

Navigating Client Resistance

The Energetics of Navigating Resistance

“Energetics are bar none when it comes not only to Navigating Resistance, but to all coaching and working towards transformation with others”

Understanding Resistance

Masterfully moving clients through resistance can help you avoid:

- Feeling drained, tired, or frustrated
- Questioning your confidence or abilities
- Overthinking client situation or worrying about it
- The client ending up frustrated or upset with you, or lose hope in the coaching process

Resistance shows up when the client's fear is strong, and it uses the Resistance as a distraction mechanism away from it. It's when you as the practitioner feel like you don't yet have the green light from the client to continue working on the fear itself.

Some common expressions of resistance:

- Not showing up on time
- Canceling at the last minute
- Not showing up at all
- Having a bad attitude
- Not doing their homework or taking action steps
- Getting mad at you because they're not getting the desired results

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- Being stuck in confusion
- “I just can’t get it done”
- “Everything overwhelms me”
- Any implication that you as the coach aren’t doing enough
- “I don’t like this strategy.”
- “I can’t stop procrastinating.”
- “Woe is me!”
- “I knew exactly what to do . . . but somehow messed it up anyway.
- “This is too hard for me; everything is harder for me.”

What is the Energetics of Navigating Client Resistance?

Powerful Energetics are about YOU setting the stage to have the most transformative & successful client relationships & interactions possible, the Energetics are about how YOU, as the practitioner, show up when Resistance shows up.

How you show up, the beliefs you bring into the container and work with your client, the energy with which you show up is so important.

And energy follows energy. So, when your Energetics are off, your client feels it in a certain way.

Energy follows energy. If you come to the coaching relationship with confidence in yourself, your client will have confidence in you. If you come to the coaching relationship with confidence that your client can succeed, they will then have confidence that they can succeed. If you come to the relationship with unconditional love and acceptance for your client’s imperfections, then she will be able to have more love and acceptance of her imperfections. If you come to the relationship not freaking out when there are obstacles but instead trusting that obstacles can be

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worked through, your client will be more patient when their obstacles show up and trust they can get through them with your support.

- Resistance is normal: Resistance is a symptom of fear, and fear is a normal, natural response when a human is in a growth process.
- Neither you nor your client have done anything wrong if Resistance arises
- Stay curious
- Resistance is meant to be met and worked with LOVINGLY vs. avoiding it, fighting it or judging it
- Create an Equal Playing Field in your client container

3 Part Basic Formula to Navigate Resistance

- 1) Lovingly Create Awareness about the Resistance
- 2) Normalize what you're creating awareness on
- 3) Co-create a solution for moving forward

*You can't do any of
the 3 steps for
navigating resistance
unless you have a
strong container.*

Setting Containers to be able to Navigate Resistance

1. At the beginning of a group or 1:1
2. Welcome Packet
3. Sales conversation
4. Call out possible resistance preemptively "This might feel hard..." or "This question may give you pause for a moment..." or "You may feel you want to tune out because this is basic...")