

# **Personal resourcefulness in times of change:**

## Building resilience during Covid-19

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SUPC & LUPC Conference  
15 April 2020

*Felicity Gasparro, SUMS Consulting Associate & Owner, Oyster Outcomes Ltd*

*Tim Bromfield & Helen Moreton, Associate Coaches, Oyster Outcomes Ltd*



# Introducing Tim & Helen

SUMS  
Consulting



## TIM

### ABOUT

An experienced Coach of 15 years, with over 30 years of Personnel expertise, Tim has worked with a wide range of individuals throughout career development and leadership, personal growth and self-exploration. Tim is an empathetic and non-judgmental coach, helping clients to find their own solutions.

### EXPERIENCE

#### 1985 – 2019

##### JOHN LEWIS PARTNERSHIP

In a substantial career working for the John Lewis Partnership, Tim has gained qualifications including:-

- Master Neuro Linguistic Practitioner
- Member of the Chartered Institute of Personnel and Development (MCIPD)
- Myers Briggs (MBTI) Step 2 Practitioner.

Tim is highly experienced in working with a range of personal development techniques which underpin his coaching toolkit including Transactional Analysis, Belbin and StrengthsFinder 2.0

Tim is also a trained Samaritans Training Mentor and Listening Volunteer.

### COACHING PHILOSOPHY

Tim believes coaching is about working with his clients to provide their own answers to whatever challenges they wish to face and doing this in a compassionate, non-judgemental way enabling the client to find lasting solutions. In a climate of trust and openness clients can facilitate their own highest levels of performance and explore any blockers.

Tim works with high levels of empathy, seeking to create excellent rapport with you. Contracting in how you work together, Tim will be both challenging and supportive. He helps clients to confront difficult areas where this is most helpful and offering support when this will be more effective.

### LOCATION

South West

### APPROACH

Phone, face to face, web

### AVAILABILITY

Flexible, including evenings and weekends



## HELEN

### ABOUT

A highly experienced and qualified Master Coach (MCG) and NLP Practitioner who abides by the International Coaching Federation Competencies and Code of Ethics, Helen has been a Coach for over 11 years and has coached at all levels from Junior Managers to CEO. Helen has clients from Corporate, Not for Profit and Public Sector organisations, where she delivers one to one, group and team coaching to meet the ambitions of the individual and organisation.

### EXPERIENCE

#### JUNE 2019 – PRESENT

##### FOUNDER & DIRECTOR OF BOOMBOX CONSULTING LIMITED

Working with teams and individuals to create powerful personal and cultural change through Leadership Coaching, Consulting, Chairing, Training and Facilitation

#### SEPTEMBER 2000 – MAY 2019

##### JOHN LEWIS PARTNERSHIP

A variety of independent and commercially strategic roles including - Retail Manager, Marketing Consultant, Learning & Development Specialist, Non-Executive Consultant

### COACHING PHILOSOPHY

Helen's coaching style is transformational, not transactional. She is a warm and candid friend who creates an environment of complete trust and honesty where you will have the space to harness the power of your own resourcefulness.

Helen will help you notice patterns in your behaviour, choices and outcomes in order to discover for the future what strategies are worth keeping and what you would like to change. Through care and challenge, Helen will support you to push the boundaries of what might be limiting you, raise awareness of your strengths and drive a greater level of focus and success.

### LOCATION

Midlands

### APPROACH

Phone, video call or Face to Face

### AVAILABILITY

Core days are Tuesday, Wednesday and Thursday.

# Getting the best from the session



# What will we cover?



- Observations and experiences
- How we think, how we act
- Setting a personal and effective outcome
- Q&A
- Some questions to think about
- Summing up

# **Observations & experiences**

What's in the news?

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# Observations ... in the papers

The Guardian  
Suzanne Moore,

*"I understand, of course, that as our worlds become smaller, we focus more and more on our homes and on what makes us feel safe. It is this that gives us a feeling of control. This may be delusional, but it's also comforting.*

*Before the virus, the world felt uncertain anyway: Brexit, Donald Trump, the collective failure of the left, the rise of Hungary's Viktor Orbán, Brazil's Jair Bolsonaro, India's Narendra Modi. Never mind Russia and China and the bizarre president of Belarus, who has advised drinking vodka and visiting a sauna as ways to stay healthy in the current crisis."*

# Observations ... in the papers

*“Now the world outside really is unsafe, everything changes.*

*Private space is dangerous, too. Domestic violence is rising all over the world, the terrorising by men of women who feel less able to escape than ever. Home is a sanctuary for some and a prison for others, and home, the domestic sphere, the only permissible location for many women, is now the only place many of us can be.*

*The new condition that the virus requires is a level of disconnect. It depends on self-reliance as well as the need to reach others who are alone.”*

# Observations ... in the papers

*“The present is very difficult. The present is where we are, and it’s unsafe.*

*Knowing this is one thing, feeling it is another. The poet and novelist Rainer Maria Rilke knew about uncertainty. He told us to stop looking for answers and to learn to love the questions, “like locked rooms and like books written in a foreign language”. We don’t know what is going to happen. “At present you need to live the question.” That’s what is hard. Very hard.”*

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# Experiences

- You may be feeling more worried or unsettled by what's going on in the world. It might feel like things are changing, and there is a lot that's outside of our control. Because of coronavirus, there are a lot of unknowns about the immediate and long-term future, and it's becoming clearer that we are going to have to do things a little differently, particularly in the way we live our day-to-day lives. It's natural that this uncertainty and change will affect people's mental wellbeing.
- Whilst we are physically isolated, it's more important than ever for us to feel socially connected, so try and reach out to people to talk, and try to be there to listen to others.

## Samaritans website

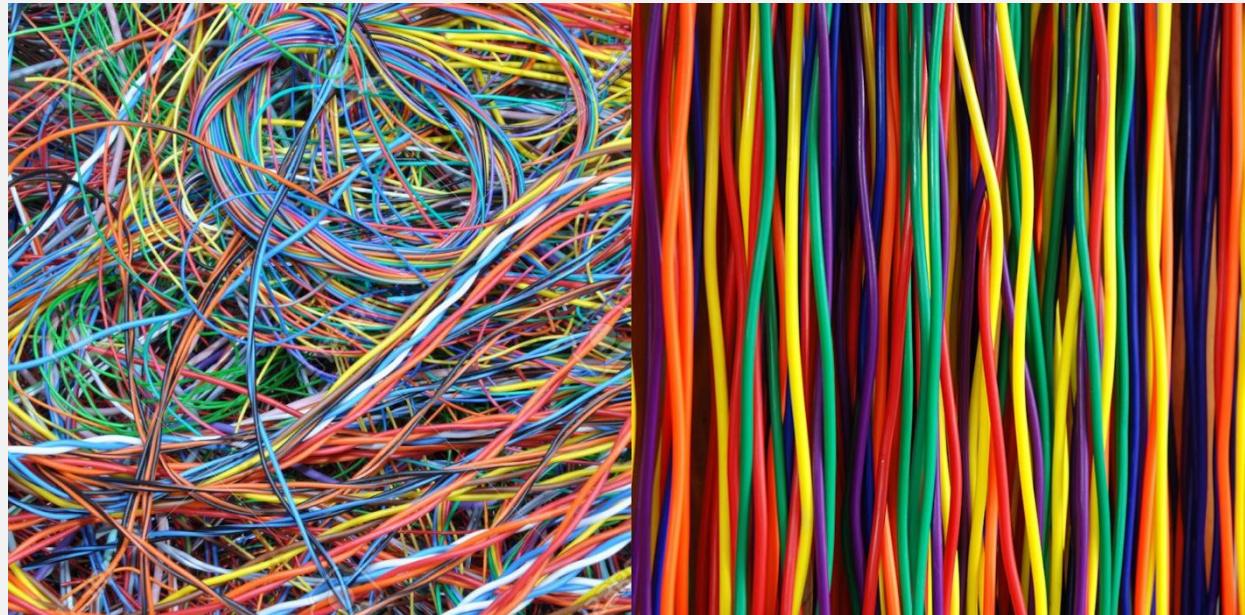
<https://www.samaritans.org/how-we-can-help/support-and-information/if-youre-having-difficult-time/if-youre-worried-about-your-mental-health-during-coronavirus-outbreak/>

# **How we think, how we act**

Resourcefulness and grounding

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How we think, how we act....



...consider where you spend  
most your time?

# How we think, how we act...



Jason Gay

@jasongay



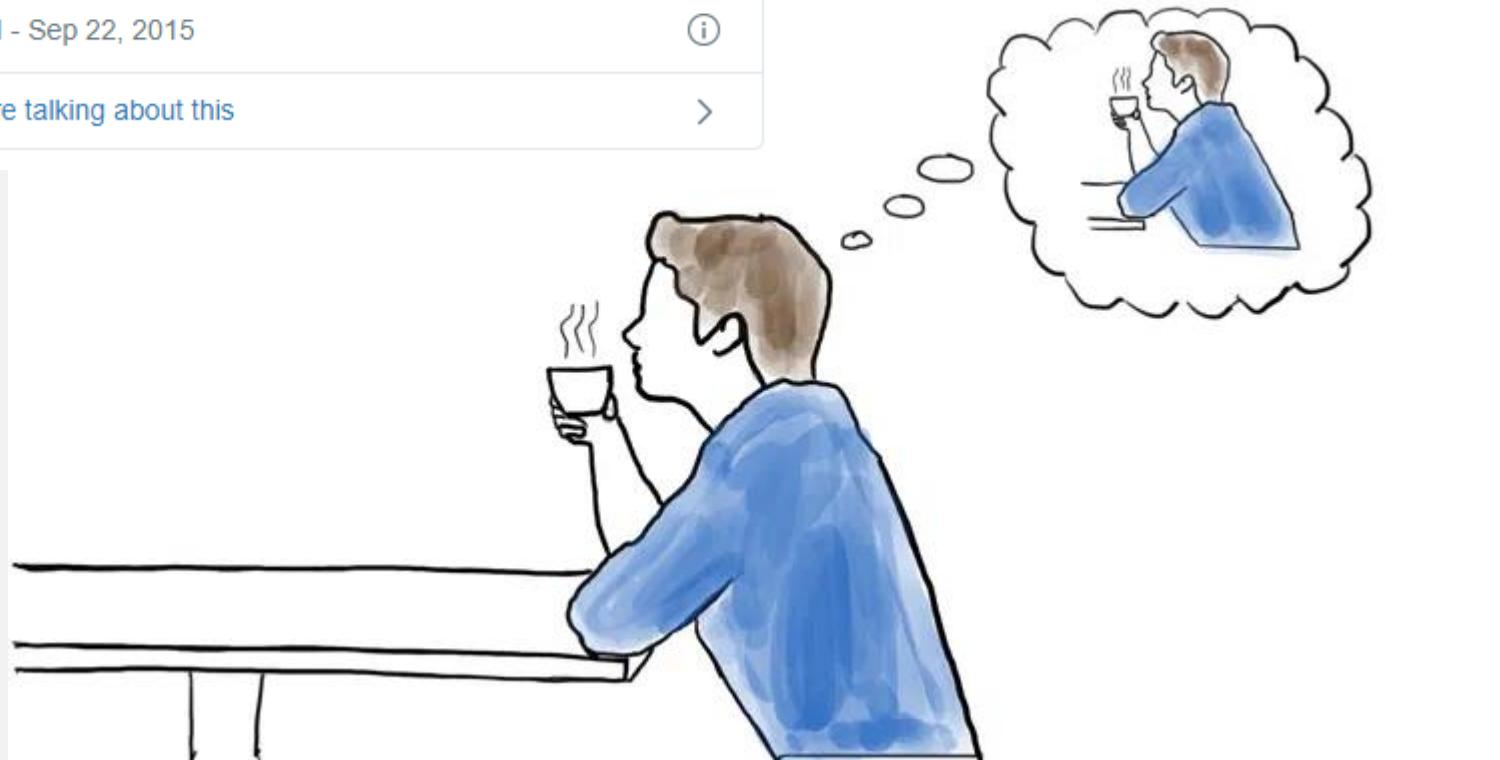
There's a guy in this coffee shop sitting at a table, not on his phone, not on a laptop, just drinking coffee, like a psychopath.

46.9K 1:35 PM - Sep 22, 2015

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34.5K people are talking about this

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# **Setting a personal and effective outcome**

Well-formed outcomes

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# Your Questions and Answers

Ask the team

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# **Some questions from us to you**

Things to consider

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# Things to consider



- What am I already doing well in accessing my resourceful state?
- How can I enhance this?
- What might I need to develop or change to access more of my resourcefulness?
- How might I do this?

# Summing up



- We've taken you through some of the NLP based models today in a very short space of time.
- Coaching, Coaching Supervision and Mentoring are very broad subjects which pull from a range of different models, disciplines and approaches. Quality, professional coaching is worth exploring carefully – not every coach out there has these capabilities.
- A resourceful coach will be capable of drawing on their knowledge and expertise in a client centric way.
- If you are interested in pursuing coaching, make sure you are at ease with the individual and you have confidence they will work to support you to challenge your own thinking, not just create an echo chamber of what you want to hear.
- We will be supplying some additional resources for you to view by way of follow up to this session.

If you wish to find out more about the SUMS & Oyster Outcomes Coaching offer, please:

Contact: [f.gasparro@reading.ac.uk](mailto:f.gasparro@reading.ac.uk)

Visit: <https://sums.org.uk/services/coachingandpd/>

Visit: <https://oysteroutcomes.co.uk/coaching>

**As SUPC and LUPC members, your access to Oyster Outcomes Coaching Associates is routed via SUMS Consulting.**