



Emotional Fitness Coaching Tools

Emotional Fitness Coaching Tools are an important component of the Guiding Transformation Program and are utilised frequently in individual coaching sessions with clients and in Learning Circle groups.

Emotional Fitness Coaching tools are the work of Warren Redman as presented in one of the prescribed texts in the Guiding Transformation Program:

Redman, W. (2012). *Emotional Fitness Coaching: How to develop a positive and productive workplace for leaders, managers and coaches.*¹

Emotional Fitness Coaching is a set of tools for handling our lives in positive ways. The five tools are:

1. **Power Listening**
2. **Learning From Experience**
3. **Group Dialogue**
4. **Workscale**
5. **Storytelling**

In this document...

Overview	2
The Difference between Emotional Fitness and Emotional Intelligence	2
Power Listening	2
A Framework For Power Listening	3
Group Dialogue (GD)	3
Conclusion	4

¹ Available as an e-book or hardcopy through Booktopia

Overview

Each of the Emotional Fitness tools are powerful. The key ones utilised in the Guiding Transformation Program (Coaching and Learning Circles) are Power Listening and Group Dialogue and an adapted version of these called Modified Power Listening. As part of the Guiding Transformation Program, you will have the opportunity to learn these tools and develop habits by using them as part of your everyday communication.

The world of work has, up until very recently, been seen as a world in which the dominant and most *valued skills are mental and physical. They are the 'hard skills' of thinking and fixing, buying and selling, talking and making.* Today, there is a growing awareness and understanding that our emotional skills are what make the difference between success and mediocrity. These are the 'soft skills' but the soft skills are really the hard ones.

The Difference between Emotional Fitness and Emotional Intelligence

Daniel Goleman made Emotional Intelligence popular with his book of that title in 1996. Goleman hadn't coined that term; but it had been in circulation by psychologists. Emotional Intelligence and Emotional Fitness both developed around the same time but had very different starting points. Emotional Intelligence is essentially a set of questions designed to establish competencies of an individual based on the criteria established over the years by psychologists trying to understand and explain what, in our brains other than our cognitive intelligence, causes us to act in certain ways. Emotional Fitness or E-Fitness is, on the other hand, a set of tools that helps us to handle our lives in more positive and healthier ways.

Power Listening

Normal conversation is hardly ever real communication. The tool of Power Listening helps you to achieve:

- a greater understanding of the effect of listening on the well-being and productivity of employees,
- a high-level skill in listening to others,
- more clarity in how to achieve your goals as a leader,
- a clearer understanding of your personal attributes and concerns, and
- a plan to integrate what you have learned in order to bring about positive change.

Power Listening is based on the belief that we all have our own wisdom about ourselves and our possibilities within us, and that much of the time we don't know it. We don't know it because it's hard to hear ourselves, so we need someone to listen to it, out of us.

Our emotional self often gets in the way of listening. We can listen intellectually and respond intelligently but this is not utilizing the emotional self. Our emotional self is the most primitive part of our being and kicks in without us usually being conscious of it. It makes us fearful or angry, or depressed or ecstatic. Often we don't like the emotions, and don't want to show or even admit to them.

Developing Mindfulness: Becoming aware of how we are getting in the way and moving us out of the way of being able to listen properly.

- 1) **To listen, set a contract:** Before you begin to talk about something, discuss how to talk about it and agree on when and where.
- 2) **To hear, focus on the issue:** Focus on what is important for the person. Discernment involved.
- 3) **To understand, clarify the meaning:** making assumptions about what someone means and how they feel about it, is the death of any helpful conversation. Instead of jumping in and declaring that you know what someone means, hold yourself back and be curious about what the other person means. Ask Questions, ask for examples, give the person time to reflect, reiterate what the other person has communicated. You hear and understand things that the person was not even aware of saying. Concentrate on the person.
- 4) **To accept, Summarise the essence:** Acknowledgement and discernment.
- 5) **To Respond, move to action:** The application of what has been discussed. What are you going to do?

A Framework For Power Listening

In order to be **listened** to

.....establish a contract.

In order to **hear** what someone is saying

.....focus on what they want to say.

In order to **understand** what the person is saying

..... clarify what is being presented

In order to **accept** someone and what they say

.....summarize the essence of what you have understood.

In order to **respond** to the person

.....help them towards their own appropriate action.

Group Dialogue (GD)

This process is teaching you how to:

Bring out the best talent in your team, facilitate meetings that are productive and creative, and develop a culture of listening, learning and positive action.

The benefits include:

- Enhanced communication
- Greater understanding of issues

- Decisions reflect concerns
- People use emotional intelligence
- Individuals take responsibility for actions
- Problems are solved creatively
- People feel equally supported and challenged
- Follow-up encourages change to take place
- Team performance is enhanced

Seven Stage Structure (Of Gd)

1. **Presentation:** Draw up an agenda from the team and invite one person to present their topic.
2. **Clarification:** Invite others to ask questions
3. **Summaries:** Everyone writes down the essence of what they have understood. Summaries from *first person*, then communicated to the group.
4. **Presenter's Summary:** the speaker writes down and then presents their own summary.
5. **Action:** Everyone else writes down the action they would take if they were the person.
6. **Presenter's Action:** The speaker writes down and presents what they will do

Conclusion

These two powerful tools at first seem very different to our usual ways of communicating in the world of work and in our home lives. It does not take long before the regular practice of them in a facilitated, supportive environment enables mastery and development of important new habits of communication that can be utilised in all areas of your life.