steps

- A first step to using emotions more effectively in your coaching can be to simply notice and consciously label your own emotions in the moment when something occurs



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