

VOICE

OCTOBER 2025

NEWSLETTER OF THE
ICF MUMBAI CHARTER CHAPTER

COVER STORY

From Aspiring Coach to ICF ACC A Journey of Self-Transformation

By Santanu Sengupta

“Coaching transformed not just my clients, but also transformed me.”

When I look back at the past 18 months, my journey to earning the ICF ACC credential feels less like a certification process and more like a journey of self-discovery.

It began with excitement but also with doubt. Was I ready to embrace coaching not just as a skill but as a way of being? Early practice sessions taught me humility—I discovered how often I was listening to respond, rather than listening to understand. That realization was uncomfortable, but it became the turning point.

I immersed myself in ICF's Code of Ethics and Core Competencies. They became my compass, reminding me that coaching is not about having the answers, but about enabling clients to find their own. I consciously embraced these principles in my practice, and they reshaped my conversations, making them deeper and meaningful.

One powerful moment has stayed with me. I asked a

client an open-ended question and when the client paused for a long while, I resisted my instinctive urge to fill the silence. When the client finally spoke, the breakthrough was profound. That taught me the true power of silence.

The journey wasn't without its hurdles - balancing coaching hours with professional commitments, grappling with self-doubt, and staying disciplined. Yet each challenge became a mirror, helping me discover parts of myself I had overlooked. Slowly, I found my coaching voice — one rooted in curiosity, empathy, and reflection.

Equally invaluable were the learnings from peer coaches, the support of the ICF Mumbai Chapter through its vibrant community and thought-provoking webinars.

Earning the ACC has been a milestone, but the true reward has been the transformation within - coaching has made me more attentive, patient, and purposeful. This is not the end, but the beginning of a lifelong journey of learning and growth. ■

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Metaphors: Doorways to Discovery in Coaching

By Sheena Kashyap

Metaphors can transform a coaching conversation. They act like bridges between what a client feels but cannot articulate, and the clarity they are seeking. When logic feels limited, a single metaphor can unlock fresh awareness. They give shape to the intangible—turning a feeling, a blockage, or an aspiration into something you can see and work with.

Imagine this: You walk in and notice your client searching for their keys. Suddenly, the lights go out. They hand you a torch.

As a coach, your role isn't to find the keys for them. It is to shine the light where they choose—helping them look in corners they might not have noticed. Sometimes the keys appear right away. Sometimes the light has to move slowly, patiently, following their lead. You're not directing. You're simply creating space for discovery.

That's what metaphors can do in a coaching conversation. They turn the invisible into something you can see, hold, and explore together. A single image—a door, a maze, a journey—can open up meaning that pure logic might never touch.

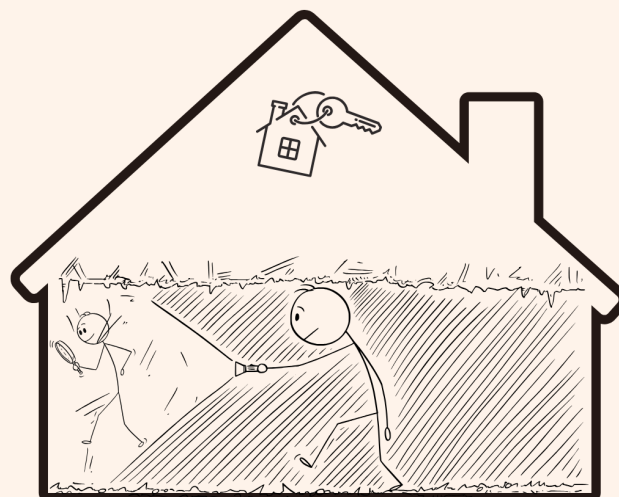
Consider this example: A client once said, *"It feels like I'm carrying a backpack full of rocks everywhere I go."*

Instead of asking about workload or stress, the coach leaned into the metaphor. *"What's in that backpack for you?"* The client reflected and named guilt, unspoken expectations, and self-doubt. As the conversation unfolded, they realized not all the "rocks" were theirs to carry. That simple metaphor led to a breakthrough decision: to put down what didn't belong to them and reclaim energy for what truly mattered.

The magic is in how you work with metaphors:

- **Catch their metaphors:** Clients often use imagery without noticing — *"I feel stuck in quicksand"* or *"I'm running in circles."*
- **Stay curious:** Instead of explaining it for them, ask — *"What does quicksand feel like for you?"*
- **Go deeper:** Very often, that metaphor points to values, emotions, or unspoken fears ready to surface.

Metaphors aren't just stories—they're keys to deeper insight. They reveal what's been unseen. And when clients unlock their own meaning, both coach and client witness transformation in real time. That is the power of coaching with imagery. ■



Mastery in Coaching: From Skill to Soul

By Subash CV



Mastery in coaching is not a certificate on the wall; it is an unfolding journey. It begins with skills and frameworks, but true mastery emerges when those dissolve into Presence. It is less about what we *do* and more about who we *are* — doing to being.

Viktor Frankl reminds us that happiness cannot be pursued; it ensues from meaningful living. Mastery also arises when we stop striving to prove ourselves and instead serve from a place of surrender, presence, and love. Credentials matter, yes, but inside a coaching session, what matters most is connection.

We are not defined by our last session; we are called to be fully present in the *next*.

When Mastery Shows Up

A senior corporate executive once came to me after being fired in a heated clash with his toxic boss. He expected a conversation about the firing. However, as we stayed with the moment, the dialogue expanded into his work, career, and even his life. By the end of that first session, he was calmer, empowered, and ready to move forward. He continued the journey, later accepting a promotion overseas.

The breakthrough was not in advice, but in holding space where new awareness could surface. That is

where mastery reveals itself.

The Golden Triangle

At Regal, we see mastery through the **Golden Triangle of Transformational Coaching**:

- **Coaching Quotient (CQ):** honing skills and competencies.
- **Business Quotient (BQ):** anchoring coaching in results, relevance, and organizational impact.
- **Spiritual Quotient (SQ):** deepening presence, values, and meaning.

At the very core of these three is *Being a Coach*. This balance ensures coaching is not just effective but also soulful and sustainable.

The Ongoing Journey

Like Joseph Campbell's hero's journey, mastery unfolds as we step into the unknown, reflect, and return transformed. Over time, coaching becomes an art — a jugalbandhi, co-created with the client.

Mastery is not a destination; it is a path where skills meet soul, presence meets impact, and transformation happens for both coach and client. The client pays for that mastery.

What does mastery in coaching mean to you?

BEYOND 10: Holistic Coaching

This sixth in the series of ICF Mumbai Charter Chapter's 'Beyond 10' tenth anniversary celebration event – Holistic Coaching – hosted on September 13, 2025, brought together thought-leaders and practitioners to explore the integration of mind, body, and spirit in coaching. The sessions emphasized moving beyond transactional coaching to transformational impact, highlighting coaching as a pathway to sustainable growth, purposeful leadership, and human-centred development.

THEME: WALKING WHOLE – The Power of Coaching the Whole Human

Opening Keynote – **Maleha Alfoudary**, President, ICF Kuwait

Maleha reminded us that coaching is about engaging the whole person – brain, values, purpose, and dreams. Coaching culture, she emphasized, can shape and transform organizational culture itself.

She reframed ROI in coaching: Beyond numbers, ROI is found in life changes, fulfilment, and long-term purpose. Her message for leaders was that true effectiveness lies in listening deeply, putting others first, creating psychological safety, valuing gratitude over appearances, and living with vision and a growth mindset.

Holistic Coaching Principles and Practices

- **Core Principles:** Long-term transformation through powerful conversations; inside-out change.
- **Practices:** Mindfulness, digital detox, outdoor coaching, connecting with nature, and strengthening emotional intelligence for trust and presence.
- **Focus:** Spiritual, financial, and career energy as part of human well-being.

THEME: SACRED SPACES – Holding Mind, Body, and Spirit Together in Coaching

Masterclass – **Nikka Santos**, PCC, Leadership and Team Coach, ICF Philippines

Nikka invited coaches to view their practice as sacred work. Through neuroscience, somatic awareness, and embodied practices, she guided participants in creating safe, transformative spaces.

Highlights included:

- **Mind, Body, Spirit Integration:** thoughts and beliefs; embodied wisdom; values and essence.
- **Sacred Space Metaphor:** Mind = Courtyard, Body = Foundation, Spirit = Sanctum.



- **Frameworks & Tools:** Alignment Principle, Collective Coherence breathing, 3-3-3 Protocol, and the Belief Habit (shifting from "I can't" to empowered choices).
- **Somatic Moves:** Pause & Breathe, Gesture Gateway, Body Scan, Embodied Invitation.

Her session highlighted how breakthroughs for clients can also transform coaches themselves.

FIRESIDE CHAT – INNER COMPASS: Whole-Person Coaching

Subash CV, MCC – Founder, Regal Unlimited

The fireside chat was an amazing experience of practical wisdom with real, lived experiences and insights. Subash emphasized the shift from transactional to transformational coaching, highlighting its role in both organizational performance and deeper human development. He introduced the #Beyond philosophy – going beyond competencies and certifications to enable holistic and sustainable change.

THEME: THE SCIENCE OF LEADERSHIP – How to Coach Leaders to Expand Their Impact

Closing Masterclass – **Dr. Jeffrey Hull**, Global Coach and Exec. Director at IOC (a Harvard Medical School affiliate)
Key Insights:

- Leadership is built on authenticity, resilience, positivity, compassion, service, and transformation.
- Humans are not capital – they possess capital.
- **Nine Ways to Expand Impact:** Conscious, Authentic, Agile, Resilient, Positive, Compassionate, Shared, Service, Transformational.
- **Systems thinking:** Every leader's action ripples across self, team, and the wider ecosystem.

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ROUND-UP

Masterclass: The Coach's
Brand Blueprint

This webinar hosted by the Marketing & Communications vertical of the ICF Mumbai Chapter on September 18, 2025, had 70+ coaches, leaders, and aspirants who joined an exceptional masterclass, 'The Coach's Brand Blueprint', by Akilesh Narayanan, business, NLP and brand coach. The engagement and energy were palpable.

The session was packed with insights, tools and tips. The highlight for many was the 3-step framework, which provided a clear and actionable path for coaches to build a business



and brand that is both authentic and effective. It skillfully aligned the principles of great coaching with the practical needs of building a sustainable business.

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His message reinforced that transformative leadership is rooted in self-awareness, empathy, and service.

Final Takeaway

The Holistic Coaching event reaffirmed coaching as a whole-person, whole-system practice. By integrating mind, body, and spirit, coaching becomes more than a performance tool – it evolves into a transformational journey

that shapes healthier leaders, thriving organizations, and a more human-centred world.

Please see YouTube links to this profoundly equipping event in Part 1 & 2:

<https://youtu.be/HQS3-mtU1uQ?si=znxDyWG4r6mJ3R-c>

https://youtu.be/zdZ4vYEoeMw?si=i-BhtuB-Q-Enj_0

Compiled by Dexter Valles

THE WALL

New Credentials



Santanu Sengupta
awarded ACC



Neel Mistry
awarded PCC



Simmi Gulati
awarded PCC



Dr. Chintan Doshi
awarded MCC

Congratulations!



ICF Mumbai is honoured to join with WeLive Foundation to build a bridge to independence for young adults transitioning from institutional care.

This collaboration brings the power of professional coaching to youth at a pivotal moment in their lives. Our coaches will provide crucial support as they navigate challenges, discover their inner strengths, and build the resilient futures they deserve.



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

Membership Update | Total: 193

- ▶ Global members as of Sep 30, 2025: **109**
- ▶ Affiliate members as of Sep 30, 2025: **84**
- ▶ New joiners in September 2025: **1**

“ True humility is not thinking less of yourself;
it is thinking of yourself less

~ C.S. Lewis

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