

Tips for Coaching During Stressful Times

The following are tips for how to coach during especially stressful times. These are presented by the International Coaching Academy (<https://coachcampus.com/>)

Be Aware of your HALTS

- Hungry, Angry, Lonely, Tired, Stressed

Normalize the situation

- “Sounds like that’s scary or stressful, that’s a pretty normal feeling or response considering what’s going on.”
- Helps to build trust, safety and rapport.
- “How can I support you?” “What do you need from me today?”
- Acknowledge the feeling of lack of control

Coach the Person NOT the Story

- Listen to the person not the story. Coach the person, not the problem.
- 3 causes of anxiety – lack of info., lack of control and lack of certainty

Resist the Urge to “Fix It”

- Believe that the individual can be the best problem-solver of their own challenges.

Don’t Co-conspire

- Even if you share the same feelings, this isn’t about you.
- “I understand how you feel” vs. “I know how you feel.”
- You want to be a support not an enabler.
- Self-manage your triggers.

Take Action

- Come up with something to do. It will break your mood (based on neuroscience).