

EFFT - Emotion Coaching Framework

Step 1 - Validate

A. Convey understanding of their experience:

I could understand...

I could imagine...

No wonder...

It would make sense that...

When I put myself in your shoes I could imagine that...

you might feel/think/want/wouldn't want _____

B. Demonstrate that you "get it":

because 1: _____ because 2: _____ because 3: _____

Step 2 - Support

A: Emotional

- Comfort
- Connection
- Feeling heard
- Space*
- Reassurance

Other possibilities include:

- communication of unconditional positive regard / no judgement
- communication of togetherness ("we're in this together")
- physical affection
- etc...

*space can be physical or psychological and time-limited in that the plan for reconnection must be clearly communicated

B: Practical

- Work together to brain-storm solution / solve the practical problem
- Redirect to another thought or activity
- Teach skills
- Exposure to the anxiety-provoking stimulus (in a gradual way)
- Take over to solve the problem
- Set a limit