

# Emotion Coaching: The Five Steps

1. Be aware of peer's responses
2. Recognize emotional times as opportunities for helping your peer
3. Listen empathetically and validate peer's feelings
4. Help peer to verbally label emotions  
– Helps sooth the nervous system and recovery rate
5. Talk with your peer if a problem needs solving or find appropriate help



# What this means in practice

## 1. STEP 1

Recognising, empathising,  
validating the feelings and  
labelling them

## 1. STEP 2 (if needed)

Setting limits on behaviour

## 1. STEP 3

Problem-solving with peer



**3 STEPS TO  
SUCCESS**

# Step 1: Empathise, validate and label

- Recognise all emotions as being ***natural and normal*** and not always a matter of choice
- Recognise behaviour as communication
- Look for physical and verbal signs of the emotion being felt
- Take on your peer's perspective
- Use words to reflect back peer's emotion and help to label emotion
- Affirm and empathise, allowing to calm down
- Provide a narrative/translation for the emotional experience



# Emotion coaching scripts

## Step 1: Examples

- *'I can see that you get angry when that happens. I would feel angry if that happened to me. It's normal to feel like that.'*
- *'You look upset to me. I wonder if you're unhappy about having to do something you don't want to do.'*
- *'I think you might be feeling fed up about not being able to play football now. I know that's not nice for you.'*

# Steps 2-3: Problem-solving with the child

- When the peer is **calm** and in a relaxed, rational state and where appropriate (or seek further help):
  - **Explore** the feelings that give rise to the behavior/problem/incident
  - **Suggest** alternative ideas and actions that could lead to more appropriate and productive outcomes
  - **Empower** the peer to believe s/he can overcome difficulties and manage feelings/behaviour



# Emotion coaching scripts

## Steps 2-3: Examples

- *'Let's go over here where it's a better place to talk about what's happening.'*
- *'Next time you're feeling like this, what could you do? How do you think you will react next time or if this happens again.'*
- *'Why don't you try doing this instead?'*