



# *Sacred Depths* Certification

## Creating Awareness Skills 2

Joanna: Hello, everybody, welcome. I hope you guys are doing well today, I have been looking forward to connecting with all of you. We are in our second call and our three call creating awareness module. I've got a lot to share today. Before I do a couple of housekeeping pieces. Number one, I hope that at this point all of you that requested coaching partners have connected with your partner, and hopefully you've already had a call, at least one call, if not two, with your coaching partners, I've heard from some of you so far that it's going really well, but just want to remind you if you haven't connected yet, please do. If any questions at all come up around the coaching partner, let me know.

As we move forward, you may at some point want to experiment with a different coaching partner, that oftentimes happens. It's good to kind of ... I like having the same partner pretty much throughout the program, but you guys will see, as you move forward, you may just want to put it out there in the Facebook group, to do one practice call with someone else or two, sometimes it's nice to get some extra practice in there with different types of energy and personality and all of that.

The other piece I wanted to mention is we have our call today, and then we've got a call next week and next week, sorry, I messed up last week you guys when I was sharing the schedule with you. So I just want to be clear today. Next week we are officially moving to our 1:00 PM Eastern time on Tuesdays. I think pretty much for the rest of the program we'll be at 1:00 PM Eastern, and then I always take a couple of weeks vacation in August. I definitely need it this year. And so after next week for the rest of August, you'll first of all have time for catch up, if you need to catch up with anything. And also we'll be sending some supplemental recordings that if you have a chance to, I highly recommend listening to.

It's not going to be any new material, it's going to be some old listening practicums, that kind of thing. I think you guys have already been given access in your member center to the conversation with [Nekita Pennycook] on diversity, equity and inclusion. So create time if you haven't listened to that yet in August to listen to that. So, you'll have some time and space and then we'll come back together the very first of September. Next week we're going to wrap up our creating awareness module with a practicum. And then when we're back in September, we'll start our [inaudible] questioning module. The last piece I wanted to mention today, I didn't get a chance to mention it last week, is that there is an opportunity for a couple of you, if you desire, if you've been moving through Sacred Depths and are kind of wanting some more Q&A time with me.

So time to ask questions on any client case studies that come up, anything that's going on with clients, time to ask questions on your group programs, on curriculum development, on, I know not too many people are doing too many in-person retreats these days, but retreats or online retreats, anything like that. If you've been wanting more access to coaching with me on inner pieces that are coming up for you or things around your business, your marketing, your messaging, your programming, things like that. Then there's an opportunity to do that. It's not something that I usually open up to Sacred Depths, but I happen to have just a couple of spots available and it can be a great supplement for somebody who just really wants extra, some kind of like extra support and time. Basically we meet monthly, it's a group. I don't want to call it a group program.

It's kind of just like ongoing group support. We meet monthly three times a month, two out of the three times a month are open 90 minute Q&A calls, and the calls go really deep. Again, anything from your client work to your group work to your own inner work around your client work or your business, whatever it is, and any types of business questions that you have. I stay on the line until every question is answered. When I do deeper coaching with individuals, oftentimes we'll also afterwards break down the coaching that I did and the coaching skills that I used. So it's an opportunity to go deeper. All the questions that get asked are really rich. Everybody always learns from everybody else's questions, but you can, if you don't have the 90 minutes, they're on Wednesdays at 1:00 PM Eastern, if you don't have the 90 minutes, you can also use it as almost like office hours to drop in and ask your question and then go.

So two calls out of three each month are those open Q&A calls. And then the third call each month is a coaching skills practicum. So we rotate each month. One month it'll be a listening skills practicum, the next month a creating awareness

skills practicum, questioning skills, strategizing skills, and it's an opportunity for you similar to the practice that we do here in Sacred Depths. It's an opportunity to get more practice. Usually I reserve admission just for graduates of Sacred Depths, but as I said, I can open it up for a few people. This round of Sacred Depths, if this is something that you feel called to, we're not meeting in August, we'll start again in September, and it would last the duration of this program. So if you're in the full certification level through March, and because if you want to step in, because you'd be taking it in tandem with Sacred Depths, I'm happy to offer it at a very reduced rate of \$175 a month.

So it is not something that is necessarily, I'm not making a hard sell on this. I just wanted to let you guys know that it was available for a couple of you if you wanted more access to me and more Q&A time and more practice time. You can read more about it and also register at [joannalindenbaum.com/cmc](http://joannalindenbaum.com/cmc). And if you have any questions on it, feel free to ask me, you can just reach out and ask. Okay, so all that being said, let's dive into our work for today. We're going to move into a subset of creating awareness, acknowledging skills. We're going to look at acknowledging skills, even if you've learned acknowledging skills before we're going to look at it in a completely different way than you have in the past, or I should say deeper way. But before we do, there are a couple of pieces that I just wanted to come back round to from last week, as we were looking at reflecting hard truth and also consulting. Just some followup pieces to that.

So one of the pieces that can come up particularly, and this relates to consulting a little bit, is when a client asks you to tell them what you think about a situation. So it might be, now like I said, last week you have, sometimes we are in a consulting mode within our coaching. So that happens to me oftentimes when I'm supporting a client with marketing or messaging or looking at business model, where I have a certain expertise and I know that they've hired me for that expertise, they actually want my opinion. But there are other times every now and again that a client, where it's not appropriate, it's not a consulting moment, where a client maybe has a big decision to make, or they're trying to understand a situation that has happened and analyze it, or a choice that they have to make. And they ask you, "Well, what do you think? Or what would you do?"

And so, a lot of times the questions comes up like, is that coaching? Can I tell my client, if my client asks me, "What should I do in this situation?" You know, what's the right answer there? So first of all, it's your personal choice as a coach if you want to when a client asks, "What do you think, or what would you do?" I sometimes do answer. And if I do, it's only if I do it in a particular way, because

sometimes what a client needs from you is to tell them what you think, right? There's nothing wrong with that.

It can sometimes be helpful if a client is having trouble seeing their blind spots or their obstacles or their weaknesses or their strengths, what you want to be careful of as we spoke about last week is to not guru them if the situation comes up. So when a client asks me what I think, I do it very much in the style of creating awareness and reflecting the truth. I make sure to ask as many relevant and breakthrough questions as I can first, because the client might come, might be able to come to what they need for themselves.

So again, I approach it with not being the guru, with being willing to be wrong, with reflecting blind spots and higher perspectives that I see. And sometimes, particularly if it's a client that I feel might be relying too much on what I think, before I reflect truth or create awareness or anything like that, I might also ask something like this first, "How will my opinion help you?" Or, "I'm happy to share my opinion. It's going to be my truth, but it might not be yours. How will you use and take in my opinion?"

So sometimes asking questions first, asking questions like that first, will support a client to take whatever it is that you reflect back to them, share with them whatever your opinion is, but use it in a way where they're really activating their inner wisdom and their agency, right? And as practitioners, that's a principle that we always want to follow. Whatever we do, however we share anything with a client, however we create awareness. We want to do it in a way that's going to really support the client to activate their inner wisdom and their agency.

The other piece I wanted to share is that last week we looked at techniques for reflecting harder truth. Now that we kind of got the harder truth reflecting out of the way, there is another way to reflect where you can easily create awarenesses, and most situations, honestly, when you're going to be reflecting back to clients, most situations aren't going to be hard truth, it's going to be true. So I find that it's really valuable and really effective to, as you're working with a client, as you're in a client session to be consistently thinking about where and when can I reflect back to a client. And particularly after a client shares something that's significant, or something with a lot of details you want to take a moment to reflect. And here's how I do it.

I'll, let's say a client has just shared something significant or something with a lot of detail. I'll say, "Let's pause here for a moment. And this is what I'm hearing. And I want to make sure that I'm getting it right." So very similar in some ways to

reflecting the hard truth, but not you don't need as many of the steps. I'll say, "This is what I'm hearing and I want to make sure I'm getting it right." And then I'll reflect back to the client what they have just shared. And as I reflect back, I'll emphasize the most important part that are wanting emphasis. Oftentimes I will be cognizant of using the client's own language while I'm reflecting back. And then other times I'll be cognizant to insert new words or new phrases that the client hasn't yet shared, because that reflection back will help them take whatever the truth is even more deeply.

This can be such a beautiful, powerful, and an elegantly simple and effective way to help clients feel seen, heard, and loved, as well as to create awareness. Because sometimes clients speak the truth, you'll hear the truth come out of their mouth, but just because they've spoken it, doesn't mean that they have fully taken it in for themselves. So the reflecting is a mirroring technique that gives your client the space and the opportunity to take their truth in. Gives them the space and the opportunity to take their truth in. Again, this has oftentimes, even if we speak something or even if we in an intellectual way kind of know it, we maybe haven't fully taken it in. Mirroring, reflecting in this way for me is a way of mirroring. And mirroring is an incredibly powerful tool.

So even for young infants, we're all born with something called mirror neurons, and what those neurons do is, they help us to feel good. And give us a sense of ourselves when we experience another individual mirroring what we've done. And we see this particularly in infants and in babies. So some of you might know that it's very nurturing to an infant to mirror the sounds that the infant makes or the faces that an infant makes. Even at a very, very, very, very young age, when a baby sees, like if they stick their tongue out and you're looking at them and you stick your tongue out, you mirror that back at them. That is, it creates a sense of self and a sense of validation.

We can see this in a young ... And that's been scientifically proven. We can see this also in young children. So for example with my children, one of the ways that I reflect, and this is a great segue into what we're going to be looking at next. But if one of my kids is frustrated, I will mirror back to them. I'll say, "I see you're frustrated right now." What that does is it gives a sense of self and a sense of validation. There have been studies done that mirroring is a highly effective tool in sales conversation. So for example, they've done studies with salespeople that are in person, but the same works if you're over the phone or on Zoom. There

have been studies that have been done that the sales people that mirror what their prospects, the body language that their prospects have.

So for example, if the prospect leans back in the chair and then the salesperson leans back in the chair, and then if the prospect folds their hands and the sales person folds their hands, as well as using the language that the prospect uses. So they have done those sales are always, the sales processes are always more effective. So mirroring is magical, I think it's like a magical tool that we as practitioners have to support our clients to be able to really see themselves. To feel seen and heard by us, but also to be able to really see and hear and understand and know themselves and their experience. And so, as I said, this is a great segue actually into what we're going to be looking at today, which is a subset of creating awareness called acknowledging. Now, there are two types of acknowledging skills that we're going to be looking at today.

We're going to be looking at honoring what is as acknowledging and celebrating acknowledging. And as I said earlier, we're going to be looking at them in unique ways. So let's first talk about honoring what is, and what this even mean. What honoring what is means, or what it is, is stating the obvious or not so obvious. As the practitioner stating the obvious, or maybe not so obvious as a way of helping your client to feel confirmed and validated in what they're feeling or experiencing. Know that they have a right to feel the way that they're feeling. To help them know that they're not abnormal or strange for struggling or feeling the way that they do. Honoring what is, is a way of stating the obvious or not so obvious, is a way of helping your client to become aware of, or connect more deeply with what they are really feeling and experiencing.

It's a way of supporting a client to accept their situation or themselves. It's a way of helping a client to trust themselves and to feel nourished. So let me give you first some examples of honoring what is. For example, let's say you're having a conversation with a client and they're telling you about something that happened to them that was really surprising to them. And particularly as they're telling the story, but they're feeling weird that they were surprised by it, or maybe not as much of an expert because they were surprised by it. Or maybe they're making up a story about themselves because they were surprised by it. Honoring what is. One example might be to say, "That would have surprised me as well. That would have really surprised me." Or if a client is sharing something that really upset them, and they're talking about this, that, and the other thing, and you hear that



they're really frustrated, whether or not they've used the word frustrated or not, honoring what is ...

#### PART 1 OF 4 ENDS [00:24:04]

Joanna: Honoring what is, could look like saying that must have been really frustrating, or that was really tough, or I know that you worked hard on that and it's so normal to be disappointed right now. Sometimes honoring what is sounds something like this, a client is sharing about a romantic relationship that they're in. They're really sad because they know that the relationship just isn't working out and they want to bring it to a close. Honoring what is may sound like, I know it's really hard and it's also clear that you've moved beyond that relationship. Here just a couple of other examples of honoring what is. Let's say a client is sharing that they tried to do something and it just didn't work out. It sounds like that was really hard, even though you gave it your best shot, right?

I'll just give one other example for now. I don't remember all of the details, but a couple of years ago at one of my facilitator trainings that I was leading, we always do a big piece on working with the mother and the archetype of the mother and relationship of the mother. We're doing some really deep work around it. One of the women in the room, she worked through a lot of anger that had to do with her mother and all of that. But she got to this place where she was a little bit stuck and she was talking and she was talking about the anger. Had processed through the anger, but it was clear that there was something else going on there as she was sharing. I can't remember all the details of what she was sharing, but what I do remember is that I paused at a certain moment and I looked straight at her.

She'd been talking a lot about different things her mother had done to her that weren't quite right. All that. But I remember at some point I paused and I looked straight at her and I said... This all I said. I said, "You love your mother so much." That's it. You love your mother so much. And just that honoring of what was, right? That there was even despite all of the pain, that there was so much love there. That was what brought a client to just a place of tears. And you could see so much more freedom because from there she was able to honor that she could have her anger and her love at the same time.

So there is a lot of spiritual bypassing that happens, unfortunately, in the coaching industry, in the transformational industry, and the spiritual communities. There is a lot of love and lighting. I love loving lighting when it's the right moment for it. I love positivity when it's the right moment for it, right?

And rara and all of that. But unfortunately what has happened is that love and lighting and positivity have become a standard, particularly in the coaching and transformational industries. There are moments where it is not appropriate to do that. There are moments when we rara, or look at the positive side of things or tell a client it's not so bad, or all the things, right? That it actually is a way of bypassing them and their deeper feelings. There are moments, and you probably know this either from working with a coach or just being a human being with other human beings, right? Communicating and relating with other human beings.

There are moments where we do not need the love and lighting where we don't need the... Right? What we actually need is for another human being to hold space to honor how we're really feeling. That a situation just is not so great, right? Now that doesn't mean when we honor what is, it doesn't mean that we're joining our client, for example, in their misery, right? Or in their victim hood, if they happen to have gone there or whatever it is. It's not at all. We can honor what is and use it as an empowerment tool. The way that we can do that is to honor what is from a grounded place, right? Number one, checking all of our filters around it, remembering the energy follows energy, right? We can honor what is, and also have an empowering energy, or a hopeful energy. We can follow up the honoring what is, by asking questions that will support the client to see what their opportunities are, what their choices are, et cetera, et cetera. When we're able to just hold space and honor, what is instead of bypass.

Again, we support our clients to feel seen and heard and loved. We create a deeper connection with the client. The client feels more connected to us, which then leads to more vulnerability and more willingness to have a break through when appropriate around the thing that they're sharing. When we honor what is, we create space for our client to see what needs to be honored, to process it, to deal with it. And to take actions around it, if need be. When we acknowledge as a way of honoring, right? We honor what is, our clients are then able to acknowledge and honor their own experiences and feelings. And often, and you may have had this experience literally, or metaphorically take a deep sigh of relief because they don't have to pretend anymore, right? About how maybe they feel. There's full honesty. It brings their deepest feelings out of hiding.

Because the truth is... Again, so often, even for ourselves, right? We have to commit. So often we don't even acknowledge for ourselves, right? I'm so angry for example, right? Or I'm sad, or this really hard. Instead of acknowledging, this is really hard. Oftentimes what we do is we go to what's wrong with me that I can't



get this done, right? So honoring what is, really supports clients to be able to see even more clearly what's happening for them.

One little sentence that I read once has stuck with me for almost two decades. I want to share it with you because I think it's really powerful and it relates to what we're talking about around honoring what it is, which is, this is the sentence. Coaching is love in action in a professional setting. Coaching is love in action in a professional setting. And for me, you wish we show our clients that we love them in many different ways. But honoring what is, is one of the big ways. And again, because so many of us have had experiences in our lives. Maybe well-meaning parents, or well-meaning teachers. Oh, it's not so bad, but you could just do this differently, right? Instead the very first thing is let's honor, what's here, right? Let's honor. What is,

So how do you acknowledge by honoring what is? Well, everybody is going to... Always coach the what, based on the who. Each situation is going to call for a different type of energy. But for me, especially if it's something that's really hard, sad, that kind of thing. I'll give it some space. I really consider the tone of voice that it needs. I like to pause and just... After, I share what it is, right? You really love your mother. I won't say anything right after that, right? Or that must be so frustrating. I will pause and give space. Because a big part of creating awareness is not just what you say to your client, but then getting the space for your client to take it in.

## PART 2 OF 4 ENDS [00:48:04]

Joanna: Okay, so let's keep on going and let's talk about celebrating, because celebrating is another way of acknowledging. Celebrating, it's like one of those things that, of course, in the coaching industry, in the transformational industry, we know we have to celebrate, but it's something that can actually go very, very deep. I think it's one of the most important skills that you can have as a practitioner.

So, it's one of the most effective and powerful ways to support clients to reach their goal. That's because success and successful actions stem from focusing on what's working and what's going well, not from what's not going well. When you can help a client to focus on what's working, what's going well, where their strengths are, what is ... just what's going on that's really great, it can support a client to have more confidence. To cultivate self-love, to cultivate self-compassion, to cultivate hope, to cultivate satisfaction, and all of these

things. Confidence, self love, self compassion, hope, satisfaction, they all lead to motivation.

They all lead to being connected to inner wisdom and they all lead to being connected to positive energy. Again, this is different than what I was sharing earlier. We don't want to spiritually bypass with positivity. But this is for moments where it's appropriate and we'll get into what that means in a little bit. Leveraging assets and celebrating strengths. I'll say leveraging assets and strength is way more effective than fixing deficiencies. I'm going to say that again, leveraging assets and strengths are way more effective than fixing deficiencies. So, often times, and I know I fall into this myself, too, I have to coach myself in this.

Often times, we try to achieve goals by fixing the things that we're not so good, and that we probably will never be great at, as opposed to leveraging and putting more focus and attention and weight on the things that we are really good at, or have natural ability in, or have resource to. So, for example, and this has happened more than once or twice or three times. I've had a client who has come to me wanting, and they just can't ... they really want to send out a regular newsletter, and they can't understand why they can't send their news. They just can't get themselves to send their newsletter out consistently, regularly.

When we take a look at it, what we see is that they're wanting to write newsletter articles for their newsletter, but a much bigger strength of theirs is talking, and sharing, and presenting. Writing is a deficiency of theirs. Writing is not one of their strengths. It's like, they're hitting their head against the wall trying to get better at writing, or feel more comfortable with writing, or write more quickly, or more effectively instead of building on the strengths. Which is to make it a video instead of, or a Facebook live, or whatever it is, instead of an article. Somehow society has trained us to think that the way to reach our goals is to fix the deficiency.

Now, sometimes, there are deficiencies that need some solving, for sure. But part of our job as practitioners is to support clients to leverage their assets. We'll get into more on that envisioning and strategizing, but I bring it up here even as we look at this idea of celebrating, because it has to start with celebrating our clients for their strengths and their resources and what they've accomplished. I really see that our job as practitioners is not only to celebrate a particular thing that has happened. The client has reached a milestone, or they've been able to do yoga every day for a week, or whatever it is.

Yes, our job is to celebrate that, but I really see our job as also is to teach our clients how to internalize the skill and be able to acknowledge and celebrate themselves. We'll see this throughout this program, really like a sacred depth practitioner. If you're doing the work masterfully, what you're doing is supporting the client in the moment with whatever the situation that they have in. But you're doing double duty, because the work that you're doing is also supporting the client to build an internal muscle that then they can call upon over and over and over again. That's certainly true in the case of celebrating.

So, again, in case you're not familiar with celebrating. When I say celebrating, I mean celebrating a client for an achievement. Celebrating a client for a strength. Celebrating when something happens to go really well for a client, all of those things. So, all of this might sound easy enough, but human beings in general have a lot of trouble celebrating. This is precisely why celebrating is such an important transformational skill, because people really have trouble doing it on their own. Even if they have a practice. A lot of people these days have a celebration practice, where they celebrate things about themselves every day.

So, this can be challenging for the practitioner because you want to understand the human behavior behind celebrating, as well as your own behavior and beliefs around celebrating, in order to be able to really navigate celebrations and use the skill really effectively with your clients. If you don't understand the human behavior on this one, and you don't know how to navigate it, then the celebration of your client, when you go to celebrate your client, it can end up shutting the client down, or pissing the client off, or having the client lose trust in you, or having them agree to you. But not actually really take the celebration in deeply or seriously.

So, why is it that people have trouble celebrating? If this thing that's on the service seems so easy, why can it be tough for people? Well, number one, because human beings, our clients, all of us tend to focus on the negative and on what isn't working. Number two, for some people, they get an icky feeling when they're being celebrated or acknowledged for something positive. It's like they get this feeling of don't see me, or it's not true. What you're saying isn't true. Or, if you and I believe this now, that I'm great at presentations, whatever it is, then it's not going to happen again. Then, I'll look like a fraud.

We don't want to set, for some of us, we have trouble celebrating because we don't want to set ourselves up to be hopeful and then to fail. Some people have trouble celebrating because they're taught that it's obnoxious to really think

highly of themselves and their accomplishments. Some people have trouble celebrating. It could be a cultural thing. Like the evil eye. We have this in Judaism, you never want to say out loud something good that's happening because the evil eye might come and get you and take it away. Jews don't even traditionally have baby showers before a baby is born because of the evil eye.

You can't celebrate too much. Some people have trouble celebrating because they don't really believe that whatever it is that you, as the practitioner, is going to celebrate, is that good or that great. Sometimes, we see a strength in a client and we share it and the client is like, "Oh, why is she even bothering? That's not that great." For some people, they have trouble celebrating because they don't know how to receive. In order to be okay with a coach or a practitioner celebrating, in order for it to be effective for the client, the client needs on some level to be able to know how to receive the compliment, the celebration, the acknowledgement.

We'll go deeper into, I call it the feminine art of receiving later in sacred depths, but it's just good to know right now. Then, the other reason why some people have trouble celebrating, and this goes back a little bit to we're taught that it's obnoxious, but this one is a little bit different. As a culture, if we have celebrations like birthday celebrations, anniversaries, but it's not ingrained in us to be thankful for what we have, to really hold what we have with appreciation. So, let's look at this a little bit more deeply with some inner work for you first.

Because to be able to truly celebrate your client, to celebrate another person and have it be an effective celebration, you need to be able to feel comfortable both celebrating others as well as celebrating yourself. So, let me ask you a couple of questions. How and how often were you honored and celebrated by your family of origin? How and how often were you honored and celebrated by your family of origin? Take a moment with that one. All right. Next question. When you weren't celebrated, what was the motivation? Was it to be truly supportive of you? Was it to pretend that everything was okay when it really wasn't?

I call this blowing sunshine up your ass, right? Which is going back to honoring what is. That's why sometimes practitioners don't honor what is. Were you celebrated to put pressure on you to continue to perform well? Were you celebrated to compare, your parents compared you to your siblings or others in your family? Was it something else? What were the motivations when you were celebrated, acknowledged? Next question. What were the spoken or unspoken messages behind the ways that you were celebrated or not celebrated? What were

the spoken or unspoken messages behind the ways that you were celebrated or not celebrated?

Next question. How did your parents or other role model celebrate or not celebrate themselves for their accomplishments? How did your parents or other role models celebrate or not celebrate themselves for their accomplishments? Got a couple more questions to think about. How do role models or authority figures respond to you if you celebrated yourself, if you celebrated yourself, right? So, if you celebrated yourself, how did role models or authority figures respond to you? Were they happy if you celebrated yourself? Did they somehow communicate to you that you were getting too big for your britches?

Were they scared that you might jinx yourself or something else? All these questions, it's important for us to know for ourselves, but also to consider all the different places, and stories, and narratives that our clients are coming from, too. So, how did role models or authority figures respond to you if you celebrated yourself? A few more questions, next one, do you tend to focus more on the negative or on the positive, on assets or on deficiencies? Just be honest with yourself. I can share with you. It is a practice for me to focus on the positive. That's my default, is to focus on the negative, the deficiencies.

Then, last question for now, how do you receive compliments or how well do you receive compliments? What happens for you when someone shares a compliment or a celebration? Again, I ask these questions and any time we do inner work questions, there's a couple of reasons why we do them. One, just for your inner work, right? The more you know yourself, just the better. You can't lead your clients to where you haven't gone yourself. That will help you be aware of your own triggers and all of that.

But the other reason why I ask these questions, again, is the more that we can be, as practitioners, be aware of the various different narratives that a client might come to us with, the various different experiences, beliefs, that kind of thing, then the more equipped we're going to be to use all of the skills that we learn here in ways that are effective, right? We'll know how better to respond and what to do with our clients. So, I'd love to hear some shares on these questions. What are you seeing? What's coming up for you? Nicole is saying in Facebook, in immigrant families, children were usually not celebrated for achievements because excelling was just what was expected.

I had some of that, too. I have immigrant parents as well. I can relate to that. So, why celebrate it? So, it's good to know that for yourself, and also, that comes up

for your clients, right? So, we want to be, this is such a great example, we want to be aware of that before we go to celebrate a client. Number one, if we know that this is true for a client, we want to really celebrate them, because we know that they may not be catching their own strengths, their own resources, their own celebrations. But knowing this about the client may determine how we language the celebration when we share it with them.

### PART 3 OF 4 ENDS [01:12:04]

Joanna: I do want to just speak a little bit about when to be celebrating. This is a short list, but there's some times where it may not be as obvious. So I just want to speak to that a little bit. So obviously, as it comes up in a session, whether it's an obvious thing, right? Or something that you see a client isn't acknowledging themselves for, or like Gloria and I were just talking about, sometimes the client needs validation.

So as it comes up, for sure we're going to celebrate in those moments, but there other moments where I also bring celebrating and with my clients. So in the prep form that they fill out I always ask, "What are at least three things that you want to celebrate since our last session?" The reason why I ask it is number one, back to helping one of the roles here is to help a client learn that skill for themselves, right? So by them having that regular in the prep form, getting used to acknowledging and celebrating themselves, it helps build that muscle. But also I read the prep form before the session.

And oftentimes, I will start a session after asking, what is it that you want to receive? Sometimes I'll do it right before asking, "What is it that you want to receive?" I'll actually mention something from the prep form, like a celebration or something that the client might have emailed me since we last spoke. But I oftentimes, at some point towards the beginning of a session, do like to start with a celebration or acknowledgement. Again, because people we see our problems, but we don't see all the ways that things are going well. And we want to leverage that.

As I said earlier, we want to leverage assets and use those as the foundations for problem solving, for achieving goals, for strategizing all of that. Any time I'm working with a client and we're visioning, and we'll look at this again when we get to our visioning module, but I'll just mention it now. When we're starting a project, when I'm supporting a client to start to vision out and strategize a project, one of the many things that we'll look at is what are their assets? What



are their resources? Going from strength to strength, right? So knowing what your strengths are at the beginning of a project, so that you can leverage them.

I like to and this is a form of celebrating. It's a little bit different than traditionally, but I really like to let my clients know in different ways and through different types of celebrating, how much I respect my client, honor my client, admire my client and celebrate them. So I feel like one of my jobs as a practitioner, is to let my client know that I respect them, honor them, admire them, celebrate them in different ways right? I really believe that another one of our jobs as a practitioner, is to support our clients and knowing that they are a person of value.

And again, and back to Gloria's question. Oftentimes, we just weren't received that mirroring, that validation, right? And we don't do this so that they rely on it, but I like to think about using the coaching container as a corrective and healing container, for long standing patterns. So again, it's like there's the content that we're working on, the goals that the client wants to achieve, all of that. That's one level of what we're working on. But there's a deeper level that's just about the relationship between me and my client, and how that relationship as a course correction, a healing opportunity. The relationship itself is a healing opportunity in lots of different ways for the client.

As I said earlier, or maybe I didn't say this earlier, sometimes I'll use celebrating if a client needs encouragement and cheering on, right? Because similar to validation thing, everybody also needs a little bit of a cheering section right? Think about sports games. The cheerleaders are like they're there for whatever, patriarchal anti-woman, maybe sometimes things going on. But another reason why they're there, is they actually build morale for the team. We do need some cheering.

But similar to what Penny said earlier, when I'm into cheering and encouraging a client on, I always do it with honesty and without exaggeration because your clients are smart, right? They're smarty pants. They know that if you exaggerate, it's going to feel like, as I said earlier, you're just blowing sunshine up their ass right? We don't want to do that. Holding your client's vision for them. Sometimes when we're down in the dumps, a client is down in the dumps or something hasn't gone the way they wanted, it's very easy to let go of your vision, right? As a practitioner, you continuing to hold your client's vision for them, that is a way of cheering them on and celebrating them. Sometimes you have to say, "You've got this. I know that you can do this." Because that is a way of celebrating.

Okay. We're almost, or just about the end of our time. I'm going to give you homework. I realized there's one thing that I didn't share, when we're talking about honoring what if. And I just want to make sure that I say it because it's really important. Which is, we looked at lots of different pieces of honoring what if, but back to the piece about privilege that we looked at in our listening module, it is always important to honor "what if" for clients, when something is not going well, when they are having a difficulty, when they're having a frustration, when they're having an obstacle.

It is especially important for you. If you as the practitioner, have a privilege that your client does not have, whether it has to do with race, with gender, being physically body abled, whatever the privilege is. It is particularly important that if a client is having an obstacle, or a difficulty, or something not great happening, that you do not bypass it. Because you might be looking through your filter of whatever the privilege is. In those situations, it is even more important to honor "what if" so that we don't run the risk of having our client not be seen or heard.

PART 4 OF 4 ENDS [01:32:59]