Personal resourcefulness in times of change:

Building resilience during Covid-19

SUPC & LUPC Conference
15 April 2020
Introducing Tim & Helen

**Tim**

**About**
An experienced Coach of 18 years, with over 35 years of Personal expertise. Tim has worked with a wide range of individuals through one-on-one coaching, helping clients to find their own solutions.

**Experiences**
- **1995 – 2010**
  - John Lewis Partnership Coach
  - Member of the Chartered Institute of Personnel and Development (MCIPD)
  - Myers-Briggs Type Indicator (MBTI) Practitioner

**Coaching Philosophy**
Tim believes coaching is about working with his clients to provide their own answers to whatever challenges they wish to face and doing this in a compassionate, non-judgmental way enabling the client to find lasting solutions. In a climate of trust and openness clients can explore their own highest levels of performance and explore any blockages.

Tim works with high levels of empathy, seeking to create excellent rapport with you. Contracting in how you work together, Tim will be both challenging and supportive. He helps clients to confront difficult areas where this is most helpful and offering support when this may be more effective.

**Location**
South West

**Approach**
- Phone, face-to-face, web

**Availability**
Flexible, including evenings and weekends

**Helen**

**About**
A highly experienced and qualified Master Coach (MCC) and NLP Practitioner who studies by the International Coaching Federation Companionship and Oyster Consulting. Helen has been a Coach for over 15 years and has coached at all levels from Junior Managers to CEO. Helen has also worked in Corporate, Not for Profit and Public Sector organisations, where she delivers one-to-one, group and team coaching to meet the aspirations of the individual and organisation.

**Experiences**
- **JUNE 2010 – PRESENT**
  - Founder & Director of Oyster Consulting Limited

**Coaching Philosophy**
Helen's coaching style is transformational, not transactional. She is warm and caring, and is committed to creating an environment of complete trust and honesty where you will have the space to harness the power of your own resourcefulness.

Helen will help you notice patterns in your behaviour, decisions and outcomes in order to discover the future that the strategies are worth working on and what you would like to change. Through her experience, Helen will support you to push the boundaries of what might be limiting you and to make the most of your strengths and drive a greater level of focus and success.

**Location**
South West

**Approach**
- Phone, video or in-person

**Availability**
Available Monday to Friday, including Tuesday, Wednesday and Thursday.

www.sums.org.uk
Getting the best from the session

Concentration + Active listening = Maximum value
What will we cover?

- Observations and experiences
- How we think, how we act
- Setting a personal and effective outcome
- Q&A
- Some questions to think about
- Summing up
Observations & experiences

What’s in the news?
“I understand, of course, that as our worlds become smaller, we focus more and more on our homes and on what makes us feel safe. It is this that gives us a feeling of control. This may be delusional, but it’s also comforting.

Before the virus, the world felt uncertain anyway: Brexit, Donald Trump, the collective failure of the left, the rise of Hungary’s Viktor Orbán, Brazil’s Jair Bolsonaro, India’s Narendra Modi. Never mind Russia and China and the bizarre president of Belarus, who has advised drinking vodka and visiting a sauna as ways to stay healthy in the current crisis.”
“Now the world outside really is unsafe, everything changes.

Private space is dangerous, too. Domestic violence is rising all over the world, the terrorising by men of women who feel less able to escape than ever. Home is a sanctuary for some and a prison for others, and home, the domestic sphere, the only permissible location for many women, is now the only place many of us can be.

The new condition that the virus requires is a level of disconnect. It depends on self-reliance as well as the need to reach others who are alone.”
“The present is very difficult. The present is where we are, and it’s unsafe.

Knowing this is one thing, feeling it is another. The poet and novelist Rainer Maria Rilke knew about uncertainty. He told us to stop looking for answers and to learn to love the questions, “like locked rooms and like books written in a foreign language”. We don’t know what is going to happen. “At present you need to live the question.” That’s what is hard. Very hard.”
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Observations … in the papers

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Experiences

• You may be feeling more worried or unsettled by what's going on in the world. It might feel like things are changing, and there is a lot that’s outside of our control. Because of coronavirus, there are a lot of unknowns about the immediate and long-term future, and it’s becoming clearer that we are going to have to do things a little differently, particularly in the way we live our day-to-day lives. It’s natural that this uncertainty and change will affect people’s mental wellbeing.

• Whilst we are physically isolated, it’s more important than ever for us to feel socially connected, so try and reach out to people to talk, and try to be there to listen to others.

Samaritans website
How we think, how we act
Resourcefulness and grounding
How we think, how we act

...consider where you spend most your time?
How we think, how we act...

Jason Gay
@jasongay

There's a guy in this coffee shop sitting at a table, not on his phone, not on a laptop, just drinking coffee, like a psychopath.

46.9K 1:35 PM - Sep 22, 2015

34.5K people are talking about this
Setting a personal and effective outcome

Well-formed outcomes
Well formed outcome

- What are the secondary gains and losses?
- How will I start and keep going?
- What do I want? Is it clear and well thought through? What do I want to see? hear? feel?
- Does it fit with who I am and what I want to be?
- In what context? Where, when and with whom?
- What is in my control?
- What does my present state do for me?
- What affects will it have on others?
- What has stopped me up to now?
- What is important?
- What is in my control?
- What does my present state do for me?
- When it is achieved, what will it do for me?
- Is it worth it?
- What affects will it have on others?
- What is important?
Your Questions and Answers

Ask the team
Some questions from us to you

Things to consider
Things to consider

- What am I already doing well in accessing my resourceful state?
- How can I enhance this?
- What might I need to develop or change to access more of my resourcefulness?
- How might I do this?
Summing up

- We’ve taken you through some of the NLP based models today in a very short space of time.
- Coaching, Coaching Supervision and Mentoring are very broad subjects which pull from a range of different models, disciplines and approaches. Quality, professional coaching is worth exploring carefully – not every coach out there has these capabilities.
- A resourceful coach will be capable of drawing on their knowledge and expertise in a client centric way.
- If you are interested in pursuing coaching, make sure you are at ease with the individual and you have confidence they will work to support you to challenge your own thinking, not just create an echo chamber of what you want to hear.
- We will be supplying some additional resources for you to view by way of follow up to this session.

If you wish to find out more about the SUMS & Oyster Outcomes Coaching offer, please:
Contact: f.gasparro@reading.ac.uk
Visit: https://sums.org.uk/services/coachingandpd/
Visit: https://oysteroutcomes.co.uk/coaching

As SUPC and LUPC members, your access to Oyster Outcomes Coaching Associates is routed via SUMS Consulting.