SECTION: Featured Coach

Around the World
On KTM Adventure 1190
by Anna Grechishkina (Ukraine)

Enhance Your Emotional Well Being with One Life-Changing Practice
by Jackie Woodside (USA)

Relationship Coaching in the Work Environment
by Malcolm Nicholson, iCN Journalist (UK)

Why Aren’t You More Like Me?
Discover the Secrets to Understanding Yourself and Others™
by Ken Keis, Ph.D. (Canada)
Welcome to another exciting edition of the International Coaching News (iCN) online magazine!

Our 24th edition, is themed Relationship Coaching, inspired by coaches to guide coachees to explore personal insight, handling relationships with oneself & to others, generate new solutions and/or overcome inner and outer obstacles.

This edition is rich in content on a variety of related topics such as personal relationships, business relationships, conflict management & resolutions, tips & techniques used by seasoned coaches, to aid your coaching profession.

In this 24th edition, look out for the article ‘Enhance Your Emotional Well Being with One Life-Changing Practice’ by Jackie Woodside from USA. In this article, Jackie discusses how to amplify your wellbeing with a transformative method. Another noteworthy article ‘Relationship Coaching in the Work Environment’ by iCN Journalist from UK Malcolm Nicholson. Malcolm thoroughly discusses ways & materials to use to support workplace coaching. ‘Conflict Resolution - Negotiations and Problem-Solving’ by Gary Gasaway. In this article Gary shares the tools to successful negotiations and problem-solving in two individuals or with conflict in a group or team of people. ‘Coaching Entrepreneurial Couples with NLP A Premium NLP Program’ by Alina Tudorache from Romania, where she enumerates the benefits of NLP Coaching Program: Secret Tactics for Entrepreneurial Couples - NLP Mind Hacks©.

Each of our columnists, too numerous to mention individually, has taken some really interesting perspectives, and I would encourage a thorough read-through of this edition.

Just like all our other editions, this edition is not just an interesting read, but it provides you with helpful personal development ideas and professional development techniques to grow your business and improves lifestyle. I hope you enjoy this issue and do let us know if there are any topics you’d like to see covered in the future.

Leeann

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Life is much simpler than it is complicated.

What I am going to tell you is so simple that you will be tempted to disregard it all together. Please resist that initial reaction.

45,000 hours. That is about how long I spent sitting in a chair across the room from someone who was hurting or worried or in trouble or addicted to something. 45,000 hours of listening to how human beings process their life and the world. 45,000 hours of my life spent trying to understand how to help people help themselves.

And with all of that complexity, all of the struggles and emotional upheavals that I was able to bear witness to over my 30 years as a psychotherapist, I have come to believe one thing: Life is actually much simpler than it is complicated.

Being a human being who is happy is, in fact, more natural than struggle and strife.

The very notion that life is either simple or complex, both represent different beliefs. But which is true? Well, it depends on your perspective (level of consciousness).

So how do you enhance your emotional well-being with one life-changing practice? What I am going to tell you is so simple that you will be tempted to disregard it all together. Please resist that initial reaction because what is available in mastering this practice is a life of greater happiness, ease, and satisfaction.

I define emotional well-being by being able to accurately observe (self-awareness) and alter (raise consciousness) your beliefs, emotions, attitudes, and thoughts. It is these four domains that constitute your emotional well-being, or your consciousness, as I call it.

Emotional Intelligence and your well-being cannot focus on emotions only, as many would like to suggest. Just as you cannot build a sophisticated engine with only a screwdriver, you cannot create a healthy, productive inner world by focusing only on emotions.

From where do emotions arise? They do not occur in a vacuum. They emerge in response to the energetic and attitudinal environment in which you live, as well as the physical environment of your body and mind.
Your emotional well-being will be well established only when you can ask yourself in any circumstance: ‘Is this true? Will believing this elevate my experience of life or hinder my happiness, well-being, and satisfaction?’

I made a commitment to myself...

I started my coaching practice in 1994 (yes, I know, I am a dinosaur in the field!).

When I started my practice, I did one thing – I got on the phone and called people I knew from various parts of my life and told them I was getting certified to become a professional coach and would want to work with me in that capacity. I presented what I could offer, and at that time, back in the mid-90s, I had to tell a lot of them what professional coaching even was.

I made a commitment to myself that I would not stop calling until I had 10 new clients in a week. Much to my surprise and delight, I was able to stop calling until I had 10 new clients in a week. Fast forward a decade when some of my colleagues started offering coaching services. Many of them asked me for advice on how I started my practice.

When I told them what I did, they were stunned. Over and over again what I heard was, ‘But it’s so hard to build a coaching practice! How could you do that in a week?’ Their reaction was, ‘back in the day.’ When I told them what I did, they were stunned. Over and over again what I heard was, ‘But it’s so hard to build a coaching practice! How could you do that in a week?’ When I told them what I did, they were stunned. Over and over again what I heard was, ‘But it’s so hard to build a coaching practice! How could you do that in a week?’

Immediately noticing my inner dialogue (awareness), I asked myself the type of questions I mentioned above.

Is that self-talk going to give me the experience of myself that I want to have? Is it even true? Do I want to keep feeling like a failure? Where will these emotions lead?

In an instant, I shifted. (Yes, I have practiced this for 30 years!) Within a minute of shifting my inner state of emotional well-being, I got a text from my colleagues in the states. My emotional well-being was enhanced by using my mind (consciousness) to direct my brain (emotions).

One of the best ways to disempower your lower thinking and feeling is by asking ‘what’ rather than ‘why’ questions. ‘Why’ questions such as ‘Why is this happening to me, why are they giving me a hard time, why do I always have these issues’ tend to leave you in the role of passive observer or victim. Asking WHAT

a. What can I do to shift this?

b. What do I want to experience here?

c. What is there for me to learn here?

d. What have I been doing to give rise to this problem that I can stop doing now?

e. What have I been neglecting in myself or my relationships, such that this problem emerged, and I feel this way?

You may resist looking at the cold, hard fact that your inner world is more harmful than happy. I had a colleague back in 2015 who was chronically negative about any new initiative, we were working on in a consulting job. I said to him once, ‘Do you think you could see things in a lighter, more positive fashion?’ To which he belligerently asserted, ‘I AM being positive! I am one of the most positive people I know!’ Oh my! His ‘self- other’ correlation between how he sees himself and how others experience him was highly off track! Self-awareness and the ability to identify your inner world means the ability to see yourself through other people’s eyes too.

DISEMPower what you are currently thinking and feeling when it does not create the experience of life you want to have. This is a crucial step in enhancing your emotional well-being. You cannot merely observe. You must disempower the lower consciousness anxiety, fears, upssets, resignation, and despair.

DEMPower through other people’s eyes too.

Reference:
https://www.theepochtimes.com/mind-body-connection-as-it-relates-to-coincidence-studies_1920873.html

ABOUT JACKIE WOODSIDE

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Why Aren’t You More Like Me? Discover the Secrets to Understanding Yourself and Others™

by Ken Keis, Ph.D. (Canada)

Relationships are always about managing and working with expectations. One of the greatest contributors to how we show up and what we want from others in our relationships (no matter what the context) is our Personal Style, or what many call “personality.”

Understanding self and others are so important that when we at CRG had a Marriage Counselling division, we would never counsel any couple or individual unless they completed our Personal Style Indicator (PSI) first.

When CRG works with leaders, teams, or organisations, we always have them complete the PSI so we can help everybody understand each other and their preferences.

Two of our associates (or trusted advisors), Anne and Brian Bercht, conduct marriage/relationship seminars—specifically for those who had a betrayal occur in their relationship. Knowing one another’s Personal Style is so important for reconciliation that each participant receives a copy of my book, Why Aren’t You More Like Me?, and completes the PSI assessment prior to attending the workshop. The Berchts had tried to conduct their workshops without the PSI, and it was impossible to maintain the same level of impact they desired.

So much conflict and differences are linked to our natural preferences that unless we first understand ourselves, and then our partner (or person we have a relationship with), then there’s little chance of having a successful positive relationship.

Research from TalentSmart confirms that less than 2% (that’s right—2%) of the population will realise their potential without this knowledge or awareness of one’s Personal Style.

Their research also concluded that over 70% of the population have no idea what their Personal Style might be. That’s a pretty significant statistic—that three-fourths of the population is living without direction or understanding of themselves.

If you want to increase your success in the area of relationships, here are a few insights.

Know Your Personal Style

To be intentional in their interpersonal relationships, career, leadership or personal and professional decisions, people must be aware of their Personal Style. Every single person should complete an assessment to understand his or her Personal Style.

Personal Style is your natural predisposition to perceive, approach and interact with your environment, which includes time, people, tasks and situations.

There is no right or wrong style, just differences.

However, the challenge in relationships is that we naturally prefer and connect with others who are like us. Our expectations of how others should act or react is based on our preferences; in many cases, others will not live up to what we desire.

This, then, leads to disappointments and conflict when others don’t do what we want or expect from them.

To avoid this potential outcome, the first step is understanding ourselves and how our preferences are influencing all our decisions and interactions with others.

CRG has these statements:

- ‘Are you in control of your style, or is your style in control of you?’
- ‘Your style in not an excuse for your behaviour.’

Despite us having preferences, we can’t use them as a justification for our behaviour or for demanding our expectations from others.

It’s important to understand the following two major concepts when it comes to Personal Style:

1. Self-awareness: Knowing one’s strengths, weaknesses and preferences
2. Self-management: Being in control of one’s self to build positive relationships and outcomes

One of the steps we teach our CRG clients with their self-management is the concept of ‘suspending,’ which is when you don’t let your style preferences get in the way of building relationships with others. In other words, you ‘suspend’ or temporarily set aside your needs to engage with others. This is the opposite of being self-centred.

The challenge is that many of us—myself included—can get ‘hooked’ or offended by what others do or don’t do. As soon as that happens, we hinder our relationship effectiveness. Research has proven that once our heartbeat goes over 100 beats per minute (non-athletic), we can no longer function rationally and we will say and do things that we will regret.

Suspending ‘our frame of reference’ is a critical key to self-management and being able to build positive relationships.

The official 3-step process to build credibility with others is as follows:

**STEP #1** Translating. Observe and know who you are talking to. What is the Personal Style of the person you are interacting with?

**STEP #2** Suspending. Put aside your needs and go into neutral; you are managing your preferences. You are not letting yourself be offended or “hooked” by others’ behaviours.
**Style-Shifting.** As a student of Personal Style, you can then intentionally select approaches and behaviours that the other person prefers, needs or wants, even avoiding the things that could upset them.

These three steps are simple, but not easily done unless you choose to honour others first and put yourself second. Oddly enough, if we do this, we actually get what we want or need from others, since we are building a positive relationship with them.

To help individuals understand Personal Style even further, we had to debunk incorrect definitions that block the ability to correctly understand others.

**The Extroversion-Introversion Continuum: It’s Not What You Think!**

In my book, *Why Aren’t You More Like Me?*, I go in-depth on the research behind our breakthrough definitions of extroversion and introversion and how those terms describe the way we react to our environment.

CRG’s definitions of ‘Extroversion’ or ‘Introversion’ are a person’s orientation towards the environment.

**Extroversion: ‘Biologically more sensitive to environmental stimuli’**

In the CRG model, extroverts see the environment as a place where they must be careful and cautious. They internally let the environment tell them what to do—the opposite behaviour to extroverts, who perceive the environment as a big place that moves fast and is unpredictable. Extroverts typically take more time to make decisions. They want to know the rules and prefer to follow rather than lead.

Introverts can be very sensitive to environmental stimuli and react more quickly to the subtle elements in their surroundings. They prefer weak stimuli to strong stimuli, the latter of which often overwhelms their ‘sensing levels.’ Introverts will choose a tranquil environment over an active one.

Introverts are people with a strong need and prefer to ‘wait and see’ before behaving because they are naturally more cautious of the environment. Due to their high levels of sensitivity, they prefer to react and adapt to—rather than act upon—their environment. With these updated definitions, you can see how individuals will approach and interact with situations differently.

**Play to Your Strengths, Not Your Weaknesses**

Even though we are teaching you how you should style-shift to build relationships with others, here is an opposite position that needs to be considered. If you are in a relationship or an environment where you can’t be yourself, this will be extremely stressful and draining.

Now, I’m not talking about character traits (like honesty and integrity) or those who are being jerks. But let’s say you love adventure and doing new things, but your partner never wants to do this, and you comply. You might be able to do this in the short term, but in the long term, you are hardwired to be different, and that difference needs to be embraced and accepted. Otherwise, someone isn’t going to feel fulfilled and the relationship will suffer.

Stop trying to overcome your weaknesses; that approach is highly overrated. Although we should be aware of our weaknesses and their implications in our everyday lives, trying to change who we are at our core is counterintuitive. Don’t fuss about what you are not! Accentuate the positive! People are designed with specific gifts, talents and Personal Style. Play to those attributes.

A recently released study (the longest in history—over 50 years) identified the number-one factor that contributed to longevity: having loving and accepting relationships.

So how important is it that you take the strategies in this article and apply them both personally and professionally? Very important—since your life depends on it!

**Special Offer to ICN Subscribers:**

CRG is offering a limited-time complimentary Personal Style Indicator (value $45) to each ICN subscriber. This assessment is preferred over others, such as MBTI, DiSC, Insights or True Colors, and will provide a 20-page report. Go to this link to receive your complimentary assessment: [www.crgleader.com/ICN](http://www.crgleader.com/ICN)

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**ABOUT KEN KEIS**

Ken Keis, Ph.D., is a foremost global authority on behavioural assessment strategies and processes, and an expert in leadership, purpose and wellness. He has authored over 4 million words of content, including 500 articles, 4 books and a dozen assessments to help others realise their full potential.

As President and CEO of Consulting Resource Group International (CRG), which provides assessment resources to coaches and speakers, Dr. Keis has worked with many high-profile companies, associations and industry groups. In the past 30 years, Ken has conducted more than 3,000 presentations and 10,000 hours of coaching and consulting. He is a highly sought-after author, speaker, trainer, podcast guest and host of his podcast show, “The Secrets of Success™ with Dr. Ken Keis,” available on iTunes and SoundCloud. His latest books are *Why Aren’t You More Like Me? Deliberate Leadership and The Quest For Purpose.*

[www.crgleader.com](http://www.crgleader.com)
[www.kenkeis.com](http://www.kenkeis.com)
Entrepreneurs don’t have it easy. Not only do they have to oversee their own performance, but handle employees and clients as well. Sometimes, the focus can shift from their professional aspirations to personal troubles, hence distracting them from their main task. This often happens when the communication to either employees or clients is not effective. So, what is effective communication? Simply, communication which enables you to get the results you are looking for is effective.

The Communication Misconception

There is a common misconception regarding communication. Communication does not simply mean that you have to speak to the employees and clients/prospects. Communication is a two-way process that is not complete unless you are willing to listen to what they have to say. As they say, a person has one mouth, but a pair of ears, hence you should listen twice as much as you speak. The first thing you need to do to get the desired results is to open your ears to both employees and clients/prospects.

You will notice what a difference it makes to the outcome you were expecting. The clients are certain that their complaints and queries are being handled in the best way possible. Also, the employees are satisfied working for you as you are lending an ear to their issues and concerns as well. When running a business, it is important that you take interest in what the people working for you, think about and the issues and concerns they are facing. Only then can you communicate effectively.

Handling Employees

1. **Create an Open Culture**

   You have to create a work culture where the employees are welcome to come to you anytime they want. Keep an open door policy so they don’t feel hesitant about asking you for help, guidance, or advice. After all, you are the person in charge and there is no one else they can turn to in times of need. You have to make yourself available to them. At the same time, make sure they don’t come knocking for every trivial issue at any time. Set certain boundaries for when is the best time you can be approached.

2. **Use Body Language**

   What you say is important, but your body language can help drive the message home. Sometimes, you need to be stern with employees and if the work environment is too casual, you would have a hard time communicating the message you want. This is why it is important to learn about specific mannerisms and gestures you can use in any given situation. You can probably find this information in a short Youtube video, as it seems that you can find almost anything on a Youtube video these days.

3. **Ask for Feedback**

   For any new decision regarding the workplace or business, ask for feedback from your employees. And don’t just do it as an act of courtesy. Make sure the employees’ feedback is taken into consideration when you are taking the final decision. That way, you can encourage employees to speak up if they have any valuable ideas or information which can come in handy for the development of the business. In most cases, employees are more than happy to be subservient and keep to themselves so encourage feedback, suggestions, and ideas.

4. **Criticise and Accept Criticism**

   Perhaps the most important effective communication technique you can use with your employees is learning how to criticise. The best way to go about doing it is accepting criticism which comes your way. Only then should you criticise an employee. Entrepreneurs who refrain from offering genuine critiques of their employees’ performances are likely to create a work culture which is not productive and does not produce results. Performance reviews are good places to offer suggestions for improvement as it is then documented.

5. **Convincing Clients**

   The bottom-line is that you should not hold back from praising or criticising your employees. At the same time, let them speak up and listen to what they have to say. It will do wonders for the work environment and enable you to get the results you are looking for.
The difference between communicating with your employees and your clients is that you may have to convince the clients/prospects and you motivate the employees. The fundamental message is the same: you want to get them to do something. However, the methods have to be different as the reasons why they should listen to you differ as well. Prospects and clients can take their business elsewhere if you are not succinct and direct, and in a way that is all about the benefits to them.

| 6 | Have a You-Attitude |

Any and every communication you have with your clients should be with a You-attitude. Instead of focusing on how great your business is and the high quality and great prices you offer, speak of how the client can benefit from using your products/services. Clients love it when businesses empathise with them as it shows that an entrepreneur is showing genuine interest in their needs and not just trying to sell their products/services.

| 7 | Be Consistent |

Regardless of the outcome of your marketing campaign, stay consistent with your communication. If you say one thing and when it fails, change your stance, the clients will identify it and refrain from listening to you ever again. With substitutes easily available to them, they don’t need to stick to a specific brand for a long time. Hence, don’t think that the clients are going to buy from you and you only. You have to continue to earn the business. Consistently walk your talk. When you don’t, people will notice and that will hurt your business.

| 8 | Don’t Lie |

Whatever happens, tell the truth. This is one thing you have to keep at the forefront of your marketing campaign. There are many businesses out there which are advertising services they don’t really offer. The reason why they are doing it is to get as many clients as possible. Your focus should be on communicating what you have to offer to the clients instead of convincing them to buy your products. Let them make that decision for themselves. People respect the truth. They may not always like it or agree with you but telling the truth can help attract more clients to you.

| 9 | Listen to Them |

Like employees, the clients need to be heard as well. Provide communication channels, including phone lines, email, social networks, etc., so they can ask questions or make complaints they have regarding your products/services. Most of the time, the businesses drive away clients by leaving their messages unheard. Client support is a key component of business success nowadays and make sure you place the proper emphasis on it so your clients/prospects feel heard.

| 10 | Focus on Quality Content |

Last, but not the least, make sure the content of your messages is valuable to the clients/prospects. There is no need for them to hear about the arduous process which goes into making your product or providing your service. What they want to hear is how it works and what it can do for them to make their life easier and better. Create a sharp, concise and clear message which highlights all that is good about the benefits (the value) they receive when they work with your firm. When you do that, there is no way clients would resist.

Communicating effectively with your clients is important to convince them to buy your products and services. If you want your bottom-line to improve and take your business to the next level, work on the way you communicate with the clients/prospects.

Final Word

You should never underestimate the importance of effective communication. There is hardly any entrepreneur out there who isn’t skilled at communicating well with employees and clients; however, we all can improve to be even better. Review the above tips and pick one or two to apply so you can be an even more effective communicator and increase your business success. It isn’t rocket science and a little effort will enable you to get the results you are looking for. Think of it as a giant step you take towards the growth and success of your business which is your ultimate aim.
BALANCE - A Practical Handbook and Workbook for Life's Difficult Moments

by Suzie Doscher (Switzerland)

Start your personal development with the support of this interactive handbook. Let it take you by the hand to motivate, inspire and get on track to the life you wish for. Read it to learn new behaviours, create new opportunities, acquire life skills and become the best version of yourself.

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Journeys of the Crystal Skull Explorers

by Joshua Shapiro with Karina Head

Travel Log #2: Search For The Blue Skull in Peru

Revised and Expanded Edition, 2018

The Search for the Blue Skull in Peru

Join Crystal Skull Explorer Joshua Shapiro as he will take you into the mysteries of the “Land of Peru”

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Relationship Coaching in the Work Environment
by Malcolm Nicholson iCN Journalist (UK)

For a large part of the global population, work has become one of the most all-consuming elements of human endeavour in the late 20th early 21st. Interpersonal relationships within the individual’s microclimate of the work environment are consequently imbued with a great deal of significance, as a result of the importance we place on our work and our identity within it. Indeed the quality of certain relationships can affect the course of an organisation, as they can influence leadership decisions, customer relationships, business acquisition and deployment to interdepartmental relationships.

Relationship coaching is traditionally associated with Life Coaching, but is variously relabelled in business coaching, including communication skills and conflict handling. Just as the family unit over the last few decades has become more complex than ever before, so have organisations. A two thousand year old command and control pyramid dating back to the Roman army is being swept aside with multi-dimensional, complex and often paradoxical working relationships. As each extended step family has to create its own rules, so organisations have to create their own rules and values.

If, as the saying goes, you can choose your friends, but you can’t choose your family, then it is even more difficult and complex to choose the relationships you have at work. Take one example. There is a truism that ‘People join companies but leave their managers’, reaffirming that the relationship with your boss can be one of the most important in your life.

The globalising of trade and employment markets means that the more frequently people are working side by side with colleagues from other parts of the same country and often with international colleagues. This can bring many unspoken relationship issues, especially as social and cultural norms for very many people are shaped by their family and a narrow geographically based socioeconomic group. (For example; The esteem with which a manager is held will vary from person to person, let alone other countries) And that is just within the company. We have not even considered the competition, customers or concepts like competition yet! It is certainly unclear how well leaders, let alone employees, are equipped for working in such complex environments.

We like certainty, but now need to deal with the often paradoxical or conflicting meeting of social, religious and cultural influences which are all happening at different levels and ways. Culture provides a group with a shared reality. In many areas, our shared reality – and consequently the nature and quality of relationships - at work is evolving far more rapidly than we are coping with.[3] For many, bewilderment at the degree and speed of change is being seen in the resurgence of right wing authoritarian, nativist and illiberal politics around the globe as people look for certainty.

As work is evolving far more rapidly than we are coping with[3], the need for Coaches to influence leadership decisions, customer relationships, business acquisition and deployment to interdepartmental relationships.

We are hard wired to be tribal (if in any doubt about this go along to a football match one Saturday afternoon). The paradox at work is about this go along to a football match one Saturday afternoon). The paradox at work is which tribe do I belong to? or ‘with whom do I identify?’... This ranges from geographic proximity like work area, floors of an office, office locations and national boundaries. Add on to this the role dimension - exec member, function head/member, departmental head/member, regional head/member; pile on top of this relationship question like ‘How do I work or manage remotely?’ If riven with internal politics, the canny chief executive or leader will often utilise tribalism and shift the tribal frame and go to the age old unifier of the external enemy of competitive organisations, or more recently, regulatory bodies.[2]

Challenging questions enable a coach to shine a light into the dark corners. It is crucial that people – especially those responsible for others - are aware of the shadow they cast. In other words, it begins with self-awareness and taking responsibility for the emotional wake. Carl Jung said ‘Everyone carries a shadow and the less it is embodied in the individual’s conscious life, the blacker and denser it is.’ Without this external light, work environments face becoming toxic and potentially divisive, increasing power struggles and polarising the organisation.

Relationships in the workplace have become more complex, and organisations need to learn to utilise tribalism and shift the tribal frame and go to the age old unifier of the external enemy of competitive organisations, or more recently, regulatory bodies. So, work relationships are becoming more complex. This requires an equivalent or greater increase in the depth of a coach’s toolkit and approach and this will be de rigueur as the complexity of relationships at work continues apace.

For a large part of the global population, work has become one of the most all-consuming elements of human endeavour in the late 20th early 21st. Interpersonal relationships within the individual’s microclimate of the work environment are consequently imbued with a great deal of significance, as a result of the importance we place on our work and our identity within it. Indeed the quality of certain relationships can affect the course of an organisation, as they can influence leadership decisions, customer relationships, business acquisition and deployment to interdepartmental relationships.
Intercultural relationships are not just about the ‘hard stuff’ - the rituals of behaviours. Far more profound and needing greater awareness are the ‘below the waterline’ issues around thinking styles, hierarchy, respect for leaders/elders, formality. A good introduction to this is the work of Gert Hofstede. See ‘Cultures and Organisations: Software of the Mind’ 2010 Hostede G. et al. There is also a useful app based on Hofstede’s work. See also Phippe Rosinski https://www.philrosinski.com

There is great scope for the coach to examine the coachee’s self-awareness and cultural awareness and the impact it has on working relationships.

In team coaching, coaches could examine the degree of ‘belonging’ that members feel to a certain team. For example, do they identify with their geography, their function, the leadership team, etc. This then provides scope to examine whether that degree of identification is appropriate for that role and provide openings to challenge these assumptions and the consequent potential barriers to peer relationships.

People working in complex organisations today have to develop a greater degree of curiosity than previous generations, who were often screened behind the walls of localisation, and the subsequent reinforcing of the local Geo-and ethnic culture. In order to maintain successful careers, individuals need to unlearn and become curious – a great area for coaches to work in.

Helping individuals understand their conflict handling styles increases their self-awareness, a key component in developing relationships in complex environments. See: http://www.kilmanndiagnostics.com for a good opening to the coaching conversation.

We often lose sight of the fact that the majority of organisations are directing human endeavour to make money or provide a public service. Consequently, these organisations are inherently sociopathic. It is only the implementation of behavioural psychology in the knowledge worker economy relatively recently in human organisational history that has questioned command and control and hierarchical relationships and considered how to get more from people by engagement. Helping coachees accept this may help them to function in a way that is optimum for them and opens a deeper level of meaningful coaching conversation.

The current workplace provides individuals with unprecedented challenges. Coaches must ensure that they are adding value for money by staying one step ahead. This includes tools and techniques, like those suggested above, but also a fundamental boldness to examine their own approach. Coaches time would be well spent reflecting on the implications for their practice discussed in Paul Lawrence & Allen Moore’s excellent book Coaching in Three Dimensions Publisher Publisher Taylor & Francis Inc

That’s the best way to know how emotionally tough you are. Or are not. Going into sadness and self-pity reveals that you are operating under a victim mentality: ‘the world is out to get me and I can’t even manage the most simple things. Poor me… :( ‘ Going into anger is an indication that you feel entitled: ‘the world/God/the universe owes me and that bastard’s not delivering…! Arghhh!’ Both of these emotions - or attitudes - make our situations worse and rob us of our capacity to solve problems.

Emotional strength does not mean that we have no emotions. Definitely not. In fact, individuals who are afraid to face their own emotions escape to a fantasy reality by becoming addicted to drugs, alcohol, entertainment, food, work, sleep… anything to numb their feelings and take their minds away from the unpleasant reality they feel incapable of handling. In other words, emotions are a necessary part of life. You could call them the entertainment of life!

Too much entertainment, however, leads to chaos! When we find that our emotions are too easily triggered, we end up in an emotional roller coaster - shifting quickly between emotions all triggered by outer events, many of them outside of our control. One minute we are ecstatic because our team won the football match; the next minute we feel like sh*t because we spilled some milk on the floor. These ups and downs rob us of energy, life, and opportunities.

So, what does emotional strength look like? Being emotionally strong means that we are neither dominated by our emotions nor afraid of them. Instead, we are emotionally strong when we are fully aware of our emotions and can decide when and where to release them and in what proportion.

For instance, we might let out a sigh of frustration upon missing our train, but do not let it go further than that and can quickly shift into a problem-solving attitude.

However, when confronted with the death of a loved one, the demise of our marriage or our childhood traumas, we allow ourselves the necessary time and intensity to mourn our loss - without any shame. On the contrary, we dare to show our vulnerability.

In practice, we can build our emotional strength through a 3-step process. I invite you to do this exercise with me right now: think of a difficult situation that you are facing in your life. Now go through these steps with me:

- **Firstly**, shift into an attitude/emotion of acceptance. Accept with all your heart that life is not perfect and that we will all face challenges in our lives. All of us. You are not a victim, you are not the only one facing difficulty, you didn’t get the worst lot in life. You are just a normal human being.

- **Secondly**, let out a sigh of frustration. Accept the feeling and release it.

- **Thirdly**, reflect on the implications for your practice.
Acceptance requires humility and the acknowledgement that we are not gods and thus not entirely responsible for everything in life. We create our realities to some extent, but not 100%.

Do not try to look for who’s guilty… or why it had to happen… or how it could have been avoided… or what you or anyone else could have done differently.

Just accept. Say out loud: ‘this is how things are right now. I accept that (e.g. my daughter is sick/my husband died/my business is not going well/I’m bankrupt/I missed my train/I’m getting divorced.) I accept it and make peace wholeheartedly with life/God/the universe.’

If you have accepted the situation exactly as it is, you will feel the peace that comes with acceptance. It is a beautiful feeling indeed. Peace is all we ever want anyways.

Secondly, shift into an attitude/emotion of problem-solving. Once there is acceptance, there is no longer the need to fight or deny the situation. Your energy is not wasted in those useless activities.

Instead, ask yourself what it is that you could start doing right away to turn this situation into a blessing. In which area is this situation asking you to grow? How would you need to change to be able to solve this problem? What would you need to believe to see this as an opportunity? How is this a gift to you? How could this be a win-win?

Thirdly, shift into an attitude/emotion of the action. Once you have determined a possible solution, move into action. Thought without action leads to confusion. Work out a rough action plan - you can refine it and revise it as you go along. Make a to-do list. Determine what is the first action step that you need to take and do it immediately. In other words, get going right away before your mind highjacks you!

If you need help in developing your emotional strength, work with a coach. Being emotionally tough will save you so much suffering. Imagine all the sadness and anger that we put our loving souls through each day, many times a day - and most of the time, totally unnecessarily!

ABOUT BARBARA ROUX-LEVRAT

Barbara is Europe’s #1 expert in teaching women who are ‘too nice’ how to become kick-ass! She used to be herself a woman who was ‘too nice’, a co-dependent, until she managed to get out of toxic patterns in her life and break free from a long relationship with a narcissist.

She has been a coach for the last 10 years and is also a speaker and expert on Emotional Strength. She has helped many women turn around their lives, and she wants to help many more! She is a native of the Dominican Republic and has lived in Europe for more than 20 years. She is currently the President of the Geneva Coaching Support Group for Noble Manhattan Coaching.

One of our most basic needs as human beings is to be ‘in a relationship’ with another human being. Being ‘in relationship’, whether romantically, platonically, professionally or familiarly, can provide one of the deepest senses of fulfilment, connection and belonging. However, given that we can only connect with others as deeply as we’re willing to connect with ourselves, we must first learn how to be in relationship with self. Without knowing who we truly are, creating deep, intimate, meaningful relationships with others can be extremely challenging.

So how do we form and nurture a healthy, fulfilling and purposeful relationship with self? According to Maslow’s Hierarchy of Needs, in order to ‘become everything one is capable of becoming’ (Maslow, 1987), we must first have some basic, psychological needs satisfactorily met. One of these needs is for interpersonal relationships. Interestingly, however, Maslow places our need for relationships after the basics such as food, water, shelter and safety. Yet, as babies we rely upon some sort of relationship with our mother, father or other primary caregiver, to meet those needs in the first place. For me then, relationships are not so much a particular stage of a hierarchy. For me, relationships are at the absolute core of everything.
Our ability to develop healthy, fulfilling and purposeful relationships both with ourselves and others is sadly not inherent within us. Rather, the precedent is set during our most formative years. How we learn to thrive autonomously as adults is dependent upon having had a relationship during childhood, in which our needs were reliably, consistently and satisfactorily met. If something significant was missing during our earliest experiences, our ability to thrive as adults will be compromised.

For me, this is where coaching can create a catalyst for change. The role of the coach is to develop a trusting, meaningful and intimate relationship with their client so that they feel safe enough to explore who they truly are. So that they can experience having their needs met reliably, consistently and satisfactorily. During coaching, individuals are given the time, space and permission to think differently about, and reflect deeply upon, the relationships they currently have and the relationships they aspire to have, both with themselves and with others.

Developing a healthy, fulfilling and purposeful relationship with self therefore requires us to look within. To bring the unconscious into the conscious, so that we can update our thoughts, feelings and behaviours, our beliefs, values and principles, our fears, doubts and judgments. Finding fulfilment, connection and belonging within ourselves allows us to find it deeply with others too. So before searching externally for the qualities in relationships, you desire, I first invite you to search internally. Develop everything you desire on the inside and you will attract everything you desire on the outside. Because the most important relationship you’ll ever have is the one who have with yourself.

**References**


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**ABOUT KATIE DENYER**

Katie Denyer is ILM Certified & with Diploma in Executive Coaching. She is a high performing Leadership Development Coach who works holistically with clients to help them let go of fear, get to the roots of self-doubt and find their inner fire. She believes in thinking differently and embracing vulnerability. Katie provides a space for clients to think about how they can be their own best asset in work, life and relationships.

Connect with Katie on Instagram at @pj_coaching.
Ukrainian traveler started her solo ride around the world in July 2013 with the aim to cover all continents on the same bike.

In 5 and a half years of her continuous trip, she crossed:
- 6 continents
- 70 countries
- 160 thousand km

Her ambition is to break the Guinness record on the longest solo female trip on a motorcycle. Previous record was set up 15 years ago.
ONE CIRCLE AROUND THE WORLD IS DONE!

Now off to the second one!

Estimated finish date – 12/10/21, with 300 thousand km on the clock and 3 thousand days on the road!

SOCIAL COMPONENT OF THE JOURNEY

During her travels Anna Grechishkina visits schools and universities, biking communities and businesses with motivation talks, to share her experience and stories from her travels, to encourage people to follow their dreams, broaden their mind and believe in themselves, through traveling and exploring the world.

TOPICS OF TALKS AND PRESENTATIONS

FOR BUSINESSES

1. GIVE A CHANCE TO THE IMPOSSIBLE - how to set and achieve YOUR goals and dreams
2. Dealing with cultural differences in the modern world
3. Womanpower – making a BIG difference in a man’s world
4. Surviving depression and loneliness – can they be friends?
5. Making the CORRECT choices in life

FOR STUDENTS

FROM ELEMENTARY TO HIGH SCHOOL, COLLEGES, UNIVERSITIES, FROM 6 TO 18 YEARS OLD

1. We live in a beautiful world
2. Give a chance to the impossible – adapted for any age category
PROGRAMES

Stories from Anna’s travels around the world with the slide-show

Game elements with an inflatable globe and moto gear

Dialogue with the audience about their dreams and the ways to accomplish them

Photo session with the motorcycle

THE PAGES & LINKS

SHE CAN BE FOLLOWED ARE:

Websites:
http://ihaveadreamtravel.info/
http://www.theworldfrommybike.com/

Facebook:
https://www.facebook.com/IHaveADreamTravel/

Instagram:
https://www.instagram.com/anna_grechishkina/

YouTube:
https://www.youtube.com/user/grechishkina

If you would like to book Anna for a presentation, please contact:
Gerard O’Donovan at info@noble-manhattan.com to arrange dates and enquire about prices.
Coaching Entrepreneurial Couples with NLP A Premium NLP Program
by Alina Tudorache (Romania)

Situation
Have you ever needed you and your life partner to scan your heart, your emotions, analyse your passions and set a smile on your face, thinking of what you can do together, engaged in a common life project? Desires? Biggest dreams? Most hidden passions? Your value system as a couple can achieve all and even more!

With over 5,000 hours and nearly 12 years of coaching, training, supervision of coaching and training, and mentorship experience, I am familiar with numerous coaching practices. And along these years I have seen many couples who attended my sessions and had the interest to function together, generate their own business, travel and have more time for themselves to enjoy life and a greater purpose than financial revenues. It was then when I have noticed that many ideas those couples had before coming to my coaching sessions were still a huge dream for at least one of them. For the other partner, this might have become from a burning desire a far away dream. Some of these couples felt desolated and lost their hope of not having enough resources to even start their financial project.

A few years ago I knew for sure that these entrepreneurial couples will block their energy for their wishes, not because they lack motivation, merely because they are not receiving the right instruments to work with a strategic approach towards their aspirations. So I have created the first NLP Coaching program for entrepreneurial couples - Secret Tactics for Entrepreneurial Couples - NLP Mind Hacks©.

Solution – Reshaping Couple Dynamics
I have designed a unique NLP Entrepreneurial Coaching Program for co-preneurial, co-professionals and co-executive couples who are on their way to owning or partnering in their ventures. For these couples there is a thin line between work and personal life. The program has been delivered in international summits, interviews and can be found as an online course as well.

Secret Tactics for Entrepreneurial Couples - NLP Mind Hacks© is a coaching program with various success factors for any couple experiencing a common entrepreneurial mission. And because any coaching intervention manages Change, I have designed this program based on the Neurological Levels, formulated by Robert Dilts.

I wanted to plan a proper NLP coaching program for entrepreneurial couples that can actually develop and implement healthy, passionate, enhancing and collaborative relationship interactive patterns. And I did it. It’s entirely based on short-term and long-term trajectories, developing the best mechanics for entrepreneurial couples formed from a synthesis of relationship best practices to create their business and monetise their passion.

Here is a fact: couples can get caught up in behaviours that cause each of them to react to the other in cycles that go nowhere fast. Thus, this coaching tool is easy to use so that we can install solution-oriented behaviours and attitudes for these matches. A complete mindset is shifting into another that is learned, practiced, so that the entrepreneurial couples can establish, grow, and maintain a neural network for a new, more effective way of doing things. Plainly put, the plan is planned for the following levels: environment, behaviour and language, abilities, competencies and talent, beliefs and values, identity, belonging and spirituality, mission and supreme goal.

Secret Tactics for Entrepreneurial Couples - NLP Mind Hacks© is a highly systemic coaching program.

I have produced it as a complete deep-dive coaching experience for any entrepreneurial couples’ wealth project. Couple management, for both sides, analyse of their system of beliefs, skills, values, all of these points out in the direction of identifying their mindset and guide them to shift towards a new system of behaviour. With this coaching program, they both become oriented towards solutions and resources.

The coaching strategy in here is also designed to allow the couples to get solutions and resolutions regarding their couple investments of: time, money, resources, people and energy. They will both come to master these along and focus on creating a healthy balance between them all. It’s how the program leads the couples to congruence and proactiveness.

After implementing this NLP coaching program, I have noticed how effective it really is and how couples really engage and function together. It’s amazing how much they want to be guided and how easy they are using the tools in these coaching sessions to build their own money project together and plan the lifestyle they deserve! I am guiding them as easy as the wind pushed a boat forward, against the sails and the propels.
Mind Hacks©

Benefits of the NLP Coaching Program:

• Readapt relationships and your daily routine to a new practical way to generate money
• Enhance your activities into a coordinated planning regarding investments of time, energy, work, personal relationship, leisure
• Opt-in for a new lifestyle close to your life partner
• Be able to have a strong, proactive and practical, but fun, intimate relationship focused on your money project

At the end of these complex coaching sessions, the couples have an elegant project and a boosting motivation, clear objectives and with a neat approach. And then they can begin implementing it right away. I am guiding them towards a solution oriented approach where they can align their actions and thoughts with who they really are and what they really want to achieve. Congruently and ethical. And so it happens that through Secret Tactics for Entrepreneurial Couples - NLP Mind Hacks©, the entrepreneurial couples become valuable energetic parts that nurture their passions with healthy attitudes and ideas. This whole coaching program is a complete inner and outer journey for the couples. It gives them power, clarity, vision and resourceful tools. Overall, I feel happier and richer since I have designed it and share it to the world.

ABOUT ALINA TUDORACHE

Alina Tudorache is an NLP Business trainer, coach and author. She has designed and delivered premium NLP Business training and coaching over the last 12 years. Alina is also known for her Life coaching as she had the honour of guiding and supporting thousands of socially conscious entrepreneurs, coaches, counsellors, companies, and purpose driven service professionals. Over the past 4 years she has offered pratical coaching directly to individuals through platforms such as Mobe Marketplace and Udemy, where she is a premium instructor.

She now holds an honourable place on the global NLP Leaderboard by creating, implementing and receiving a great feedback with the NLP Business strategies: Secret Tactics for Entrepreneurial Couples - NLP Mind Hacks©, Strategic Wealth Generator – Premium NLP Program Level I©, Organisational Entities©, NLP Says Business©, Repatterning Trust©, Creativity Waves©, Corporate Strategies for Top Management©, NLP Generator for Professionals©.

She recently become an accredited life coach on Authentic Happiness and she’s ready to give more to the world!

Just as I guide them to overcome their fears and limitations and open wide towards the new possibilities they can generate in their lives. And it is a such an effective coaching to walk them through the entire process of: assessing their current situation, identifying proficient resources in their life and generate others, enrolling into the new changes, generating the optimal collaboration between them, all the way through creating the necessary practical steps to build their money project.

Why Can’t I experience Emotional Wellness?

by Petra Juhászová (UK)

Have you ever needed you and your life partner to scan your heart, your emotions, analyse your passions and set a smile on your face, thinking of what you can do together, engaged in a common life project? Desires? Biggest dreams? Most hidden passions? Your value system as a couple can achieve all and even more! We experience countless emotions during the day. They are physical and instinctive. Emotions have been hard-wired in us. Feelings, on the other hand, are associated with our reaction to an emotion that is personal and was acquired through experience. Our feelings are created by our thoughts.

The feelings we experience are neither positive or negative. It is our personal experience that speaks. We can practice a positive self-talk that helps us to thrive and live our potential. Or we can have a negative self-talk that stops us from leaving our comfort zone and explore the unknown. Our true potential lies beyond the borders of our comfort zone.

I know, we all have heard of this before. Still, what is stopping us from making that ‘leap of faith’ to explore what’s out there? A scientist would probably say that it is our reptilian brain, one of the oldest parts of our brain. Evolutionary its function was to keep us safe from danger and not to leave our tribe. Back in the days it was a very useful function. However, nowadays, instead of keeping us safe, it creates an obstacle between us and our true potential. When we are facing a new challenge a vortex of feelings comes to the surface.


These were some of the feelings creeping upon me when I started exploring the territory out of my comfort zone. I did whatever I could to persuade myself that it is ok. I kept repeating positive affirmations even though, deep inside I could feel that I am not being completely honest with myself. I was afraid of those less pleasant feelings that came with the novelty. Therefore, didn’t want to feel them. Most probably many of our clients are doing the same.

As a coach we can help our client to be more aware of their feelings by helping them to accept these feelings rather than fighting them; have an optimistic approach to life, and enjoy life despite its occasional disappointments and frustrations. And this is what emotional wellness are about - to allow ourselves to feel the feelings.
It is important to realise that when the client feels scared and is afraid, it is their reptilian brain switching on. And their brain starts creating a feeling of discomfort anytime they are faced to do or experience something unfamiliar to them.

You can see that your client’s emotions are escalating. They would like to move forward, but for some reason they end up repeating the same pattern. They adapt a role that of a victim and start asking the ‘Why can’t I?’ type of questions:

‘Why can’t I ask for a pay rise? Why can’t I tell my partner my true feelings? Why can’t I lose weight? Why can’t I?’

As a coach, I found Barbara de Angelis approach to this question very useful and helpful. The ‘why can’t I...’ types of questions aren’t real questions. They are undercover complaints. We express our feeling of being treated unfair and pointing fingers at somebody else to blame. However, if we change only one word in the question, as Barbara suggested, the whole energy of the question changes.

Have a look at it yourself:

- ‘Why can’t I express my true feelings to my partner?’
- ‘Why don’t I express my true feelings to my partner?’

By swapping one word we created a profound change in the dynamics of the question. The blaming and finger pointing have changed into taking responsibility and looking for the answer. Whether you want it or not your brain starts to look for the answers for this question.

Personally, I like this question. It can be more powerful if you get the client’s mind to quit, simply by asking him to focus on his breathing. A simple breath in and out will help. Make sure that you clearly ask your client not to think of anything else just the breathing. And once you see the client being calm – ask the question and watch it in action!

It is amazing to see, the miracles that happen when we are attached to our feelings and let ourselves to experience them, rather than shove them under the rug. Let’s help our clients to see that being beyond their comfort zone adds on to their growth and confidence. They would only benefit from it. As Joseph Campbell put it: ‘The cave you fear to enter holds the treasure that you seek.’ Let’s be the torch shedding the light in that cave where our client is about to enter.

Reference:

Barbara De Angelis: Soul Shifts
https://wellness.ucr.edu/emotional_wellness.html
https://www.laughteronlineuniversity.com/feelings-vs-emotions/
Restyling Your Communication: ‘It’s Not You, It’s Me!’
by Teresha Young (UK)

Let’s get one thing straight… Effectively communicating with others is not always easy! There will be conflict, challenges, frustrations, irritations and all the other niggles that come along with the relationships in our lives, be it professional, family, platonic or romantic, that will impact on our communication style.

But why is it that having that conversation with someone to voice your concerns, can feel so difficult or awkward?

Many people avoid confronting others, because there’s a fear that it won’t play out well and people will leave feeling attacked, demoralised or belittled. However, whilst not having that difficult or awkward conversation might seem like the easiest approach, it’s not going to benefit the relationship. The very word ‘relationship’ can be split as follows:

Relation + Ship = Relationship

Both parties need to be sailing the same ship, heading to the same destination in the same direction in order to relate to each other.

You can harm the ‘relation+ship’ by keeping your most significant and honest feelings from others. When you do this, you are not being truthful with them. When you don’t communicate with emotional assertiveness, you are bringing about more problems than you might imagine. You may actually be confusing and frustrating others with contrasting communication, where you say one thing yet indicate something quite different to your nonverbal behaviour.

The key is to pay attention to the following three considerations, as they will help you to communicate effectively and honestly in any given moment:

1. How you feel right now
2. How other people feel right now
3. How the situation feels right now

This awareness is crucial to helping you build a relationship with others and fundamentally a relationship with yourself.

Equally, in order to communicate effectively and deal with conflict with others, the following is important:

- Considering what they need
- Listening deeply
- Speaking in a way they understand
- Always acknowledging and understanding how they feel

Everyone has different communication styles whether this be talking, written, listening and even thinking. You have a communication style that is part of you and this will result in the way that others react to you, both positively and negatively.

How do you get good at difficult conversations?

One way to approach conflict is through carefrontation where you can communicate effectively, by delivering constructive, honest, compassionate feedback in a caring manner to others, which consists of the truth, as you understand it in the moment.

Each and every one of us is entitled to our individual feelings and we must do our best to express them in a mature and responsible way. By being appropriately honest about what you are feeling, you’re giving others a vital opportunity to deal with truth and reality. Certainly, we have a choice as to when we decide to talk about an issue on our minds. However, if you’re upset, frustrated or disappointed, you can’t expect others to deal with what is going on if you aren’t honest about it. By communicating effectively and honestly about your emotions, you base your relationship upon truthfulness rather than dishonesties.

Allow yourself to feel the way you feel and have the courage and confidence to give those feelings in an appropriate voice.

The following will help you to understand how other people think and communicate. This awareness will help you know how you can adapt and improve your style in order to communicate well with others to deepen your connection.

Relation + Ship = Relationship

PREFERRED THINKING STYLES
THINK LIKE A PROTON & STAY POSITIVE

Have you ever had a disagreement with someone and you both recalled it in different ways? Ever wondered why other people don’t see things the way you do? Have you ever not been ‘on the same wavelength’ as another person? Have you ever felt someone just did not connect with you during a conversation?

Well consider this...

What do you see at first glance - an old woman or a young woman?

They are both there! The mouth of the old woman is the necklace of the young woman and the nose of the old woman is the chin of the young woman.

You see... it’s a matter of perception – a person’s thinking style. What would someone else see at first glance in the above picture?

Give this a go...

The following will help you to understand how we are all different in terms of our thinking styles and how this impacts on communication. Write down all of the words that come to mind for the word ‘Door.’

Therefore, it is also vital for you to understand how other people think and communicate. This awareness will help you know how you can adapt and improve your style in order to communicate well with others to deepen your connection.
Now ask someone you know to tell you all of the words that come to their mind for the word ‘Door.’ Are there any differences or similarities in the way you think? Whilst you can’t know what another person is thinking, you can know whether they are paying attention to what they are seeing, feeling or hearing.

Exploring different thinking styles is a step in helping you to understand yourself and better the way in which you understand and communicate with others, particularly in times of conflict. However, as mentioned, thinking is just one aspect of communication and all others parts must be equally considered. Now here’s another thought when dealing with conflict:

**A PERSON IS NOT THEIR BEHAVIOUR**

If you are struggling with this concept, one way to help you do this is to ‘fake it to make it’ and act as if there is always a positive intention behind the other person’s actions and behaviour.

**IMPORTANT SAFETY NOTICE:** If you ever find yourself in a situation where someone is being emotionally, mentally or physically abusive to you, take immediate action to protect yourself and anyone else involved, using all means necessary.

**Time to talk, but lost for words?**

You might be in a situation now where you need to have that difficult or awkward talk with someone and don’t quite know how to start the conversation.

Well, here is a “carefrontation” approach you could use to structure your conversation to voice your concerns:

1. **OPEN**
   You must start your conversation right. You don’t want the other person to become defensive, argumentative or not ready to listen to you. For example, saying “I want a word with you!” is undoubtedly not the best way to start. Start with a friendlier greeting first or with something positive about them.

2. **CONCERN**
   Be factual and non-accusing. “I have noticed” or “I am concerned” work well. Or “We agreed that you would xxx and I am disappointed that you have not done xxx”

3. **PAUSE**
   This allows the other person time to respond and for them to keep their self-esteem. They may offer their own solution or explain their behaviour. The carefrontation could therefore end here.

4. **SPECIFY**
   You now need to be specific with what you want to happen or for them to do.

5. **CLOSE**
   End on a positive note if you can.

Carefrontation is not always easy or comfortable. However, it is the way forward for effective and honest communication. Remember you need to be sure of yourself and what you are saying, in order to be diplomatic and sensitive in the conversation. When you can do this, it serves the good of your relationship and in moments of disagreements, you can work to a decision and resolution together.

About Teresha Young

Teresha Young is an IIC&M Accredited & CSA Certified Relationship Master Coach specialising in showing women how to gain strength and stature through them reconnecting with who they are and finding confidence within themselves, so they are empowered and enabled to have a healthy, fulfilling relationship (a.k.a. a diamond-dazzling relationship) with themselves and with others in any type of relationship; be it professional, family, platonic or romantic. She has spent years becoming skilled and experienced in the areas of coaching, personal development, self-confidence and in how to have a true connection with oneself, as well as with others.

Links:
- Facebook: https://www.fb.com/TereshaYoungRestyler/
- LinkedIn: https://www.linkedin.com/in/tereshayoung/
- Instagram: https://www.instagram.com/tereshayoung/
Conflict Resolution
Negotiations and Problem-Solving
by Gary Gasaway (USA)

To better understand how to deal with conflict is to focus upon negotiation and problem-solving skills. For negotiations to really be effective there must be joint problem-solving. Negotiations and problem-solving are not necessarily hard or soft, but they are a combination of both. Using both skills together, they are soft on the people, hard on the problem. In other words, instead of attacking each other, the goal is to attack the problem. The two skills work together for successful outcomes.

To negotiate and problem-solve successfully, you must have a positive attitude. In creating a positive relationship, in turn a positive attitude is needed. On the other hand, if your attitude is negative, others involved feel anxiety and may get defensive. When you have a positive attitude, it also matches your communication style. Regarding positive communication, part of preparing for the negotiation is understanding your non-verbal cues; such as using facial expressions to show you are paying attention (nodding your head, raising your eyebrows, etc.), smiling, awareness of hand gestures, and maintaining eye contact. All these non-verbal’s effect how others observe you. Then of course verbal awareness of tone and volume must also be considered.

Negotiations at any level, involve attitudes and different communication styles. So, with positive attitudes, matched with positive communication styles, any potential conflicts should be acknowledged, and actions taken. Now completely aware that the possibility of conflict could occur from the negotiation talks, you must also be ready to deal with it and know how to defuse it — quickly. Anytime there is a disagreement, there are emotional issues involved that create internal friction with all parties involved.

You must first; recognise that conflict exists, then use these effective tools to resolve it:

- Use empathy
- Listen actively
- Jointly agree to a solution
- Plan of action
- Communication follow-up

Using empathy and understanding is the single most important skill in negotiation and problem-solving. It is the ability to put yourself in the other side’s shoes. Listening actively is taken in both verbal and non-verbal cues; and really thinking about them before reacting and responding. In jointly agreeing to a solution, it’s more of a mutual brainstorming session with different options and perspectives, then together, selecting the best solution. The next step would be putting a communication action plan together which creates ownership and responsibility for all parties involved. This communication plan is discussed openly, honestly, and respectfully until an agreement can be reached. Then lastly, the communication follow-up step is to ensure that all of what was agreed upon is going in the right direction. The follow-up acts as a ‘check-up’ discussion as to how the plan is working thus far.

These tools can be used regarding two individuals with conflict to a group or team of people. In a team environment, the key is can they work the conflict out themselves? Many times, groups or teams have high emotions that result in members hiding behind emotional masks or sending distorted, double messages to others. The problem is that these subtle behaviours can damage relationships. The key to successful negotiations and problem-solving is a need to use openness with each other, be respectful, honest, and show value towards all others involved.

Workplace relationships often mirror family relationships: people argue and disagree, sometimes heatedly, but they usually figure it out themselves with the relationship intact. As a leader, why not simply ask if conflict within the group or team can be worked out themselves—and encourage them to do so.

If the group behaviour is difficult, it may be a problem. Many times, it’s best as a leader to just hold on to your sense of humour, irony, and play. Most conflicts are not as important as they may seem. Let them work it out for themselves and remain neutral. The key is to try to learn as many of the facts surrounding the disagreement as possible. Speak with the individuals on both sides of the disagreement and ask them to think about the situation and how they can resolve it together with others that they have conflict with.

In addition, attempt to really understand the dynamics of the group regarding separating the positions from interests. Further, that positions are what they want, while interests are indicators of why they want it (needs, desires, and feelings).

One of the most important roles as a leader includes responsibility for maintaining a positive environment in which teamwork can thrive. Throughout the resolution process, ensure other team members are seeking the input of others. Then again, if the leader decides to intervene, the decision should always be focused on the greater good of the team.

I continue to make efforts in my own professional life coaching business when dealing with conflict in keeping situations positive and aim towards a mutually satisfactory agreement that opens the door for understanding each other’s interests. Understanding that there are different options to choose from and alternatives to use if the option we choose does not work and ensuring that positive and open communication is used throughout are truly the keys to successful negotiations and problem-solving.

I believe that conflict can be healthy at its best; conflict fosters creative thinking and opportunities to improve. Healthy conflict is evident by the ability to disagree on one issue while working collaboratively with others. Sometimes it’s best to convince team members they sometimes may have to admit they’re wrong. As a leader, help them save face by convincing them that changing a position shows strength and not weakness.

In addition, I find that it’s best to create self-managed teams that can create their own guidelines for positive and productive conflict. Self-managed teams work best with decision-making authority for their team. In addition; with the well-balanced contributions from all members, it creates a synergy within the team. Another positive aspect of self-managed teams is that it can force members to articulate team views and positions (other than JUST individual input) which usually results in a greater clarification and understanding.

Then lastly, in my experiences, throughout the years of negotiating and problem-solving with others, it comes right down to one thing – choice. Life is all about choices. When you cut away all the other ‘stuff’ regarding negotiations and problem-solving, every situation is a choice as to how you react to it. Only you can choose how you want to act in response to these situations. You choose how the other side will affect your mood.
Being happy. You can be happy. Everyone must be happy. How many times did we hear those sentences and still it looks like everyone is always happier than us. But this is not true. Or actually, is partially true. What do the other people have that we don’t? How is that everyone always seems so happy and we are not?

The first thing we should always ask ourselves is: What makes me happy? What is my calling? What is the purpose of my life in this world?

Without this kind of knowledge is impossible to know what makes us happy, therefore it makes it impossible for us to be happy. The point is: Did we ask ourselves hard enough? Did we find the answer?

Many people think that they can be happy with money, cars, properties, material benefits. In my life experience I have seen very rich people being extremely unhappy and very poor people being the happiest in the world. So, where does happiness lay? My answer is that one can be happy in So Many Ways is difficult to count. The answer lies in values.

Each one of us has a different set of values a different set of representation of what every single element of Life represents for them. Everything we do represent something for us. Every time we help someone in need do we do it for the other person or do we do it for our own self recognition?; do we help for the other person or just because then the other person will gratify and be thankful to us? Do we help to satisfy our ego? How do we feel after we do something?

As I said, everything lies in our values. Everything we have, we do in life we present something that is either in accordance to our values or is not. For example, if we help someone he could be the representation of our inner altruism.

If we conduct a life that is lacking out the reason we are not happy, we’re feeling happy, we find happiness no matter how hard we try. If we try to find many friends he could be because of our need of support, trust, recognition, companionship. If we live a life that does not have one or more of these elements and values we will be unhappy no questions asked.

Therefore, it is imperative first to know your values. Only then we can move towards a fulfilling, happy, wonderful ecstatic life.

ABOUT DIEGO MORETTI

Professional Relationship Coach helping people achieve their dream life. Easy and fast.
Our brains classify information automatically and draw conclusions about the person we have in front of us. After a few seconds, we have already created a “profile” of the person which includes assumptions about who they might be according to our stereotypes irrespectively of how open minded or subjective we are. Our mind classifies people in order for us to feel safe in the interaction with the “stranger” and approach or avoid them accordingly.

When we meet a new client and have noticed all of the above we try to find similarities that will help us connect with them. We try to find to which “groups” we both belong; which symbols we both recognise; which style of communication might suit them.

Matching with the Client: What Makes Us Build Genuine Rapport with a Client Automatically or... Never!

by Maria Biquet (Greece)

Believe it or not this took me 3 - 3½ years of (sometimes very painful) experiences to learn and finally grasp, that the issue of resolving conflicts has a very specific sequence and order. I just needed to create some Polarisation and discover how to handle it in an empowered feminine way (not a disempowering masculine way!)

To create calm & intimacy where otherwise there would have been conflict and arguments, women need to follow a certain sequence to diffuse the situation, for example

Paul gets irritated or frustrated over something (and unfairly takes it out on me) (I call this - lighting the fire) – the temptation here is to react in a masculine way, thereby adding fuel to the fire, either by getting aggressive (retaliating in anger) defensive (saying ‘yes but ...’) or by justifying (with my ‘I’m right’ opinion) either way all Paul senses at this point is another male energy challenging his masculinity.

I used to do all of the above on a regular basis, result – we’d end up having a full blown major argument! (you’ll get your chance to have your opinion) but first you need to deal with this by creating Polarisation using your powerful feminine energy, pour water on the fire or risk losing the intimacy.

The way to pour water on the fire is to let him see or know that he has hurt your feelings, by either your words or body language, for example: - I’ll sometimes playfully stick out my bottom lip in a sulking expression or I’ll say something like ‘ow’ then remain absolutely quiet.

In this quiet space - his harsh words get instantly played back to him, he’ll then feel guilty for hurting the woman he loves and give himself a far harder time about it than you ever could, the fire has been put out, intimacy has been maintained, in due course he’ll apologise or strive to make amends, and you can then pick your moment to have your say on the situation.

Love & Big Hugs
- Lyn x The Queen of HEARTS
www.Hearts-Entwined.com

What is the first thing we notice when we meet a new person?

According to a recent Harvard study the first thing our brains notice about a person is gender and race. Everything else follows: appearance, body posture and gesture, eye contact, tone of voice.

Our brains classify information automatically and draw conclusions about the person we have in front of us. After a few seconds, we have already created a “profile” of the person which includes assumptions about who they might be according to our stereotypes irrespectively of how open minded or subjective we are. Our mind classifies people in order for us to feel safe in the interaction with the “stranger” and approach or avoid them accordingly.

When we meet a new client and have noticed all of the above we try to find similarities that will help us connect with them. We try to find to which “groups” we both belong; which symbols we both recognise; which style of communication might suit them.

Clothes, watches, pens and the obvious symbols

Trying to find similarities between them and ourselves we make assumptions about their social status, their beliefs and attitude to life.

For instance, if they wear branded clothes and wear an expensive watch we suppose that they belong to a higher social class which usually implies a set of values and ethics that appreciate the wealth and a comfortable life. If they are successful and well known in their business field they probably feel that they have more in common with a person that is equally famous in their practice and they would be better understood.

A middle aged high level executive in a very aggressive conglomerate may be more willing to trust a coach that comes from a similar position and has faced similar challenges in their previous position in business.

Questions beyond assumptions...

At the first meeting with the client we start asking questions; we start exploring the person, their motives and finally why we are there with them. We use questions to get to know the person; how they express themselves; what language they use; what they say and how they say it; how they feel about the conversation.

Conflict Resolution
Do You Know How to Avoid or Resolve Conflicts in Your Relationship with Your Man?

by Lyn Smith (UK)
A conversation with a person reveals their attitude towards us; are they open to share their thoughts? Is there something that they want to know about us and what is that? Do they show stress, anxiety, boredom, interest, preference? What makes them react immediately? Do they look positive? Retracted? Relaxed? Do they frown? Or smile?

When we watch their body language, tone of voice, face expressions and language we get an idea of how they see us and how they perceive our interaction. Even with a very experienced and trained executive there will be signs that we can decode. Picking up the positive reactions we can map our strategy to connect with them. Mirroring their body language, tone of voice and expressions is a relatively safe way to connect with the client at the introductory phase.

Connect like human beings not like professionals

Connecting with people has always been a hot topic in the business world and even more in coaching that depends thoroughly on it. Following instructions, rules and methods to connect is very useful and improves our repertoire of behaviours. From my experience I have seen that mirroring works in every relationship. Smiling is also a great way to connect because it makes people feel less stressed and less threatened. Mirroring, smiling and showing interest to the client are great ways to connect when we do it genuinely as a result of our intention to communicate with the person and not as a professional technique that looks like acting.

- Do you really want to get to know the person in front of you?
- Are you truly interested in them?
- Do you have an inner need to understand what they think, how they feel, what they need?
- Are you there for them to support and encourage them?

All relationships are based on mutual trust. Coaching goes beyond trust; it is a deep relationship. The client will reveal their inner thoughts and feelings, their memories, experiences, failures, fears and dreams. They need a secure and nurturing environment that will allow them to express themselves. The coaching relationship evolves and flourishes with genuine care for the other person as a human being. And this is the perfect matching!

ABOUT MARIA BIQUET

Maria Biquet is an experienced multilingual Business Consultant and Executive Coach with vast experience from diverse business fields. Maria has long experience in Strategic Marketing and in establishing companies in new markets. For more than 15 years she has studied various methodologies for self-development and change including Neuroscience in Coaching, Systemic approach, Appreciative Inquiry Approach, NLP and mindfulness techniques. She holds a University degree in Language & Linguistics and an MBA-International Marketing.

Vice President of Marketing & Communications of HCA (Hellenic Coaching Association), member of the EMCC (European Mentoring & Coaching Council). Currently is a Mentor at Orange Grove for startup companies and Cherie Blair Foundation.

Works in Greek, English and French.

The Adventures of a Crystal Skull - Paranormal Explorer (Are You Ready to Join Him on his World Travels?)

by Joshua Shapiro (USA)

While I call myself a world explorer linked to the study of world mysteries and the paranormal, at the same time I am a type of coach too, but I would say that I do it in a different way than you may be accustomed to. What I mean by this is that I help other people to understand more fully and to work with their inner self, or what some might call our Soul or Spiritual Essence. My goal in this article is not to delve in too deeply what this inner Essence is all about, as this part of our being can mean different things for different people. However, my plan is then, to share with you about some of the most amazing experiences I have ever had in my 63+ years of life that have taken place in some of the most incredible locations I have ever visited on our amazing planet which some call ‘Mother Earth’. I call these places that I will be taking you with me, sacred or ancient sites. Thus, I believe and trust that as you read about some of my world adventures, you will receive a better sensing of the spiritual nature and aspect of these unique experiences. And finally, how these experiences have changed my life and given it a special meaning as to my purpose of being here now. Sounds good?

First, I would like to briefly thank, Gerard O’Donovan and your wondrous editor Lovelia Caracut, for this special opportunity to be able to share with you, their members, my stories and the key wisdom and knowledge I learned through my experiences. Right then, so are you ready to proceed?

Now if you are not sure exactly what I am talking about with all this spiritual stuff or what is being called the paranormal, nowadays, don’t be concerned. I know for sure that by the end of this article you will absolutely get all of it. Also, if you personally believe that what I am writing about sounds like fantasy or some type of fictional story, then read it as such and just enjoy it, please. My objective is only to share my experiences as one human being to another and then let you decide what you wish to believe and thinks has some value, fair enough?

Ok then – well first of all, what the heck is a Crystal Skull - Paranormal Explorer anyway (as you see I am calling myself in the title of this article?) Let me try to define this self-created the job title for you, very briefly here. Related to a crystal skull, some of you may know a little bit of what I am referring to as you have seen the last Indiana Jones film entitled, ‘Indiana Jones and the Kingdom of the Crystal Skull’. While this was probably not the best film created so far by the trio of Harrison Ford, Steven Spielberg and George Lucas, they definitely had a large oddly shaped crystal skull play a key role within it. Therefore, a crystal skull was initially defined as nothing more and nothing less than a facsimile of a human-like and shaped bone skull that is made from pure rock quartz crystal. Actually, right now there are many modern carvers throughout the world using diamond tip tools, to fashion or carve a crystal skull (and from many different types of gemstones too beyond quartz which is now part of this definition), creating more of these skulls than you can possibly imagine even.
to the idea of a spiritual aspect of our existence. The term 'Paranormal' which basically means 'beyond the normal', is more of a scientific term to describe any type of magical, mystical or unexplained phenomena happening in our physical world these days of which our scientist are sometimes psychic senses (there is a counterpart spiritual sense for each physical sense we have), then the spiritual realms are invisible. Even though via the research and study I have been doing recently, I am now convinced that these realms are right next to us and all around us all the time (let this comment blow your mind for a moment!).

The best way I know how to illustrate what this spiritual plane of existence might be like is to think about our radio or TV channels. The radio/TV channels or stations are each separated by a different frequency being broadcast. If you don’t have a radio or television set, then you can’t tune in to these channels but still these frequencies or energy waves are being broadcasted and are constantly all around us – it is the same for our mobile phones and the Wifi signals for the internet, to pick it up you need the right device. I was even told by a good friend, whose father worked for a big American broadcast company many years ago, that there were some radio channels they were hearing people speaking on but there were no radio stations broadcasting on those frequencies (where these souls talking who had passed on – on the ‘Other-side’ as it is called?). Enough, said, let me move on then.

I can assure you, the carvers throughout the world (Brazil and China seem to be the spots with the most carvers these days) for the most part, are carvings these skulls because they have become quite popular and profitable. However, money has nothing to do what the crystal skulls are truly all about as you will discover within this article. So please stay with me. As my personal life experiences linked with the crystal skulls will clearly demonstrate, the skulls have a very powerful purpose and they will play a special role that ultimately will benefit all of humanity, but more about all of this later. Anyway, a crystal skull explorer simply is just an individual who explores or researches what the crystal skulls represent, why they were created and what their possible purpose(s) might be.

The term ‘Paranormal’ which basically means ‘beyond the normal’, is more of a scientific term to describe any type of magical, mystical or unexplained phenomena happening in our physical world these days of which our scientist would like to pretend never happened. How is that for a definition? To me this term is linked to the idea of a spiritual aspect of our existence, which is undetectable to a person, in our so-called physical normal reality, where we use only our five physical senses and there isn’t a physical device we have developed that can directly detect these other dimensional realms. So if you are not using your God-given inner senses or gifts, which are called sometimes psychic senses (there is a counterpart spiritual sense for each physical sense we have), then the spiritual realms are invisible. Even though via the research and study I have been doing recently, I am now convinced that these realms are right next to us and all around us all the time (let this comment blow your mind for a moment!).

Therefore, we now have paranormal researchers involved in the study of all kinds of phenomena of ghosts, hauntings, spirit communication via mediums, unexplainable phenomena like UFOs, or Crop Circles, people just appearing from nowhere, time travellers, objects being apportioned during spiritual séances, dimensional beings and ETs showing up, you name it. Can any of this stuff be real or is it all the imagination of science fiction and fantasy writers? Today, there are who knows, how many people that are having these strange experiences? If you go onto the Internet, you will find thousands and thousands of websites and videos saying all of these types of strange happenings are true.

My reason for offering you all of these definitions and discussions around the paranormal is so that you can follow me when I start to share a few of my personal unbelievable experiences that have happened to me and you won’t get lost. Now, there is one last item I would like to leave you with before I go into my stories. The book that I am currently reading, which I found at our local library (here in the U.S, our libraries are jammed pack with amazing books we can take out for free), it is entitled, ‘Phenomena’, with the long subtitle of, The Secret History of the U.S. Government’s Investigation into Extrasensory Perception (ESP) and Psychokinesis written by Annie Jacobsen. As the sub-title implies it is the acceptance by my country’s Government that ESP and the paranormal phenomena is very REAL.

According to Ms. Jacobsen, there has been a serious interest in such matters by the Allies and Germans since World War II with official programs truly taking off in the 1970’s (especially when a few gifted individuals like Uri Geller and Ingo Swann were discovered) to use the information and physical manipulations that can be done with psychic gifts to promote military based projects. The book also keeps mentioning, how the government agencies involved in researching ESP, began to realise that every person has the potential within him to develop these extrasensory abilities.

ABOUT JOSHUA SHAPIRO
Joshua Shapiro along with his divine light partner Katrina Head are known as the Crystal Skull Explorers. They have been working together since 2009 to share the best information they have uncovered in the world about Crystal Skulls, the Paranormal and various world mysteries. Joshua met his first crystal skull made from amethyst quartz in April of 1983, and since then has written several books, given hundreds of presentations (North America, South America, Europe and Australia) as well as appeared on various radio shows and tv documentaries. His last main book released in October 2018, deals with his search for a Blue Crystal Skull that he believes is connected with Peru.

To learn more about the Crystal Skull Explorers and their various activities feel free to visit their main website at: http://www.cse.crystalskullexplorers.com

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