

VOICE

JUNE 2025
NEWSLETTER OF THE
ICF MUMBAI CHARTER CHAPTER

COVER POINT

Mining for Gold in the Heart of Humanity

Welcome to our meteorically accelerated, success-crazed frenzied world. The Pandemic Pause seems to have pushed humanity over the edge of balance, of care, of compassion in a surge of cold-hearted quests to achieve as much as one can in as little time as possible. Like there's no tomorrow. Sounds familiar? The "gold in our hearts" — a metaphor for empathy, compassion, kindness, and human connection — is at risk of depletion.

Intensive materialism, technological mediation, and a ruthless competitive societal mindset have shifted focus and have transferred intent and purpose from collective well-being and community growth to present a relentless pursuit of escalated individual achievement. **Social and economic inequalities widen the gap between the glorification of "doing" and the value of "being".**

This steady and progressive erosion of humanity's empathy alongside impatience with performance leads to unfortunate consequences: an inflated but fragile sense of success and self-worth accompanied by growing loneliness, brokenness from a severe lack of wholesome fulfilment, mental health issues, social fragmentation, and even environmental neglect. A society that lacks empathy struggles to foster cooperation, generate collective growth, instil trust, inspire shared vision or address the global challenges of the planet. Yet, this "gold" is not really lost, just buried deep out of sight — and can be mined and

restored through conscious effort.

How Coaching Helps:

Coaching can help this restoration process. It creates a safe, reflective space where people can reconnect with their core values and original purpose. **Coaches help clients mine their inner "gold" by fostering self-awareness, emotional courage, empathy, and clarity in decision-making.** Through guided inquiry, reflective realization, emotional clarity and support, coaching encourages meaningful action aligned with personal values and collective well-being. In doing so, coaching engages the heart and encourages people to elevate their prime directives to operate from their core values, and so become catalysts for change — reviving humanity within themselves and their communities.

Coaching helps us realize that the gold of abundance in our hearts — our capacity for love, empathy, kindness, inclusiveness and understanding — is perhaps the most precious resource we possess to energise life. Coaching accompanies the "Alchemy of the Heart" to deliver that gold. ■



Dexter Valles

Director – Communities of Practice

ICF Mumbai Charter Chapter

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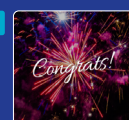
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Bridging Boardrooms and Coaching Rooms

Why I Choose to Be Both

By Sarita Bahl

“Are you a coach or an independent board director?” This is a question I am often asked, as if I must choose between two worlds. But I wonder—why can’t I be both?

In fact, the overlap between these roles is more profound than many realize. At the heart of both professions lie shared principles: ethics, transparency, authenticity, and integrity. Whether I’m holding space for a coachee or sitting across the board table, I am guided by the same moral compass.

As a coach, I uphold the International Coaching Federation’s (ICF) core competencies—creating a safe, confidential, and respectful environment where growth can take place. Interestingly, this mirrors what’s expected of external facilitators during board effectiveness assessments. Directors need to feel psychologically safe to express their views candidly. Confidentiality isn’t just a courtesy—it’s a prerequisite for trust.

What binds both roles is the responsibility to listen deeply, ask the right questions, challenge assumptions, and facilitate clarity—without ever taking away agency, respecting the individual or the collective ability to decide. Whether it’s a board grappling with strategy or a leader navigating complexity, the goal is the same: enable better thinking, sharper insights, and courageous choices.

So, to those who ask, I’m both a coach and an independent director. And I believe that makes me better at each. **Coaching brings empathy and perspective to the boardroom. Directorship brings governance and accountability to my coaching.** Together, they build my capacity to serve with integrity and impact.

In today’s world, we need more professionals who don’t live in silos – who can connect the dots, who bring the best of multiple disciplines to the table.

Why choose, when you can integrate? ■

ROUND-UP

May – A Month of Deep Learning and Connection

- **13th May: Unlocking Team Potential with Ontological Coaching – Marcus Marsden**
- **17th May: Beyond 10: Engaging the Heart of Coaching – Half-day sessions**
- **21st May: The Enneagram in Systemic Coaching Team Leadership – Jennifer Nash**

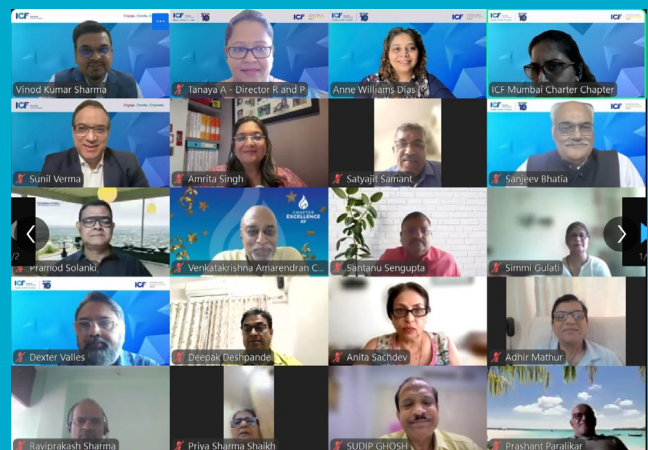
May was a vibrant month of learning, drawing coaches from across India and beyond into powerful virtual sessions. On 13th May, Marcus Marsden explored “Being” in teams through Ontological Coaching—**highlighting the role of trust, forgiveness, and cultural context.**

17th May’s Beyond 10 series delivered heartfelt depth: Neelmani Singh emphasized altruistic value creation, Sanjeeva Singh **aligned vision with mission** via real-time tools, and Sunil Verma & Vinod Sharma **introduced a 5-lens framework for holistic coaching.** The finale with Amrita Singh reminded us to **trust the heart’s wisdom.**

On 21st May, Jennifer Nash led a masterful dive into the

Enneagram in Systemic Coaching, linking ancient insights with modern team leadership. **Attendees received personal Enneagram assessments,** enriching their coaching approach.

The month showcased a blend of wisdom, practical tools, and deep human insight—an unforgettable journey into the art and soul of coaching.



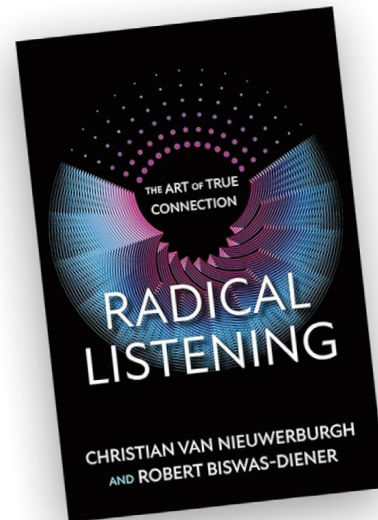
Radical Listening

By Pritesh Lohar

Radical Listening by Christian van Nieuwerburgh and Robert Biswas-Diener is more than a book—it's an invitation to revolutionize the way we engage with others. In a world addicted to speed, opinions, and quick fixes, the authors propose a daring alternative: listening not to respond, but to truly understand.

What makes this work compelling is its profound yet accessible blend of psychology, coaching wisdom, and human insight. Van Nieuwerburgh and Biswas-Diener **dismantle the myth that listening is passive. Instead, they frame it as an intentional, courageous act—one that requires presence, restraint, and vulnerability.** Through rich case studies and grounded research, they unpack the mechanics of radical listening: attention that is spacious, non-judgmental, and purposefully slow.

But what elevates this book beyond standard coaching literature is its ethical heartbeat. The authors don't just want us to become better communicators—they urge us to become more human. By listening radically, we create the conditions for trust, creativity, and healing. Whether in coaching, leadership, education, or daily life, the ripple effects are undeniable.



Van Nieuwerburgh and Biswas-Diener write with clarity and conviction, yet without dogma. They respect the reader's intellect while gently challenging our habits. This isn't self-help fluff—it's rigorous, reflective, and deeply resonant.

Radical Listening is essential reading for anyone committed to relational depth and meaningful change. It reminds us that in an age of amplified noise, the most powerful intervention may be our silence—held with intention and offered with grace ■

IN-FOCUS

Unlock Team Potential with Ontological Coaching

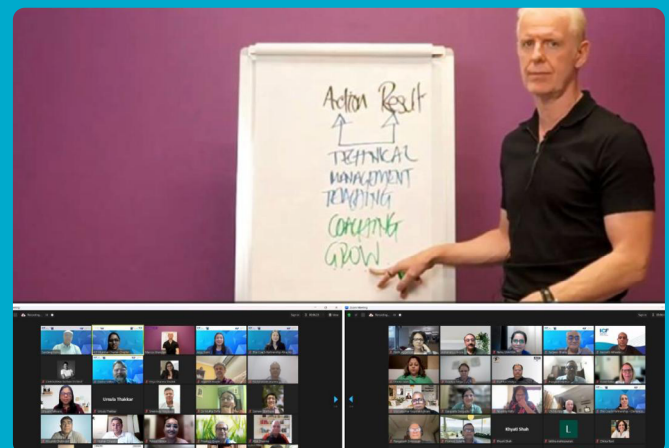
On May 13th Marcus Marsden flip charted us through the power of «Being» with Somatic-Emotions-Language in authentic congruence. With almost 250 registrations from 19 countries and 48 cities, the ICF Mumbai Charter Chapter could not have expected a better response for this Webinar. Trust and forgiveness help navigate vulnerability to safe shores.

Ontological coaching creates the capability to sense and see greater possibilities. **Moving from 'Who am I Being Now?' to 'Who do I Want to Be?' to 'Who Can I Be?'** Landing in the "Internal Intangible- As Is" quadrant, Ontological Coaching works to shift Actions into Results in the "External Tangible-As Is» quadrant in a continuous loop. Along the way, it helps manage Trust, balancing Risk & Value.

Marcus says **Trust is inevitably broken and Forgiveness is the muscle to work through it.** Vulnerability arising from Risk & Value assessments, when turned inwards needs Self-Trust

to surface for coaches themselves and for coachees.

Remembering orchids don't bloom in deserts, Marcus advised coaches to create a garden of cultural context to support action.



What does it Truly Mean to Think like a Coach?

By Sarah Debusscher

In our recent corporate sessions, we invited leaders and teams to pause and reflect — not through lectures, but through bold questions and common misconceptions. Together, we unpacked ten coaching myths, from “Coaching is only for people with problems” to “I don’t have time for this.” Each myth became a doorway into clarity: coaching isn’t advice-giving or performance-fixing — it’s a thinking partnership that unlocks growth.

We also explored the **coaching mindset: shifting from expert to enabler, from reacting to reflecting, from solving to listening.** Through simple yet powerful exercises, teams experienced how presence, perspective, and possibility can transform everyday conversations into moments of insight.

The result? More curiosity. Less resistance. And a deeper



understanding of how coaching cultures elevate teams.

If you’re a corporate curious to bring this conversation in — or an ICF Mumbai member ready to contribute — we’d love to partner with you. Let’s keep the shift going. ■

THE WALL

New Credentials

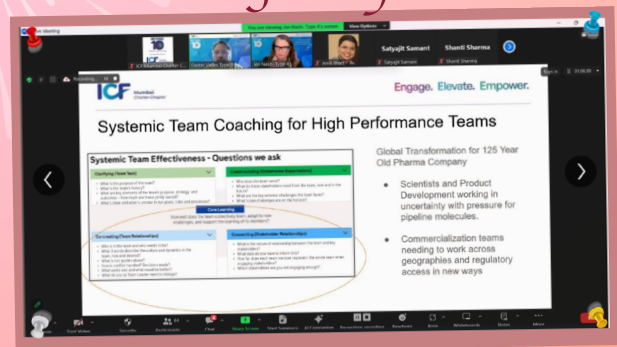


Neha Jalan
awarded MCC



Samyukta Iyer
awarded PCC

Gallery



The Enneagram and Systemic Team Coaching-for Collective Leadership Development in High Performing Teams on 21st May was led by **Jennifer N. PCC**. ACTC from Toronto, Canada. Jennifer discussed the ancient yet very contemporary Enneagram as a powerful psychological and spiritual framework that describes **nine distinct personality types -- Reformer (Perfectionist), Helper (Giver), Achiever (Performer), Individualist (Creative Artist), Investigator (Knowledgeable Thinker), Loyalist (The Loyal Doubter), Enthusiast (Eternal Optimist), Challenger (Performer Leader), Peacemaker (Peacemaker Mediator).**

Congratulations!

Membership Update | Total: 184

- ▶ Global members as of May 31, 2025: **113**
- ▶ Affiliate members as of May 31, 2025: **71**
- ▶ New joiners in May 2025: **2**

NEXT UP

3rd in the Beyond 10 series: **Managing Powerful Presence**

Saturday, 21st June 2025, 9:30 AM to 2:00 PM. Glamourra Banquet, Goregaon Sports Complex.

Join ICF Mumbai Charter Chapter today: memberships@icfmumbai.com