

Johan van Bavel

**Competency 4
Cultivating trust and
safety**

The General Conditions

Welcome to our ICF-Chapter The Netherlands webinar about competency 4, where our aim is to provide education and inspiration in a safe and inclusive space. In this event everyone should feel valued and respected and there is thoughtful consideration in our exchanges. Together let's cultivate an atmosphere of collaboration, dedicated to nurturing growth and supporting one another.

Practical Matters:

- We invite you to keep your video on. We'd love to see you.
- If you wish to share something, use the "raise hand" icon.
- Keep your microphone muted unless it's your turn to speak.
- Ensure your real name is displayed on the screen. At the end of this event, we will take a screenshot of your presence to award CCE credits.
- If you have any questions, please feel free to use the chat box.

Who is Johan van Bavel

You have 4 minutes to ask any question you would like in order to get to know me a little better.

My promise is that I will answer every question openly and honestly.

Who would like to start?

Lets start !

What are we going to do today?

- A short video.
- An exploration of what Trust and Safety means to you
- Working with scenarios in breakout rooms

Video

We are now going to show you a video. Please watch this video through the lens of gender neutrality.



Breakout room (8 min)

Reflection on this video.

How strong is your tendency to fix something in coaching? Why?

Why do people want to fix things?

1. The brain is wired for problem-solving
2. Identity and self-worth
3. Discomfort with uncertainty and emotion
4. Social conditioning
5. Speed culture
6. Control and predictability
7. Compassion and care

What is trust and safety?

Let's explore this together over the next few minutes.

Who would like to start sharing?

Competency 4

Partners with the client to create a safe, supportive environment that allows the client to share freely. Maintains a relationship of mutual respect and trust.

Important elements within this competency include an understanding of the client's context (such as work or family environment), identity, perceptions, talents, and insights. Additionally, the coach must show support, empathy, openness, and transparency.

This competency is connected with all the other competencies, ACC/MCC Bars and PCC Markers

We are now present in the context of Competency 4.

We will take time to explore scenarios from this competency, where there is no right or wrong.

Scenario 1

Client:

I am willing to take this step, but it feels so big and I experience fear when I think about it. I also find it very exciting and tense to consider what my colleagues might think if I take this action. It really requires different behaviour from me in these kinds of situations. I feel tension.

Which response creates the most trust?

1. I completely understand that you are experiencing fear here. I might feel the same. It is difficult and creates pressure to do something that is outside your comfort zone.
2. Shall we look together at how and what you can best do?
3. Thank you for sharing. Based on what you have just told me, what would you like to explore further?

Scenario 2

Client:

“I notice that I am holding back more and more in meetings. People often make jokes that make me uncomfortable. I’m not exactly sure why, but it affects me. At the same time, I don’t want to come across as ‘too sensitive,’ so I don’t say anything. But afterwards, I feel small and frustrated.”

Which response creates the most trust?

1. What makes you think you might come across as too sensitive? Do you think others would see it that way as well?
2. This sounds like something important is happening for you. What is happening inside you in the moment when those jokes are made?
3. Would it be an option to address this directly with the group, so they become more aware of it?"

Scenario 3

Client:

I'm not sure if I want to talk about this, but something happened at work last week. My manager gave feedback in front of the whole team. I know it was meant to be constructive, but I felt embarrassed and exposed. Since then, I notice I am avoiding contact with my manager. I also feel a bit ashamed that it affected me so much.

Which response creates the most trust?

1. That sounds like a very uncomfortable situation. How did your manager respond when they noticed your reaction?
2. Take your time. We can go at your pace. What feels safe enough to share right now?
3. What would you like to be different in your relationship with your manager going forward?

Scenario 4

Client:

I have recently been promoted to a leadership role. Some people in my team used to be my peers. Since the promotion, I notice they have become more distant. I also feel unsure about how open I can be. I don't want to lose the connection, but I also don't want to be seen as weak. I feel quite alone in this.

Which response creates the most trust?

1. Thank you for sharing this. What touches you most about this right now?
2. Thank you for sharing this. What feels most important for you to explore further?
3. Thank you for sharing this. What would you especially like to gain clarity about today?

Thank you for being with us today.

Trust is built in small moments

*“Trust is the glue of life.
It’s the most essential ingredient in
effective communication.
It’s the foundational principle
that holds all relationships.”*

– Stephen M.R. Covey



————— In which small moments did you build trust today? —————