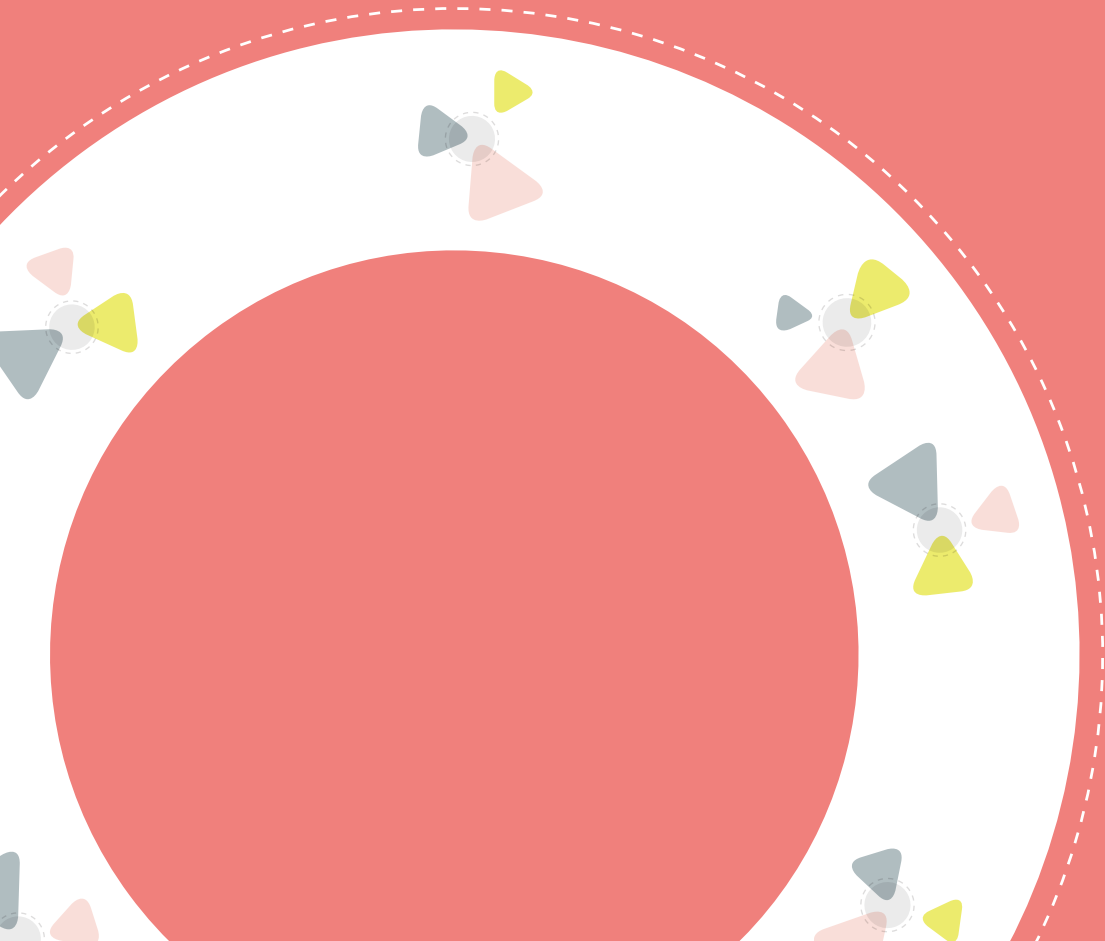


# COACH 4 CARE

Tools  
for  
structured  
conversations





# FOREWORD

**Anyone who is caring for a loved one who is dying learns a lot about how to care.**

What is challenging is sustaining energy and resilience throughout the caring journey so people can give the best possible care to their loved ones. Coach4care helps you through coaching to help you reflect on your situation and take action to improve your well-being and the well-being of those you care for.

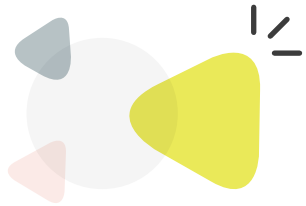
Coaching provides a structured conversation that helps you to reflect on your life and make positive changes. The difficulties you face are often subtle and it isn't easy to identify goals and actions, so coaching can help you to explore your situation in depth, fosters creativity and try out new solutions.

**The Double Diamond Coaching Model is a new coaching tool created with the help of coaches and carers, for carers.** It is based on the Double Diamond, a process for innovation created by the Design Council. The reason why this process was chosen as a basis for a coaching tool for Coach4care is because it helps to:

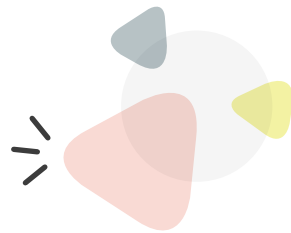
- ▶ Explore your lived experience
- ▶ Foster innovative solutions
- ▶ Test and implement ideas

# CONTENT

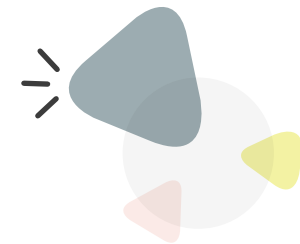
## INTRODUCTION



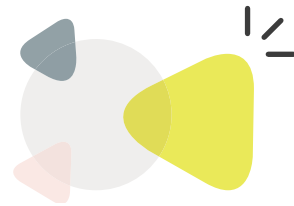
## THE DOUBLE DIAMOND COACHING MODEL



## TOOLS

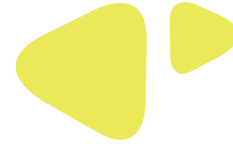






# INTRODUCTION

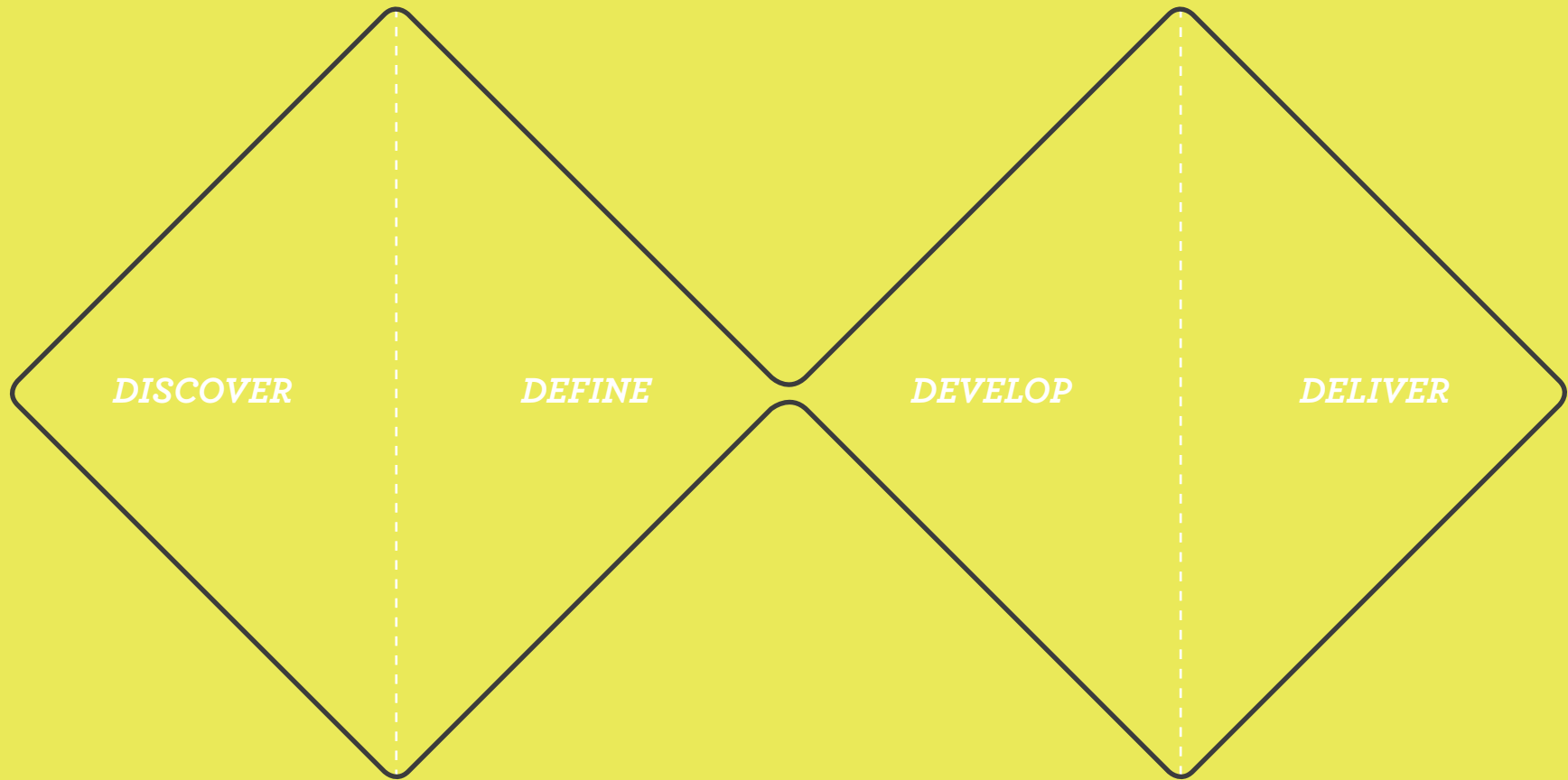
# WHAT IS THE DOUBLE DIAMOND?



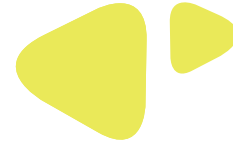
**The double diamond has four phases:  
discover, define, develop, deliver.**

Traditionally when people innovate they start with what they believe to be a problem, they develop solutions and then they deliver them. The double diamond starts by exploring and understanding a person's lived experience. Only after this are goals set and new ideas developed and tested.

Coaching in this way means there is no pressure to get to a goal quickly. The coach takes time to help you reflect on your situation deeply and consider opportunities for change. The real advantage to this way of working is that it helps people be more clear-eyed both about the challenges they face and about new possibilities. Goals are set after this exploration, and solutions are generated and considered. Solutions do not have to work straight away. They can be tested and rejected or developed until they have an impact.



# THE DOUBLE DIAMOND COACHING MODEL



## **The ‘Discover’ phase...**

involves exploring your situation and finding out about your day-to-day life.

## **The ‘Define’ phase...**

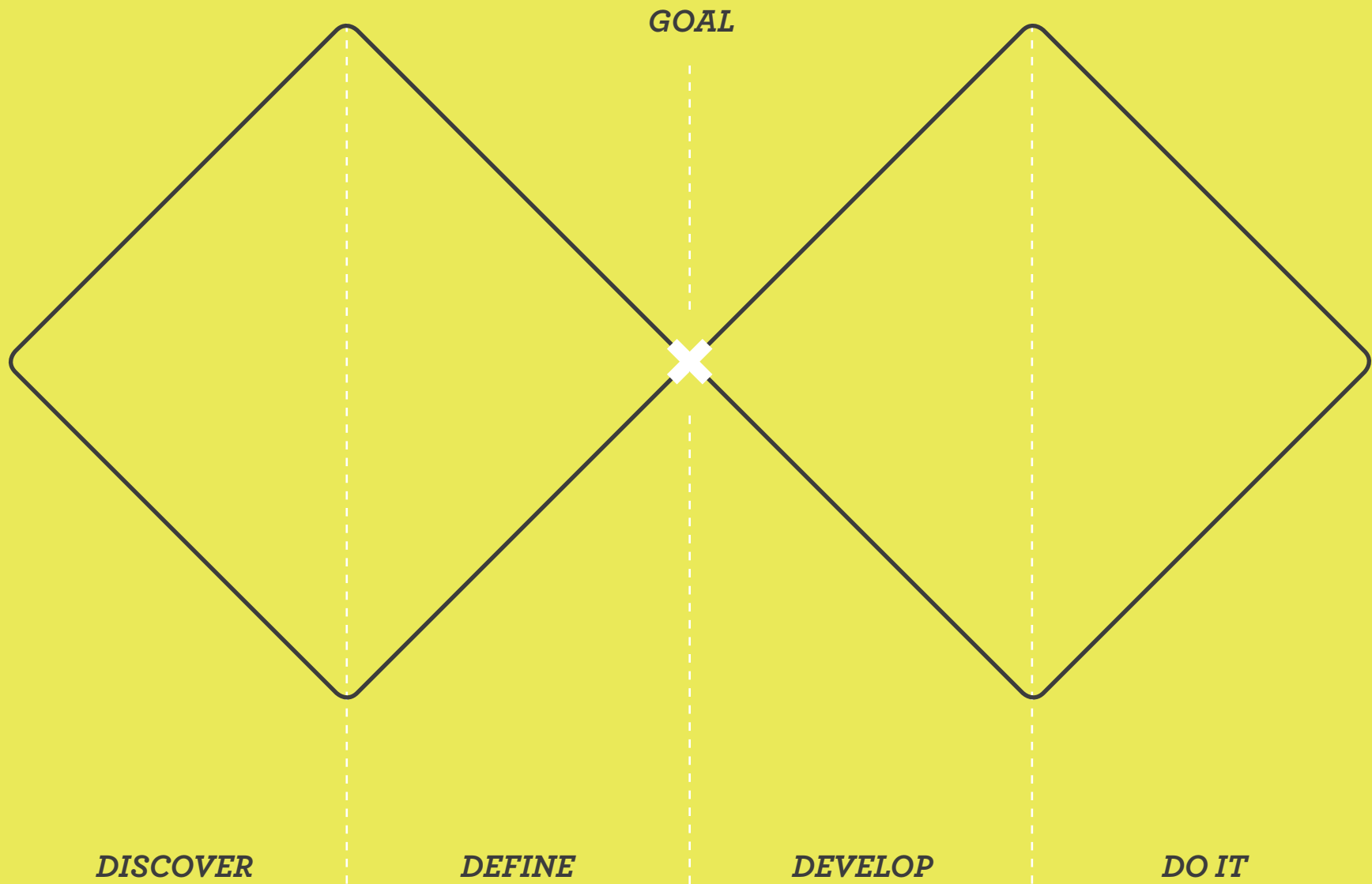
involves helping you to pinpoint the parts of your life that are going well and the parts that could be better so that you can identify some goals.

## **The ‘Develop’ phase...**

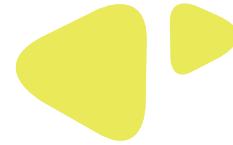
is about helping you to come up with a variety of solutions, and thinking about how to test them and committing to make some change.

## **The ‘Do it’ phase...**

involves evaluating the tested solutions and deciding how to implement those changes into your life and evaluate success..



# Aims of the coaching



**Coaching helps people to have the space and time to think and reflect on their situations. A coach doesn't give advice but asks people questions to help them come up with solutions themselves.**

Coaching aims to support you and the person you are caring for to:

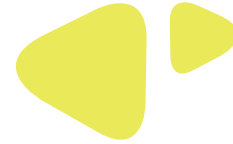
- ▶ Provide care with warmth and love
- ▶ Manage the balance between the stress of caring and your capacity to cope by building resilience and well being
- ▶ Continue previous activities, sustain hope, keep control, and experience satisfaction in your role
- ▶ Help you to obtain the practical, medical, emotional and information related support to decrease your vulnerability and protect against fatigue and burnout.



COACHING HELPS  
YOU TO:

- ✓ PROVIDE CARE WITH WARMTH AND LOVE
- ✓ CONTINUE PREVIOUS ACTIVITIES, SUSTAIN HOPE AND FEEL GOOD
- ✓ REFLECT ON YOUR EXPERIENCE AND FOSTER NEW AND INNOVATIVE SOLUTIONS

# HOW TO USE THIS GUIDANCE



## **This guidance is divided into 3 sections.**

The first section provides an agenda for the first session with accompanying tools. The other sections describe the different phases of the Double Diamond Coaching Model. Each section is structured in the following way

- ▶ The core questions for that phase which the coach may use
- ▶ The further questions that might be helpful
- ▶ A list of backup questions
- ▶ A list of useful tools

## CORE QUESTIONS

to steer the conversations

## TOOLS

that can be used to further explore different challenges or ideas



## FURTHER QUESTIONS

to unpack the core question

## BACK UP QUESTIONS

in case more exploration is needed

## The rest of the guidance sets out the structure of the coaching.

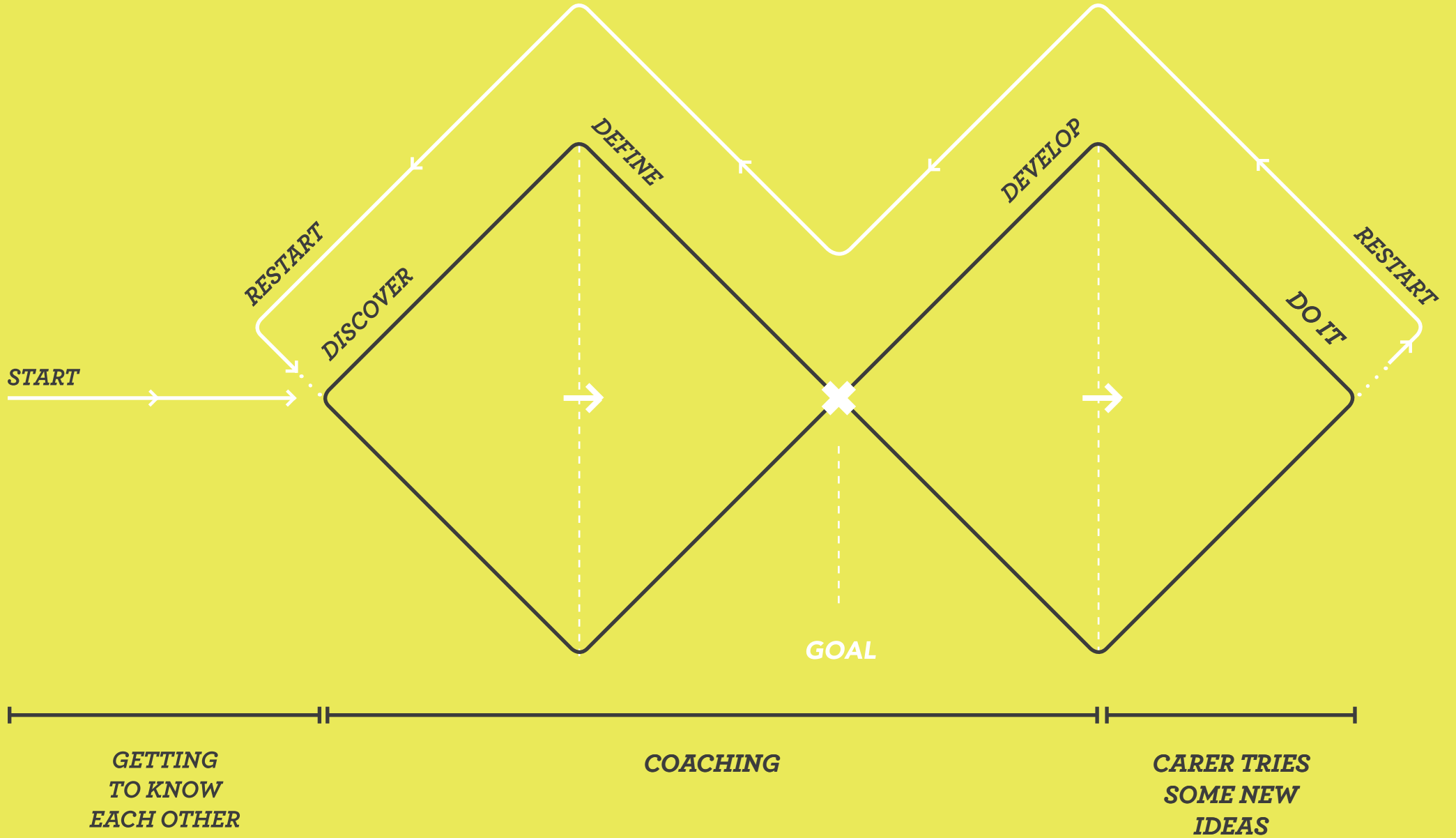
There is an agenda for a 'Getting to know each other session' which is accompanied by a number of tools which we believe get the coaching journey off to a good start.

It is during the second coaching session that the coach would start using The Double Diamond Coaching Model. Each phase of the diamond has core questions which are an essential part of the coaching and further questions from which the coach can select questions that appear relevant. The tools that can help each phase of the coaching journey are also shown on each page and these link to the list of tools at the end of the guidance. The tools are optional and can help explore particular situations in more detail. You can also, if you wish, use some of these tools at home in your own time.

The second session helps you to think of what you might like to change and actions you could take to improve your well-being and the well-being of the person that you care for. The next session will start with questions to find out how you got on and what you might like to focus on next.

Each session will then follow this format.





# Top tips

02

## ***Be honest***

It is helpful for the coach to understand what you think. Don't ever worry about feeling judged. If you're angry or sad say so! They have been a carer themselves, they will understand.

04

## ***Reflect on the process***

If you have time, reflect before the session on what you might like to focus on. This isn't a necessity but it can help you make the most of your time.

01

## ***Coaching finds the answers within***

Coaching is about finding the answers in yourself, rather than being given advice by the coach.

03

## ***Small can be big***

Even if the coaching just gets you to look after yourselves more, this is a great change and will make a big difference.

05

## ***Embrace change***

Be open minded and try new things. Never say never, give it a go and see if you like it and when you do like things, try and make them stick!

06

## ***Trust building takes time***

It may take a few sessions for you to want to share the extent of your feelings, don't feel in a hurry and only share what you want to.

07

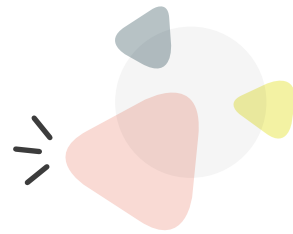
## ***Be clear about where a coach's role begins and ends***

Coaching is not counselling. If you feel the you need counselling tell your coach and ask them to help you think about how you could receive it.

08

## ***Have fun***

Coaching doesn't have to be serious. Have fun along the way. This is about helping you to be at your best, and you are at your best when you are enjoying yourself.



# THE DOUBLE DIAMOND COACHING MODEL

# INTRODUCTORY SESSION

Getting to know each other





# THE DOUBLE DIAMOND COACHING MODEL

The following pages contain some of the questions that your coach may use. You do not need to think of the answers before hand. The whole point of coaching is to give you space to reflect with a sympathetic listener.



# DISCOVER

Exploring your situation and finding out about your day to day life.



## **What is your current situation?**

What is life like on a day to day basis?

How well are you managing to take care of your self?

What is happening for you?

What has changed since you started caring for...

What other roles and responsibilities do you have?



## **How are you coping?**

How are you feeling today?

How are you caring for yourself?

What are you balancing?

What else is going on for you?

What do you feel responsible for?



## **What support do you have?**

What support do you have right now practically?

What support do you have right now emotionally?

Tell me a time when you felt really supported when caring for your loved one?

Who else is affected by this situation?

Who else appreciates what you are doing?



F

## What are the key challenges?

What is difficult or problematic at the moment? How are you coping with that?

What is the most challenging part for you?

Are there times where you feel you are being expected to do too much?

When have you felt really under pressure in trying to support your loved one?

+

What is overwhelming you in your caring role?

What else is causing stress at the moment?

Have you any worries about money or cash flow?

What in this situation is within your control?



## What is going well?

What aspects of caring day to day are going well?

How have you coped so far?

What positive things do you think your significant others would say about your coping?

What are you doing for yourself?

Where do you get your energy from?

+

List 3 good things that have happened to you?

Describe a day that you achieved what you wanted to achieve?

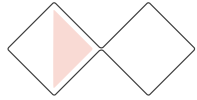
Do you have any tips on coping which you found out about recently?

What do you do to relax?

What have you learnt from this experience including about yourself?



# DEFINE



Helping you to pinpoint the parts of your life that are going well and the parts that can be even better so that you can identify some goals.

## ***How could things be different?***

What do you need right now?

How would you like to enhance what is supporting you?

What would make you happier/feel better?

What would an ideal situation look/feel like?

On a scale of 1-10 how far are we towards achieving this experience?



What is next for you?

What would you hope to happen going forwards?

What is the aspect of your life that you would like to work on/change?

On a scale from 0 - 10 where 0 is awful and 10 is fantastic, where do you consider yourself to be?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Scale indicators: Sad face at 0, Neutral face at 5, Happy face at 10.

?

## **What is really going on here?**

What really strikes you about what you would most like to change?

?

## **What would you most like to change?**

If there were one or two things you would like to change in relation to your caring role, what they be?

What would be an initial goal we could focus on that you would feel good about?

+

What is one small improvement to your situation you would like to make?

If you could improve just one thing what would it be?

?

?

# GOAL

Helping you to think about what you would like to focus on in the session or what you would like to change.

01

***What aspect would you find most helpful to focus on for the rest of our time today? What would you like to go away with at the end of the session?***

02

***It sounds to me like there is a clear goal emerging. This could be something you could:***

- change***
- do less of***
- do more of***

03

***What is the goal you would like to work on?***

# DEVELOP

Helping you to come up with a variety of solutions, and thinking about how to test them and committing to make some change.



## **What strategies have you used before that worked?**

Which coping strategies work best for you?

Where have you been successful at something like this before?

When was the last time that you noticed a significant positive change?

Does this suggest any ideas?

Are there occasions when you have experienced something like this situation before and come through it? What did you do then?



## **What could you do to move forward in a more helpful direction?**

What else? What else? What else?

What is the one thing that would make a difference?

If you woke up tomorrow morning and a miracle had occurred - what would be the first thing that you noticed when you woke up?

What advice would you give to someone who came to you with the same problem?

Let's go forward 3 months and imagine the situation was better. What has changed? Lets look back from the future and see what you did to make this happen.

What would you do differently if you could start your caring role again?

What would you do if you had more time or more money? Is there anyone else who has been through this you can learn from? Where else could you get help?



## **Who can support you to achieve your goal?**

What resources, skills are already in place to help you get here?

What other support could you access? Both for emotional and practical support?

How else might you draw on your support?

Who might help you with this situation if they could be brought on side? How could they be brought on side?

Who else could you talk to? If someone could give you guidance, what would you need?





## Which of these ideas do you want to take forward?

Think of different options .....which of these options do you prefer?

Out of the ideas you have come up with, which would move you closer to your ideal?

What is a manageable first step?

Which would give you a quick result?

Can you think of one action you could commit to today that would move you forward?



## How shall we test this idea?

How can you find space and time to make this change?

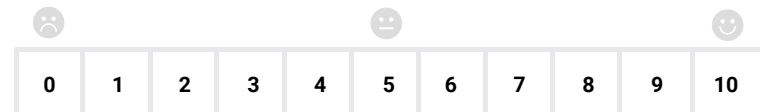
Who or what do you need to make this happen?

How might you stop yourself from doing this?

What actions will you take and when precisely? When would you do it by?

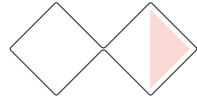
On a scale of 1 – 10, how confident are you now that you can do this?

What will take you to (a 9 or 10?)



How possible do you think it is?  
What else might go wrong and how can you manage that? How can I or others help?  
What is it that you are going to do exactly?

# DO IT



The do it phase involves you going away and seeking to implement the actions that have been agreed in the develop phase. This phase can be evaluated at the start of the next session with the coach using the following questions.



## **How did it go?**

- What went well?
- What could have been better?
- What has changed as a result, if anything?
- Do you want to go on persevering with it?

## **How do we make this become a part of your life?**

How confident are you that you can sustain this change on a scale of 0 not at all to 10 very confident? What got you to x? How could you get to 2 points higher?



What will happen in x months time if you sustain this? What would that feel like?

What difference will this make?

How do we make this a habit?

What have you learned from this that will be helpful in the future in making change?



# WHEN COACHING IS NO LONGER NEEDED

**Finishing on a positive**

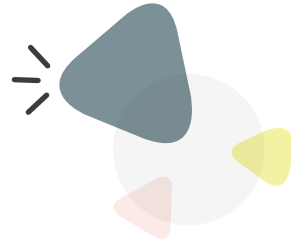


## **It is helpful to have a positive way of ending the coaching.**

At the final session with the coach, you may want to:

- / 01** Tell the coach some of the things that they have gained or learned from the coaching
- / 02** Give the coach any suggestions on how the coaching could have been even better
- / 03** Tell the coach the qualities that they have valued.





# TOOLS





# EXPLORING YOUR JOURNEY

## PHASE

Session 1

## EST. TIME

40 minutes

## LEVEL

Easy

## MATERIALS

Big paper

Coloured pens

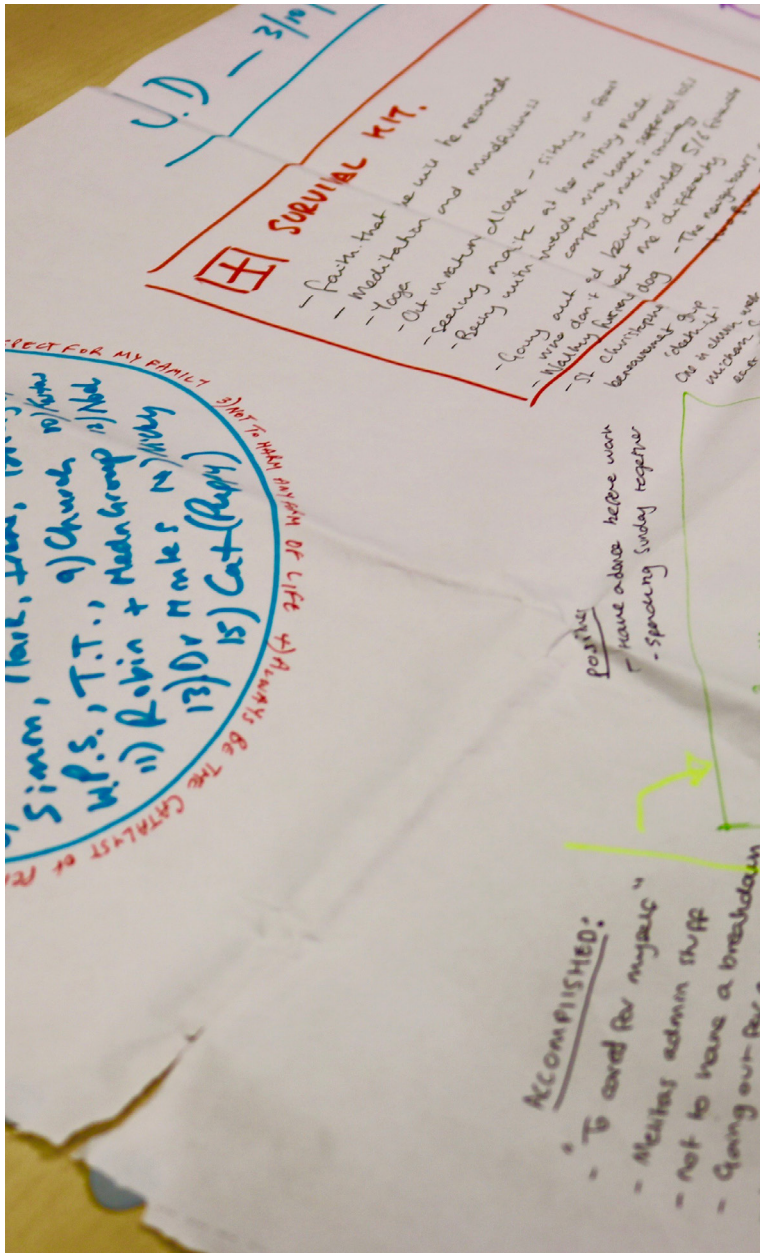
## When would you use this tool?

This tool is used to help you explore your caring journey. It may be used at the beginning of a session to help the coach understand the journey that you have been on and to help you reflect on your past experiences. It may also be used to help you look at these experiences in a new and different way, and re-frame negative experiences into positive ones.

[\[R\] THE AUSTRALIAN CENTRE FOR SOCIAL INNOVATION, WEAVERS](#)

## How to use this tool

- / 01 Coaches ask carers to map their caring journey. Carers draw a path along a big piece of paper.
- / 02 Coaches then ask carers to complete the following steps.



### Where have you come from?

At the starting point of the path, note down where you have come from. This might include where you grew up, significant people in your life, things about your family, culture and spirituality.

### Your circle of support

Who are your companions on this journey alive or in your heart? This might be individuals, groups, community or organisations. It could be people from different generations, spiritual figures, invisible friends, pets and so on. What are the gifts they gave you that you are carrying with you on this journey?

### Values, beliefs and principles

Around the circle of support write down some of the key values, beliefs and principles that guide you along your journey. These values are like our compass, they guide us on our journey.

### Key milestones

Along the path you have already traveled, draw/list some milestones that you have been through. This may include some of the surprising moments that have happened to you. A moment that made you smile, laugh or cry or is a memory that you will treasure. What are some of the things you have already accomplished? Draw two of these.

### Obstacles overcome

Put a cross anywhere there was a major obstacle that you have already overcome on your journey of life. Indicate how you overcame, avoided or got around the obstacle.

### Survival kit

Towards the bottom of the page, draw your survival kit. Within it, write down what helped you during the difficult times. What have you turned to that has offered you strength? These could be values, skills, people, customs, beliefs, songs, habits, behaviours, etc..

### Looking forward

Towards the end of the 'path yet to come' write down your hopes, dreams, wishes. These might be for you and the people around you.

### Things you wish to make happen

Look back on the path at milestones you have already achieved and then looking forward make three future milestones you are aiming for. These are to be achievable steps. Things you wish to make happen.

### Future survival kit

Under the path yet to come list the things you might need to add to your survival kit to help you reach your goal.



## PHASE

**Session 1**

## EST. TIME

**15 minutes**

## LEVEL

**Easy**

## MATERIALS

**Values sheet**

**Pen**

## DOWNLOAD



# IDENTIFYING CORE VALUES

## When would you use this tool?

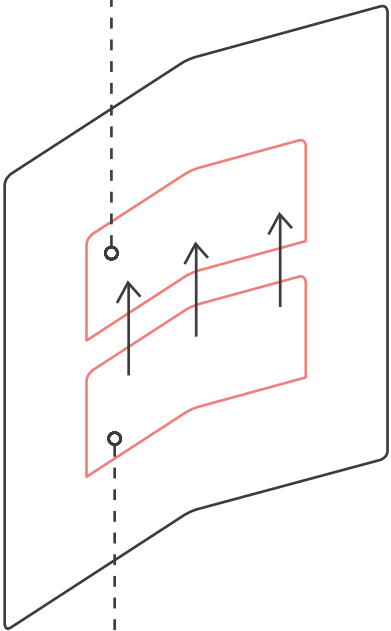
This tool is to help you to get in touch with your core values because when you gain that clarity and sense of purpose, everything becomes a little easier: making decisions, choosing next steps, recognising sooner when you need support. The confidence and fulfilment that can come from living and caring in alignment with your values can give you strength and a sense of purpose in your life

## How to use this tool

This tool is to help you identify the core values most important to you to help you reflect on the values you will bring to caring. Values are beliefs and they serve as guiding principles in people's lives.

## GOALS AND MILESTONES

Goals and milestones are things that the person wishes to achieve and they have higher levels of well-being when their goals are aligned with their values.



## VALUES

Values are foundations or guiding principles which underpin the whole life journey and influence people's beliefs.

- / 01 Review the values listed on the table. Use the blank spaces at the bottom to add any values that are important to you that are not listed.
- / 02 Put a tick next to all the values that are important to you, including any you may have added. This will become your overall set of values.
- / 03 Take 2 to 3 minutes to narrow the ticked values to your top eight values by crossing off the values that are less important to you and circling the more important values.
- / 04 Next, narrow the list to five important values, using a different colour pen.
- / 05 Narrow that list of five to three important values.
- / 06 List these values on the sheet and bring this along to the next coaching session.

- PEACE
- WEALTH
- HAPPINESS
- SUCCESS
- FRIENDSHIP
- REPUTATION
- AUTHENTICITY
- INFLUENCE
- JUSTICE
- SOCIAL JUSTICE
- COMPASSION
- WISDOM
- AFFECTION
- AMBITION
- TOLERANCE
- POWER
- APPRECIATION
- LOYALTY
- SELF-DISCIPLINE
- CURIOSITY
- STATUS

- FREEDOM
- LOVE
- RECOGNITION
- CREATIVITY
- SPIRITUALITY
- RESPONSIBILITY
- HARMONY
- TRUTH
- RESPECT FOR OTHERS
- HELPFULNESS
- SELF-AWARENESS
- ECONOMIC
- COOPERATION
- LOVE
- ADVENTURE
- SAFETY
- ACHIEVEMENT
- FAIRNESS
- PROTECTION
- SELF-COMPASSION
- NOVELTY

- HEALTH
- JOY
- INDEPENDENCE
- STABILITY
- SUPPORT
- EQUALITY
- CHALLENGE
- CONTROL
- LEARNING
- RESPECT FOR TRADITION
- CAPABILITY
- SELF-DIRECTION
- MAKING A DIFFERENCE
- FAMILY
- FUN
- KINDNESS
- INTEGRITY
- UNITY WITH NATURE
- COMPETITIVENESS

[+] WHAT ELSE?





### PHASE

**Session 1**

### EST. TIME

**15 minutes**

### LEVEL

**Easy**

### MATERIALS

**Week map**

**Pens**

### DOWNLOAD



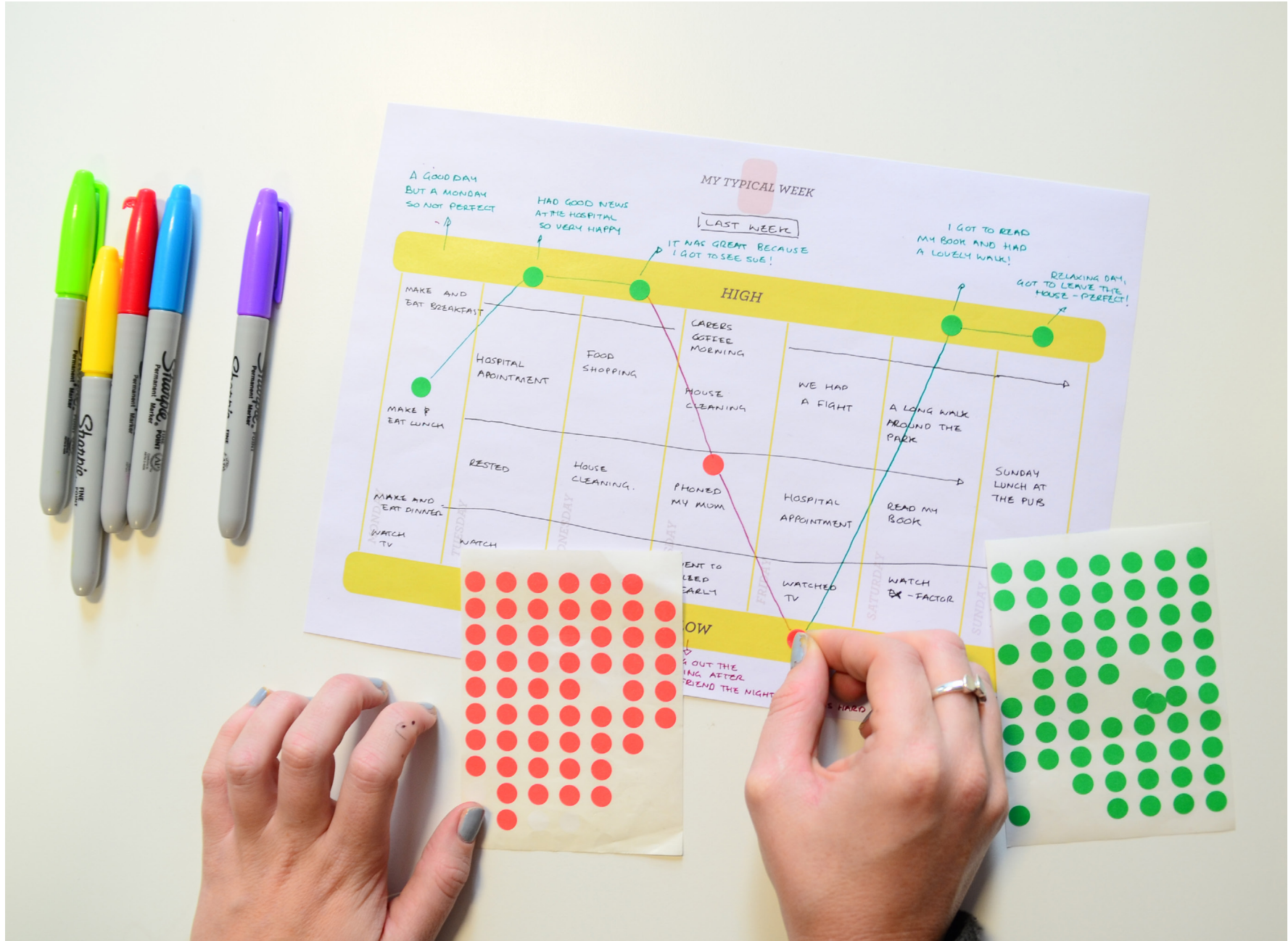
# *MY TYPICAL WEEK*

## When would you use this tool?

You would use this tool to reflect on your day to day life and the high's and low's of your week.

## How to use this tool

Map out the activities you do on a usual week - use last week as an example. What feelings do you experience day to day? Draw a line to map the high's and low's of the last week. What are the reasons for the high's and low's'?





## PHASE

**Session 1**

## EST. TIME

**15 minutes**

## LEVEL

**Easy**

## MATERIALS

**Timeline**

**Pens**

## DOWNLOAD



# *MY TYPICAL DAY*

## **When would you use this tool?**

You use this tool to reflect on your daily routine and to explore the high's and low's of your day.

## **How to use this tool**

What is the routine on a typical day for you and the person you support? What happens at each of these times? Map the highs and lows of the day.





# WHEEL OF LIFE

## PHASE

**Discover**

## EST. TIME

**20 minutes**

## LEVEL

**Easy**

## MATERIALS

**Wheel of life**

**Pen**

## DOWNLOAD



## When would you use this tool?

This tool can help you to reflect on different aspects of your life, and then choose an area that you would like to focus on.

## How to use this tool

Score how you're feeling on each segment (from 0 very poor in the centre to 10 very good on the outside)





# *FEELINGS, FACTS, FUTURE*

## PHASE

**Discover**

## EST. TIME

**20 minutes**

## LEVEL

**Easy**

## MATERIALS

**FFF wheel**

**Coloured pens**

## DOWNLOAD

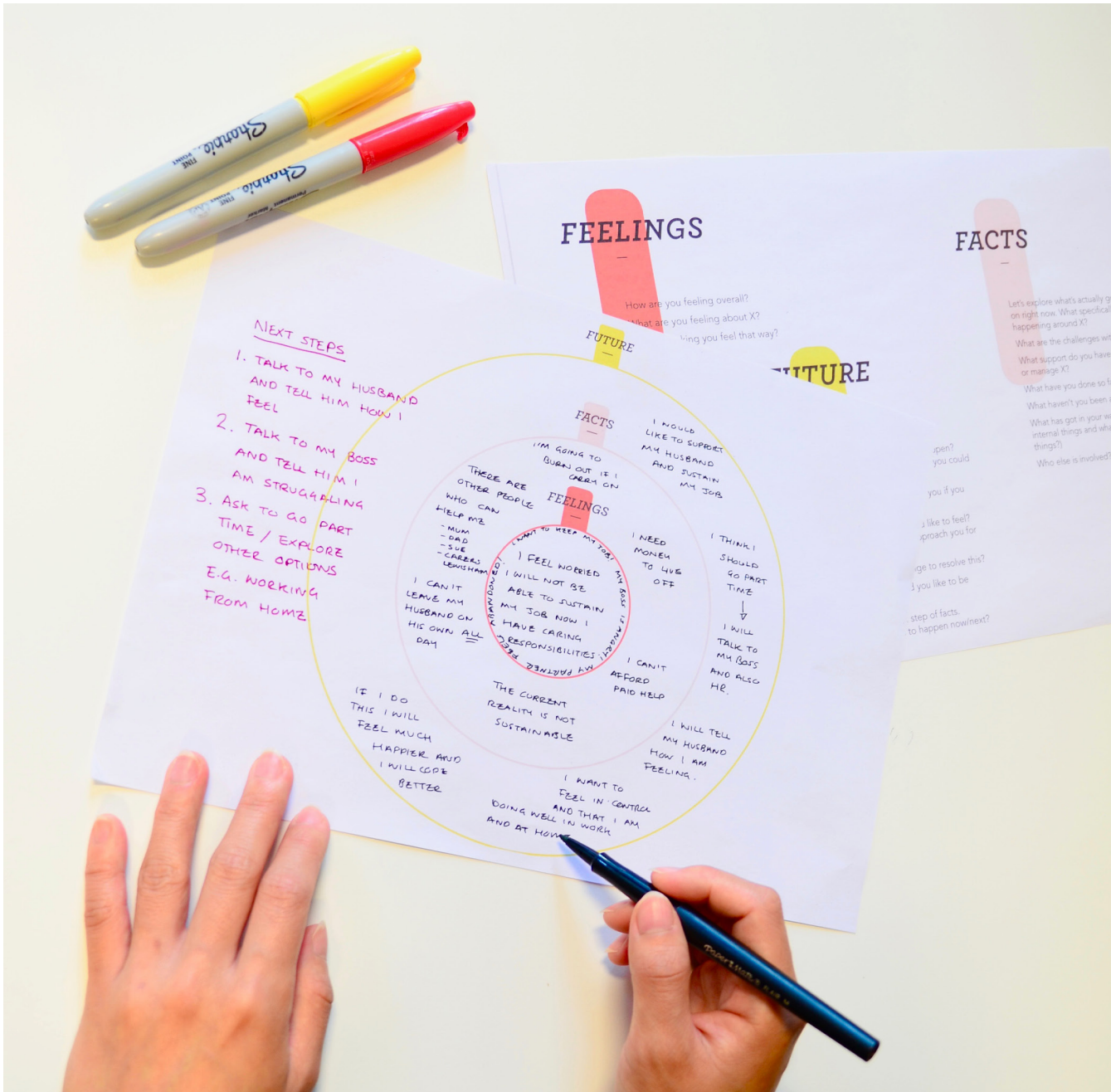


## When would you use this tool?

This tool is useful to explore a challenging or stuck situation in terms of the feelings, facts and future aspirations you have and

## How to use this tool

- / 01 Describe the challenge/situation
- / 02 Explore your feelings about it using the questions opposite
- / 03 Establish the facts by using the questions opposite
- / 04 Be creative and explore possible changes in the situation
- / 05 Explore your preferred future and possibilities using the future questions
- / 06 Circle back to feelings. How does this future feel as you describe it?
- / 07 Move to final step of facts. What needs to happen now/next?



# FEELINGS

How are you feeling overall?  
 What are you feeling about X?  
 What is making you feel that way?

# FACTS

Let's explore what's actually going on right now. What specifically is happening around X?  
 What are the challenges with X?  
 What support do you have to resolve or manage X?  
 What have you done so far?  
 What haven't you been able to do?  
 What has got in your way? (what internal things and what external things?)  
 Who else is involved?

# FUTURES

What would you like to happen?  
 What is one of two things you could do?  
 What could change for you if you solve/manage this?  
 What/how would you like to feel?  
 Who will you ask/approach for support with this?  
 What has to change to resolve this?  
 Who else would you like to be involved?  
 Move to final step of facts. What needs to happen now/next?



# *BUILDING NETWORKS OF SUPPORT*

## PHASE

**Discover**

## EST. TIME

**20 minutes**

## LEVEL

**Easy**

## MATERIALS

**Network  
Wheel**

**Coloured pens**

## DOWNLOAD

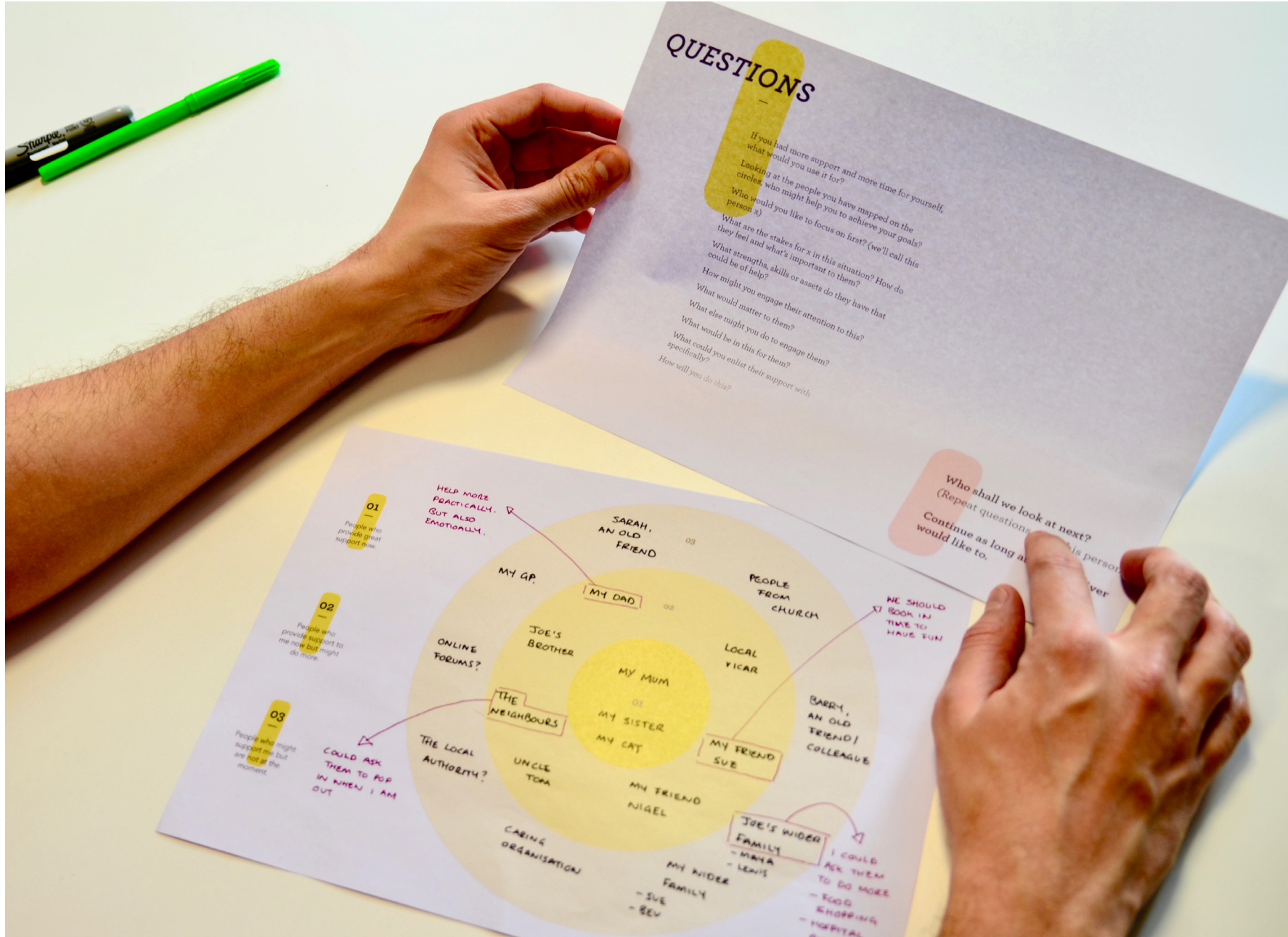


## **When would you use this tool?**

This is a tool for helping you think about how to identify and increase the support available to you through your social network.

## **How to use this tool**

- / 01** Using the diagram, write down the people in your network on it positioning them in the relevant circles.
- / 02** Use the questions below to think about how you could use your network to increase your support. This is a good tool to use after having developed a resilience plan. Choose one person to start with and think about the support they might offer, and how to elicit it.
- / 03** Repeat questions with different people. Continue as long as you would like to.





# *STRENGTH TOOL*

## PHASE

**Discover**

## EST. TIME

**10 minutes**

## LEVEL

**Easy**

## MATERIALS

**Strengths  
sheet**

**Pen**

## DOWNLOAD



## **When would you use this tool?**

You can use this tool whenever you are feeling disheartened. It will help you to remember what your strengths are.

## **How to use this tool**

- / 01** Write on post-its all the words that describe you and your loved one and then choose the top three best things.
- / 02** Then write on post-its all the words to describe your loved one that make you smile and choose the top three best things.





# *HOW MIGHT WE...*

## PHASE

**Define**

## EST. TIME

**15 minutes**

## LEVEL

**Easy**

## MATERIALS

**Paper**

**Pen**

## **When would you use this tool?**

You would use this tool to identify key challenges and turn them into opportunity statements. We use the 'How might we..?' format because it suggests that a solution is possible and because they offer you the chance to answer them in a variety of ways. A properly framed 'How might we..?' doesn't suggest a particular solution, but gives you the perfect frame for innovative thinking.

## How to use this tool

**/ 01** Write down the main themes that have emerged through your conversations. These may be challenges or they may be things that are going well. Pick the top 3 headlines.

**/ 02** For each of these reframe your insight as a question by adding, 'How might we..?' at the beginning. This will turn the challenges into an opportunity for change and will turn the positives into an opportunity to do even more, or even better.

The goal is to find opportunities for change, so if your insights suggest several 'How might we..?' questions that's great.

**/ 03** Now take a look at your 'How might we..?' questions and ask yourself if it allows for a variety of solutions. If it doesn't, broaden it. Your 'How might we..?' should generate a number of possible answers and will become a launchpad for your brainstorming.

**/ 04** Finally, make sure that your 'How might we..?' questions aren't too broad. It's a tricky process but a good 'How might we..?' question should give you both a narrow enough frame to let you know where to start your brainstorm, but also enough breadth to give you room to explore different ideas.



# *VISUAL GOAL SETTING*

## PHASE

**Define**

## EST. TIME

**25 minutes**

## LEVEL

**Intermediate**

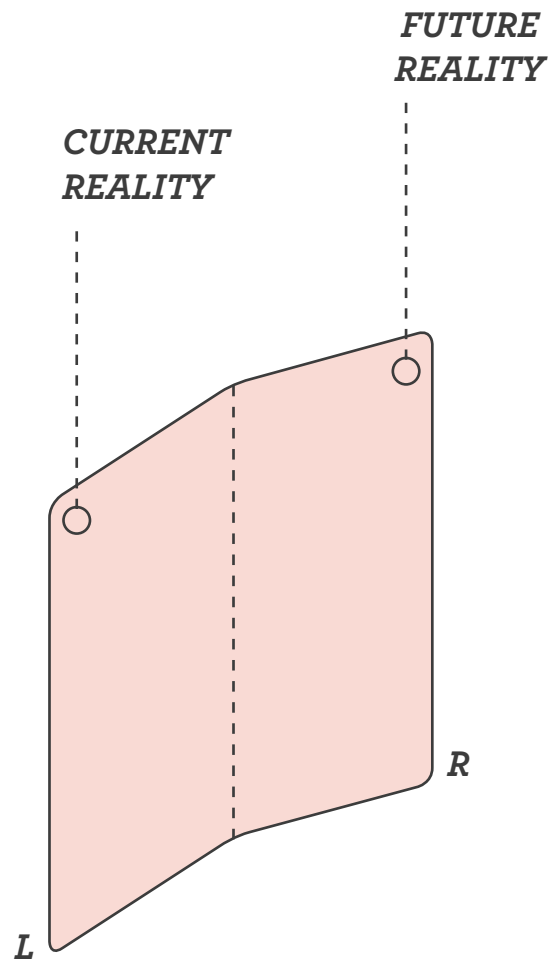
## MATERIALS

**Paper**

**Pen**

## **When would you use this tool?**

This is a technique for setting goals that allows the right brain to communicate wants and needs which may not be accessible in the conscious mind.



## How to use this tool

- / 01 Write or draw your name at the top of the paper in anyway you wish. Now divide the paper in two, on the left-hand side draw your current reality using words and images that come to mind. You may want to choose a single colour or a darker colour for this section. Don't worry if it's not perfect, just do your best, stick figures or symbols representing how you think and feel are fine.
- / 02 After you have drawn the picture, reflect on what you see and how you feel.
- / 03 Take a break for a cup of coffee to help clear your mind. If you need to take a few breaths to calm yourself.
- / 04 Now on the right-hand side of your paper, draw a future reality using words and images that express the feelings and thoughts you'd like to achieve as a result of support from coaching over the next few months or weeks. How do you want to see yourself? Consider how do you want to be in your caring role, what sorts of things might be different which would help you to flourish in this role.  
After you have drawn the picture, reflect on what you see and how you feel.



# *ROLE PLAY CONVERSATION*

## PHASE

**Develop**

## EST. TIME

**15 minutes**

## LEVEL

**Hard**

## MATERIALS

**None**

## When would you use this tool?

This tool can only be used with the coach or another person. You use it when you need to have a difficult conversation, maybe with a friend, family member or person that you are caring for. The best way to practice communication skills is by role playing, with the coach taking



## How to use this tool

Follow the instructions below with your coach:

- / 01 Identify the specific conversation to practice
- / 02 Know the intended result  
The coach asks: *"What is the result that you want to create in this conversation?"*
- / 03 Know your role  
The coach asks: *"please give me a brief (30 second) character sketch of the role I will be playing. This may be a specific person or a composite of the typical person."*
- / 04 Get into the role  
Get into the conversation. Let yourself be the character. Have fun with it. Note: You do not have to mimic voices – for example if you are playing the role of the opposite sex.
- / 05 Call time out  
Let your player know if you are coming out of character to make a suggestion.
- / 06 Repeat  
Be prepared to go through a specific part of the conversation several times.
- / 07 Add a twist  
Based on how well you think the player is doing, you can vary how you play the role to create easier or more challenging situations.
- / 08 Debrief



# *BRAINSTORM*

## PHASE

**Develop**

## EST. TIME

**10 minutes**

## LEVEL

**Easy**

## MATERIALS

**Post-its**

**Pens**

## When would you use this tool?

Brainstorms tap into a broad body of knowledge and creativity. You would use this tool when trying to think of new and interesting ideas to create change in response to a challenge. The best policy is to be open and think of as many ideas as possible so that you promote openness, lots of ideas, and creativity over immediate feasibility. Brainstorms work best when you are positive, optimistic, and focused on generating as many ideas as possible.



## How to use this tool

- / 01 Write down the question that you want to answer.
- / 02 Think of as many ideas as possible. Write these down on paper or on post-it notes.
- / 03 Be creative, don't think about if an idea will be possible or not. Be positive and optimistic and focus on creating lots of ideas.
- / 04 After brainstorming remove all ideas that you don't want to do. After this, pick out which ideas you would be willing to try.



# *MIND MAPPING*

## PHASE

**Develop**

## EST. TIME

**10 minutes**

## LEVEL

**Easy**

## MATERIALS

**Big paper  
Pens**

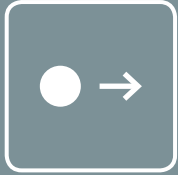
## **When would you use this tool?**

Mind mapping is a highly effective way of getting information in and out of your brain. Mind mapping is a creative and logical means of note-taking that literally “maps out” your ideas. You would use this tool when trying to think of new solutions.



## How to use this tool

- / 01** Write the question that you are trying to explore in the centre of a large white piece of paper
- / 02** This is a tool that is known to help generate ideas. You are invited to use lines, symbols, words, colours and images to map different ideas and create different branches from different thoughts and ideas. There is no right way of doing this. Ideas can be put down in any order, as soon as they pop into your head. You do not have to think in order.
- / 03** You can add twigs off the relevant branches that represent the ideas of lesser importance.
- / 04** Look at your diagram and reflect on what strikes you about what you see.



# *FUTURE PACING*

## PHASE

**Develop**

## EST. TIME

**20 minutes**

## LEVEL

**Intermediate**

## MATERIALS

**None**

## **When would you use this tool?**

Future pacing involves visualising success. This might be used when you have identified a change you would like to implement and are either struggling to imagine how this might look or are not sure of how to achieve it. It can also increase motivation towards making the change because you will be able to see and imagine what a different future might be like.

## How to use this tool

- / 01 Identify the scenario you would like to imagine.
- / 02 Imagine yourself in the future, making the choice you want to make or having your life go the way you want it to go. Think of it like a scene as if it were a movie. What are you saying? What are you doing? What are you thinking? What are you feeling?
- / 03 Now you are there, imagine you have hit the rewind button in your movie and you are going backwards to the present moment. Imagine it is a month before, then the month before that, then the month before that. What are you doing that is making that future possible?



# WHAT CAN I CONTROL?

## PHASE

Develop

## EST. TIME

10 minutes

## LEVEL

Intermediate

## MATERIALS

Questions

## DOWNLOAD



## When would you use this tool?

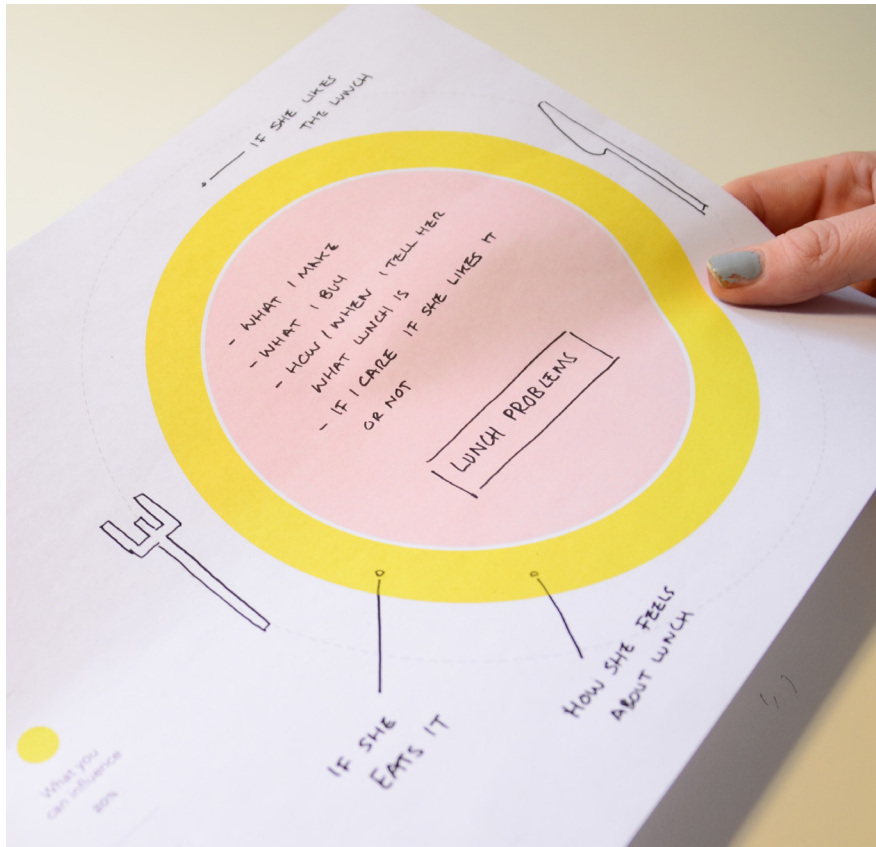
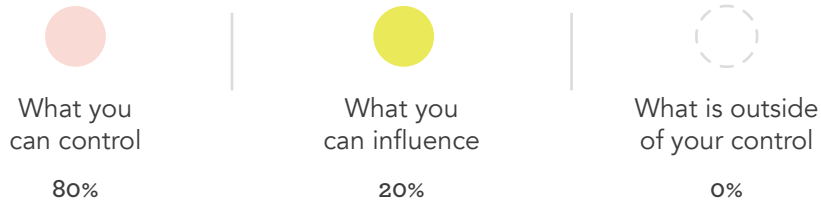
You would use this tool to reflect on what is and what is not in your control.

“

Grant me the serenity to accept the things I cannot change; courage to change the things I can; and wisdom to know the difference

– REINHOLD NIEBUHR

”



## How to use this tool

Think of a situation and fill in the tool using the following questions:

- / 01 What's under your control?
- / 02 Split into segments e.g. social, mental, physical.
- / 03 What control do you have over these feelings?
- / 04 What control do you have over these physical symptoms?
- / 05 What you can influence? What else? What else?
- / 06 What is outside of your control? What else? What else?
- / 07 How much time/energy are you spending on things outside of your control?
- / 08 How is this helping you or not?
- / 09 What can you do to shift your focus/energy onto those elements that you can control?
- / 10 What tools could use to help you refocus on those things that are inside of your control?
- / 11 What is the one thing that you can do immediately that will have a positive impact on your life/well-being right now?
- / 12 How would you make this happen? What are any perceived challenges that you foresee?



# *POSITIVE SCRIPTS*

## PHASE

**Develop**

## EST. TIME

**5 minutes**

## LEVEL

**Easy**

## MATERIALS

**Positive  
scripts**

## DOWNLOAD



## **When would you use this tool?**

This tool will help you to identify some positive scripts that you can use to challenge negative thoughts. It is a useful tool to keep coming back to.

## **How to use this tool**

Look at the list of positive coping statements and find three statements that will work for you when you experience negative thoughts.

“Stop, and breathe, I can do this.”

“It’s OK, I’ve got this.”

“This will pass.”

“I can be anxious/angry/sad and still deal with this.”

“I have done this before, and I can do it again.”

“This feels bad, it is a normal body reaction. It will pass.”

“This feels bad, and feelings are very often wrong.”

“These are just feelings, they will go away.”

“This won’t last forever.”

“I don’t need to rush, I can take things slowly.”

“I have survived before, I will survive now.”

“I feel this way because of my past experiences, but I am safe right now.”

“I’m stronger than I think.”

“It’s okay to feel this way, it’s a normal reaction.”

“Right now, I am not in danger. Right now, I’m safe.”

“My mind is not always my friend.”

“Thoughts are just thoughts. They are not necessarily true or factual.”

“I will learn from this experience, even if it seems hard to understand right now.”

“This is difficult and uncomfortable, but it is only temporary.”

“I choose to see this challenge as an opportunity.”

“I can use my coping skills and get through this.”

“I can learn from this and it will be easier next time.”

“Keep calm and carry on.”

“Right now I have feelings I don’t like. They will be over with soon and I’ll be fine. For now, I am going to focus on doing something else around me.”

“All these things that are happening to me seem overwhelming. But I’ve caught myself this time and I refuse to focus on these things. Instead, I’m going to talk slowly to myself, focus away from my problem, and continue with what I have to do.”

“This is uncomfortable, but I can handle it if I take slow and deep breaths.”

“Fighting this doesn’t help – so I’ll just relax and breathe deeply and let it float away.”

“I’ll just do the best I can.”

“I don’t have to believe everything I think.”

“Feeling tense is natural. It tells me it’s time to use coping strategies.”

“Stay focused on the present. What do I need to do right now?”

“Take deep breaths and take your time.”

This is not my fault.”

“I’ve survived hard times before, and I will survive this, too.”

“My life matters.”

“It won’t always be this bad. It will get better.”

“I will feel hopeful again someday.”

“I can be sad and still deal with this.”



# SELF COMPASSION

## PART. 1

### PHASE

Develop

### EST. TIME

15 minutes

### LEVEL

Easy

### MATERIALS

Self  
compassion  
scale

### DOWNLOAD



## When would you use this tool?

Sometimes when caring for someone it is hard to be self-compassionate and be kind to yourself. This tool helps you to identify ways you may already meet yourself with self-compassion or notice where this is not the case.

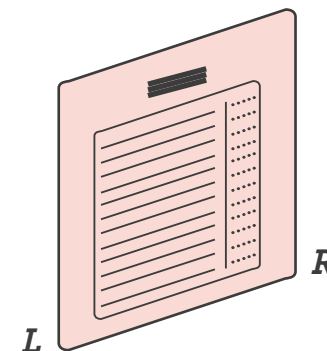
The practising self-compassion tool can be used to support the enhancing of this natural capacity for one's own wellbeing.

## How to use this tool

Complete the scale. The coach may ask you to do this at the end of a session in preparation for the next one.

### **HOW I TYPICALLY ACT TOWARDS MYSELF IN DIFFICULT TIMES ( L )**

1. *I'm disapproving and judgmental about my own flaws and inadequacies.*
2. ....



### **SCALE ( R )**

1. *Never*
2. *Almost Never*
3. *Sometimes*
4. *Almost Always*
5. *Always*

HOW I TYPICALLY ACT TOWARDS MYSELF IN DIFFICULT TIMES

SCALE

- 14 When something painful happens I try to take a balanced view of the situation. 1 (2) 3 4 5
- 15 I try to see my failings as part of the human condition. 1 2 (3) 4 5
- 16 When I see aspects of myself that I don't like, I get down on myself. 1 2 (3) 4 5
- 17 When I fail at something important to me I try to keep things in perspective. 1 2 3 (4) 5
- 18 When I'm really struggling, I tend to feel like I must be having an  when I'm feeling
- 19 I'm kind to myself when I'm experiencing suffering.  ant to me I become
- 20 When something upsets me I get carried away by my feelings.  sacy.
- 21 I can be a bit cold-hearted towards myself when I'm experiencing suffering.  d myself that there are lots
- 22 When I feel inadequate in some way, I try to share those feelings of inadequacy with others.  ng like I am.
- 23 I'm intolerant and impatient towards those aspects of my personality I don't like.  tend to be tough on
- 24 When I'm going through a very hard time, I try to be understanding and patient towards those aspects of my personality I don't like.  to keep my emotions in
- 25 When I fail at something that's important to me, I try to remind myself that I'm not alone in my failure.  way, I try to remind myself
- 26 I try to be understanding and patient towards those aspects of my personality I don't like.  shared by most people.

HOW TO SCORE

Write down the number of each item in the boxes below. When a row has an asterisk and is in yellow, reverse the score (i.e. 1 = 5, 2 = 4, 3 = 3, 4 = 2, 5 = 1)

Then add up the rows and calculate the average (1st two rows divide total by 5, 2nd two rows, divide total by 4).

SK	5	12	19	23	26
SJ*	1	8	11	16	21
CH	3	7	10	15	
I*	4	13	18	25	
M	9	14	17	22	
OI*	2	6	20	24	

HOW I TYPICALLY ACT TOWARDS MYSELF IN DIFFICULT TIMES

SCALE

- 01 I'm disapproving and judgmental about my own flaws and inadequacies. 1 (2) 3 4 5
- 02 When I'm feeling down I tend to obsess and fixate on everything that's wrong. 1 2 (3) 4 5
- 03 When things are going badly for me, I see the difficulties as part of life that everyone goes through. 1 2 3 4 5
- 04 When I think about my inadequacies, it tends to make me feel more separate and cut off from the rest of the world. (4) 2 3 4 5
- when I'm feeling
- ant to me I become
- sacy.
- d myself that there are lots
- ng like I am.
- tend to be tough on
- to keep my emotions in
- way, I try to remind myself
- shared by most people.
- ards those aspects of my
- ard time, I give myself
- to take most other
- I am.



# *SELF COMPASSION*

## *PART. 2*

### PHASE

**Develop**

### EST. TIME

**20 minutes**

### LEVEL

**Easy**

### MATERIALS

**None**

## **When would you use this tool?**

This tool can be used to help you think about how to enhance your capacity for self-compassion and self-care for your wellbeing.

## **How to use this tool**

When you notice that you are feeling stress or emotional discomfort you want to try this approach:

**/ 01**

Just as you would give your friend a hug, embrace yourself by placing your hands on the opposite shoulders and squeezing gently. Or find the place in your body that is holding your pain. Is it your heart? Your stomach? Place your hands lovingly on the spot as you think about your pain and say kind words to yourself. "This really hurts", "This is tough to be with". Comforting physical gesture with contact on your own body actually releases a chemical called oxytocin that gives you a sense of comfort and well-being. So don't be afraid to soothe yourself as you would a friend, your partner, or a child.

**/ 02** Remind yourself suffering is a part of living and part of the human condition. One of the reasons it can be hard to be self-compassionate is that, as human beings, we tend to feel isolated within our own experience. This isolation leads us to believe that we are the only ones who have a particular flaw or weakness in our personalities. Thoughts like these then result in feelings of shame and self-doubt rather than confidence and compassion. Other options include:

**Other people feel this way sometimes.**

**I'm not alone, everyone has strengths and weaknesses.**

**We all struggle in our lives**

**/ 03** Mindfulness can be defined as paying attention to what is happening, while it is happening, on purpose. Rather than running away from or suppressing pain, mindfulness allows us just to be with these feelings as they are. So, the next time your inner critic starts up, just notice him or her and what he or she is saying. Notice your feelings. Have no judgment toward either of them. Remember that self-compassion isn't so much about getting rid of the pain, but to be with the pain in a way that is kind and loving toward yourself.

**Acknowledging how we are feeling as we are feeling it, offering this acknowledgement silently to ourselves, such as**

**“This is hard”, “This is painful”, “Let me be kinder to myself”.**

**/ 04** Now, put your hands over your heart, or wherever it feels soothing, feeling the warmth and gentle touch of your hands. Offering silently ourselves some comforting words as we may if talking to a friend. Find words for what you need in times like this. Some options may be:

**May I accept myself as I am**

**May I give myself the compassion that I need**

**May I learn to accept myself as I am**

**May I forgive myself**

**May I be strong**

**May I be safe**

If you are having trouble finding the right language, imagine what you might say to a good friend struggling with that same difficulty. You can also write a letter to yourself from the perspective of a friend who cares about you.



# INCREASING POSITIVITY

## PHASE

**Develop**

## EST. TIME

**20 minutes**

## LEVEL

**Easy**

## MATERIALS

**Table**

**Pen**

**Examples**

## DOWNLOAD



## When would you use this tool?

The purpose of this tool is to help you plan how to bring more positivity into your life. This tool can be used at any time to help you feel more positive and to make sure that you are making time for yourself.

## How to use this tool

- / 01 Think about a range of activities that would generate positive emotions during your week. Brainstorm what those activities might be (an example of the sorts of activity that people generate in this exercise is given below). Choose a range of things including things that enrich you physically, mentally, emotionally, relationally and spiritually (the latter includes appreciation of nature and beauty). Come up with at least 20 things that you could do. If you can't think of anything positive, go back and do my typical week to consider the highs in the past week.
- / 02 After listing up to 20 activities that might generate positive emotions, think when you might be able to do some of them and for those activities that need it, who could support you to get the free time.

Have an inspiring conversation with my daughter

Walk round my garden and look at my plants

Play football with my son

Get a take away and watch a great film with my sister

Have a coffee with a friend

Tell each member of my family why I appreciate them

Play with my cat

Take my neighbour's dog for a walk

Read my current book

Have a swim

Book a facial, massage, or manicure

List the things I am grateful for

Plan a future break I would like to take

Do a simple breathing exercise

Phone my friend Lucy

Buy a present for my spouse

Do a crossword

Go to the gym

Download some new music and listen to it

Write a letter / email to a friend I haven't contacted for a while

Go to Zumba

Call my Dad

Cook something new for dinner

Sing in the shower

Join a new activity

Reflect on the good things that have happened within the last month

“

Our brains are like Velcro for negative experiences and Teflon for positive ones.

– RICK HANSON, BRAIN SCIENTIST

”





# *MINDFULNESS BREATHING*

## PHASE

**Develop**

## EST. TIME

**15 minutes**

## LEVEL

**Easy**

## MATERIALS

**None**

## **When would you use this tool?**

This tool can be used to help you with a daily 15 minutes practice that supports your capacity for awareness and the ability to be with your challenges.

“

Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.

– VIKTOR E. FRANKL

”



## How to use this tool

The most basic way to do mindful breathing is simply to focus your attention on your breath, the inhale and exhale. You can do this while standing, but ideally you'll be sitting or even lying in a comfortable position. Your eyes may be open or closed, but you may find it easier to maintain your focus if you close your eyes. It can help to set aside a designated time for this practice, but it can also help to practice it when you're feeling particularly stressed or anxious. Experts believe a regular practice of mindful breathing can make it easier to do it in difficult situations.

Sometimes, especially in a stressful moment, it might help to start by taking an exaggerated breath: a deep inhale through your nostrils (3 seconds), hold your breath (2 seconds), and a long exhale through your mouth (4 seconds). Otherwise, simply observe each breath without trying to adjust it; it may help to focus on the rise and fall of your chest or the sensation through your nostrils. As you do so, you may find that your mind wanders, distracted by thoughts or bodily sensations. That's OK. Just notice that this is happening and gently bringing your attention back to your breath.

You can listen to audio of this guided meditation, produced by UCLA's Mindful Awareness Research Center (MARC) [here](#) or download it from MARC's website.



# RELAXATION

## PHASE

Develop

## EST. TIME

5 minutes

## LEVEL

Easy

## MATERIALS

None

## When would you use this tool?

You can use this tool when feeling anxious or stressed.

## How to use this tool

- / 01 Let each part of your body feel weightless and free.
- / 02 Don't think about anything in particular, or focus on having your favourite drink in the sunshine.
- / 03 Let your feet relax, feel it travel up your legs, let your knees, thighs, tummy, chest, diaphragm, shoulders, arms relax, travel up your back.
- / 04 Enjoy the feeling of energy resonating around your body.
- / 05 Then tune into noticing your breath.



## OTHER SUGGESTIONS FOR RELAXING

Take time for yourself. You might want to try one of the following:

- / 01 Breathe: breathe slowly in and out noticing how your breath is
- / 02 Remember: visualise, hear, feel, describe or think of time you have felt calm e.g. on holiday
- / 03 Relax: use aromatherapy, candles, massage, pampering, either by oneself or with another.



# IMPROVING RESILIENCE

## PHASE

Develop

## EST. TIME

25 minutes

## LEVEL

Intermediate

## MATERIALS

Questions

Paper

Pen

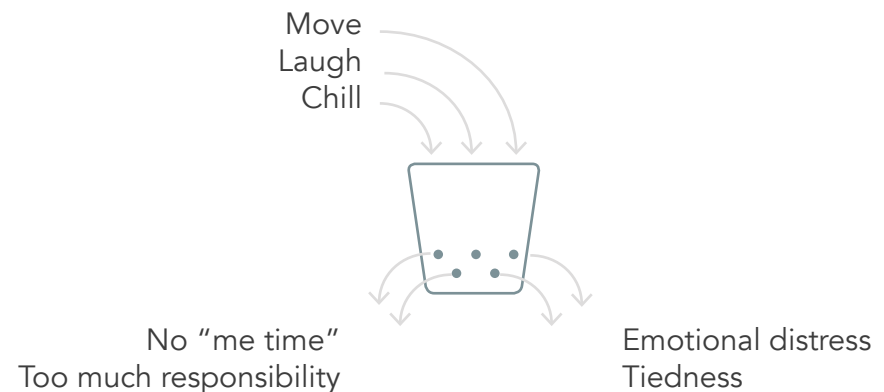
## When would you use this tool?

This tool aims to help you develop a specific plan to increase your resilience and well-being.

## How to use this tool

### THE RESEARCH: THE RESILIENCE BUCKET

It is helpful to think of your resilience as in a bucket. Everybody has a bucket of resilience, but everyone's bucket is leaking and people need to keep engaging in positive activities in order to re-fill their buckets. If your bucket is empty then doing even simple tasks can be overwhelming. Filling your bucket is not selfish, it's self-care so that you have lots of energy and love for others.



## **THE TOOL**

Use the following questions to develop a plan.

**What would be the good things about improving your resilience and well-being?**

**Go forward 6 months' time and you were feeling more resilient, how would your life be different? What would that mean to you?**

**What will happen if you don't take action to improve your resilience and well-being?**

**Suppose you don't change, what is the WORST thing that might happen?"**

**What is the BEST thing you could imagine that could result from improving your resilience and well-being?**

**If you look at resilience and well-being approaches as an opportunity, what might you achieve?**

**What have you done in the past which helped you to improve resilience and well-being?**

**If you were to decide to improve your resilience, what would you have to do to make this happen?  
(coach to note these next few answers)**

**What else could you do?**

**What else could you do?**

**What else could you do? What might your wisest friend advise you to do?**

**You said you could do (remind them of the answers you have noted) Which of these will you do?**

**When will you do these?**

**What might get in the way?**

**Who else could support you?**

**How confident are you that you will do this on a scale from 0 to 10?'**

**If not 9 or 10, ask what led you to select that score rather than 2 or 3?**

**What would need to happen for your importance/confidence score to move up from that score to a 9 or 10**

Record the action you have committed to take.



# JOURNALING

## PHASE

**Do it**

## EST. TIME

**20 minutes**

## LEVEL

**Intermediate**

## MATERIALS

**Filled in  
journal**

## DOWNLOAD



## When would you use this tool?

This tool is useful to help you reflect on your thoughts and emotions in your day to day, and this can give clues to goals, but can also be used to evaluate the impact of a change.

## How to use this tool

- / 01 Journal your actions, thoughts and feelings at agreed times in your week. Write for 5, 10, 20 minutes at home and either look at the writing in a coaching session or independently. Use a timer and to write any thoughts or feelings that you have at the time without editing them.
- / 02 Look at the writing using the table below for:
  - patterns or themes indicating recurrent topics, people, situations;
  - noticing when you become aware of your emotions;
  - circle positive or negative words, phrases, views, ideas.
- / 03 Think about/discuss what you have journalled, noticing learnings and exploring the thoughts and feelings in the writing
- / 04 What could you do with these thoughts and feelings?



# Tools for structured conversations

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**COACH  
4 CARE**

 **Innovation  
Unit**  
New solutions  
for thriving societies