

DON'T LOOK BACK, YOU'RE NOT GOING THAT WAY

A reflection piece two years on from when the pandemic really started to affect our lives.

Hands up if you remember every stage of the lockdown and how you and your members' lives were impacted at that time? If you're anything like me, it might seem like a bit of a blur. Yes, there were moments of panic, uncertainty, and the inevitable opportunity to press the 'reset' button on our daily lives.

I can remember thinking "this will last a couple of months; it'll all be over soon". My nature is one of positivity, but I had literally launched my business at the beginning of March 2019. The idea that I'd be tootling along to funky offices and sharing the wonderful world of NLP to leaders and teams started to create very unhelpful self-talk such as "What have I done?", "You can't do this, what are you thinking?", "No business will pay for your services with this uncertainty" and so on.

As I look back, I carried on with the sense that everything would be ok. I'd been through a terminal cancer diagnosis and survived, so this was going to be a breeze, right?

When I grasped the fact that homeschooling five children (blended family) was on the table, I changed my Chopper (bike) gear stick from 'super-

speed' to 'let's get through this with a smile on our faces' speed. I created a belief that my new home co-workers would never remember the details of the homework they would be set and the zoom classes they would attend, but they would remember how the whole experience made them FEEL. Suddenly my identity was under the spotlight. I was now business owner, mum, step-mum, partner, gate-keeper of sibling calm, daughter, sister... the list goes on!

So, what does all this have to do with you and your members and helping them to create and manage change? How can you encourage them to grow from the inside out, rather than waiting for others to make it happen? How do you encourage them to speak-up, stand-out and be brave?

**"We are not robots.
People need people.
Remember that in every
email, text, visual and
conversation you create."**



**Tasha Thor-Straten,
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Everyday Tasha helps people create and manage change. As an NLP Master Practitioner, she has been coaching people to have a greater sense of who they are, building their confidence to tap into bravery and create harmony in their personal and professional lives.

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The concept of living at 'cause' or 'effect' is a really simple concept that you can share with your members, which will empower them to deal with unexpected change. This enables them to reflect on their current thoughts and behaviours and if they choose, spend less time being stuck and more time focusing on solutions. From a wellbeing angle, this helps them build trust, confidence, and rapport with their teams/members (and in their personal lives).

WHEN PEOPLE LIVE 'AT CAUSE'...

... they believe they can make a difference!

Their self-talk says "I can make things happen, I am responsible for how I feel and for where I am."

They ask questions like "What's going on here? How has this come about? What can I do to change things? What do I want instead of this in the future?"

They tend to focus on solutions rather than problems and their self-talk will sound like "What do I need to do first that will make things easier for me? "How can I ask for help and support?"

This won't necessarily make their life perfect, but these people will be more resourceful and be able to deal with issues as they arise.

They are in the driving seat of their life.

WHEN PEOPLE LIVE 'AT EFFECT'...

... they ask questions such as "Why has this happened?" and "Why does this always happen to me?" which focuses the mind and attention towards the past, and that where they are now is caused entirely by external forces.

They focus on problems rather than solutions.

They tend to get stuck and their self-talk sounds like "Why have I got so much on my plate?", "It's not my fault that I don't have enough time", "It's so unfair, COVID has created this, and I can't do anything about it".

The main problem here is they give away their power to others and are open to manipulation, as they feel they are responsible for other people's feelings, but not their own.

They feel like they're a passenger in their life.

“I celebrated our failures with the knowledge that we can learn from picking ourselves up and starting again. It’s the comeback that defines us after all.”

I keep coming back to my family story, as I think it’s a great way to reflect on our impact with our teams and our membership communities. Our children coped well. They worked around their zoom calls with breaks on the trampoline. When our teenagers became isolated and retreated into their shells, we organised safe and appropriate meetups with their friends. We actively listened to what they were saying and noticed patterns of behaviour that we were able to create flexibility around. A couple of missed zoom sessions enabled them to recover and have some time away from the screen.

We didn’t get it right all the time. There were moments of sadness and failure. The NLP presupposition – “there’s no such thing as failure, only feedback”, came into the forefront of my mind, so I celebrated our failures with the knowledge that we can learn from picking ourselves up and starting again. It’s the comeback that defines us after all.

We don’t fight change, we accept it... because it’s going to happen anyway. In my opinion, it’s much better to be part of the change because we can direct and shape it.

When you’re engaging with your members, remember what they really need is to ‘feel’ heard and be supported. They might not want you to fix things instantly. They might want you to listen with empathy and really understand what they’re going through.

We are not robots. People need people. Remember that in every email, text, visual and conversation you create.

People matter, so show them. ■

