



VOICE

NOVEMBER 2024
NEWSLETTER OF THE
ICF MUMBAI CHARTER CHAPTER

COVER POINT

The Future of Coaching

“It was the best of times, it was the worst of times, it was the age of wisdom, it was the age of foolishness, it was the epoch of belief, it was the epoch of incredulity, it was the season of light, it was the season of darkness, it was the spring of hope, it was the winter of despair.”

And indeed, such might be said for coaching too, and no better than this quote from Charles Dickens in his *Tale of Two Cities*. I don't need to be a prophet to have us know we are living in the throes of epoch change. And if we choose to live under a rock, we shall soon emerge from slumber and into AD 2224. Yet to be overly simplistic, we have two trends before us that will most define the future of coaching – Artificial Intelligence and Active Intelligence.

The biggest threat and yet the brightest opportunity both come from Artificial Intelligence. The threat is simple – we decline quickly into fossils of a bygone era if we do not adapt and adopt. And the opportunity – personalised coaching experiences, simulations for practice, real-time feedback, behavioural analysis, transparency, accountability, quantifiable

outcomes, tracking patterns, and setting goals and generating nudges. Yet Sam Altman, poster boy for AI and CEO of OpenAI (ChatGPT) would be out in the cold when recently ousted if not for Active Intelligence /Emotional Intelligence ([read more here: https://www.moneycontrol.com/news/opinion/sam-altman-how-leaders-can-endeavor-11867961.html](https://www.moneycontrol.com/news/opinion/sam-altman-how-leaders-can-endeavor-11867961.html)). In recent group coaching I engaged for a high-tech company, the challenge for them wasn't Artificial Intelligence in their bid to accommodate exponential growth. It was Active Listening. Each time, a successful understanding of this provides for the biggest a-ha moments in coaching, helps careers, aligns growth and saves marriages. This active opportunity will always remain.



Navin Tauro
Partner – Research & Publication
ICF Mumbai Charter Chapter



Pursue Mastery through ICF Credentialing Paths

By Sunil Verma



An ICF credential requires a sustained effort to meet stringent education and experience requirements. This involves gaining conceptual clarity, applying ICF competencies, consistent reflection and continuous improvement. The progress in this pursuit of mastery is often derived from a variety of sources, including the life experience of the coach (Kegan, R. - *The Evolving Self*). As a director of certification in an ICF accredited school, I observe a difference in the ways students internalise what is being taught. My interviews with several masterful coaches have also revealed a pattern of individual traits that determine the depth and speed of learning. This following is a high-level view of these traits.

1. Belief in the ethics and impact of coaching that is often triggered and driven by their own positive experiences as a client. As a result, they are curious, excited and ask a lot of questions about the craft of coaching. This positive experience also makes them aware of a client's needs.
2. Experiments by trying to coach and improvement by seeking feedback and resources. This requires

the skills to identify their comfort zone and go beyond those boundaries.

3. Resourcefulness is an essential part of the pursuit of mastery. This drives the coach to do their own research and build a network.
4. Application and Sharing of Knowledge allows these budding coaches to help others and in doing so to grow their own skills in the process. Applying new knowledge can often feel risky in learning environments. Finding their own anchors of psychological safety goes a long way in allowing them to grow continuously.

"Resourcefulness is an essential part of the pursuit of mastery"

This weave of mindset and actions also shows up in other aspects of a masterful coach's life. This seems to grow holistically in their pursuit of mastery, and are lifelong skills that impact the overall quality of life. ■

BOOK REVIEW

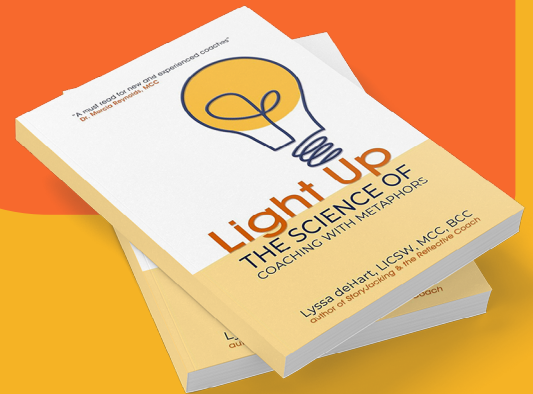
Light Up: The Science of Coaching with Metaphors

By Pritesh Lohar

In *Light Up: The Science of Coaching with Metaphors*, Lyssa DeHart delivers an insightful exploration into the power of metaphors in coaching. She weaves together neuroscience, psychology and storytelling to demonstrate how metaphors can be a transformative tool in conversations, enabling clients to see their situations from new perspectives.

DeHart's practical approach, supported by real-life examples, makes it an accessible guide for coaches looking to deepen their impact. By tapping into the brain's natural inclination for patterns and stories, metaphors become a bridge to unlock self-awareness and drive lasting change. This book is a must-read for coaches who want to refine their skills and help clients break through limiting beliefs

"Metaphors become a bridge to unlock self-awareness and drive lasting change"



with creativity and science-backed techniques.

Readable yet profound, *Light Up* highlights the subtle yet powerful way metaphors can ignite clarity and foster personal growth. It's an enlightening resource for any coach looking to expand their toolkit.

MY STORY

How ACC Credentialing Changed My Coaching

By Ambuj Jain

Before I got my ACC credential, I had been coaching for around 6 years. I coached by asking what I thought were exploratory questions, by deep listening in not interrupting the coachee, and by helping the coachee plan some actions that they might take before the next session.

Preparing for the ACC Credentialing Exam was however a big eye-opener! I went through the ICF Code of Ethics and the ICF Core Competency documents many times. Each time, I would recall my most difficult coaching sessions to see what I had missed. It didn't take me long to realise what I needed to do differently.



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ACC Credentialing -- This is what I learnt:

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1. It is not enough to just explain the coaching process and its benefits to the client. They must understand that coaching is about self-reflection; it is about exploring one's being, and how it can be different to produce different actions and results.
2. At the beginning of each session, the coach must partner with the client to discover, clarify and align with what the client wants to achieve in the session.
3. The coach facilitates client self-discovery through observation of the client's verbal and non-verbal expressions, their energy-shifts, their silence, etc. and reflecting back the same to the client without any judgement.
4. Powerful questions, paraphrasing, silence, clarification-seeking, gentle confrontation, etc. are different means available to the coach to reflect their observations back to the client. Coaches must rely on their intuition in choosing which of these to use and when.
5. The coach must provide opportunities to the client to crystallize and express their learning when they sense such and ask them how they might apply the same outside the coaching session.
6. The coach must help the client to explore and build their commitment levels to apply learning outside of the coaching session and hold them responsible and accountable for the same.

Going for the ACC credential was one of the most important decisions of my life.■

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New Credentials



Mehernosh Randeria
awarded PCC



Nidhi Sharma
awarded PCC



Mamata Asthana
awarded PCC



Bhavin Ashar
awarded ACC

Congratulations to all!

Membership Update

- ▶ Members as of Oct 31, 2024: **137**
- ▶ Affiliates as of Oct 31, 2024: **57**
- ▶ New joiners in October 2024: **10**

QUOTE

"The heart of the matter is the matter of the heart"

- Navin Tauro

Join ICF Mumbai Charter Chapter today: memberships.icfmumbaichapter@gmail.com