

# THE PULSE RATE

MAY 2008

## THE CONVERSATION-BEFORE-THE-ACTUAL...

### INSIDE THIS ISSUE:

**THE PULSE  
PRE-MEETING** 1

**THE PULSE  
PRISM** 1

**THE COACHING  
CONVERSATION** 2

**TRAIN-THE-  
TRAINER** 3

**CONFERENCES** 4

**PULSE  
CONVERSA-  
TIONS FOR  
CHANGE: AN  
EXCERPT** 4

**CONTACT** 4

One of the most commonly asked questions during our 5-day mediation certification, or PULSE Concepts and PULSE Practice program is – what about the pre-meeting? What do you do in the conversation-before-the-actual-conversation? We take our responsibility to send participants away with practical experience, confidence, and a thorough understanding of the PULSE Conversation very seriously and this usually takes the full 40 hours.

To address demand we are now pleased to of-

fer a 3-hour webinar on the PULSE Pre-Meeting. The objective of this webinar is to introduce and explore the PULSE Pre-Meeting checklist, and to enrich practical understanding of the Appreciative Inquiry principles which underlie everything we do.

An independent, confidential meeting with each party before the actual PULSE Conversation will prepare the parties for an appreciative, future-oriented PULSE Conversation.

In this edition of *The*

*PULSE Rate*, read on to learn about PULSE in coaching conversations, and Dr. Love's prisms of perception.

~Marjorie Munroe  
Editor

***PULSE Pre-Meeting  
webinar!***  
**May 28 or June 19.**  
**\$195**  
[www.pulseinstitute.com](http://www.pulseinstitute.com)

### ANNOUNCEMENTS

- **PULSE Concepts and Practice May 26-30.**  
Calgary, AB
- **Disponible en français :**  
***PULSE Concept et  
Pratique PULSE.***

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## CHANGING PERSPECTIVES WITH THE PULSE PRISM

PULSE is a frame though which you can choose to view your circumstances. It allows you to chose from the past, contribute in the present and create a future. Your stance or perspective at

the end of a story or conversation may be different than the one you have at the beginning. The PULSE Frame with its guiding questions moves parties from one perspective to another just by changing

the *frame* through which the story is viewed.

If we were to represent the PULSE Frame in 3-D it would be a prism with a base we'll call Insight and three sides: Content, Proc-

*(Continued on page 3)*

## THE COACHING CONVERSATION

Not too long ago I made the comment that the courses I have taken through the PULSE Institute have significantly enhanced my coaching abilities. I would like to share what I mean by that with you.

*“The role of the coach is to hear and see what the client is really thinking, doing and feeling...”*

As a coach I see the coaching relationship as one where the coach holds a safe space in which the client can explore their thoughts, feelings, and behaviors in an effort to understand how to make their lives more personally satisfying. As they become increasingly confident within that safe space they can begin to step out into the world more authentically. The role of the coach is to hear and see what the client is really thinking, doing and feeling and to reflect that back in a manner that allows the client to see themselves more clearly.

As coaches we have a variety of tools and techniques that allow us to eliminate the confusion and get to the essence of what really matters to the client. Although this can be extremely satisfying for me as a coach, sometimes it can be difficult to get to the nub of what is really going on. Like Jonathan Haidt’s elephant and rider, the rational mind has a tendency to say anything to justify the subconscious, to support the knowing. A lot of what we all have to say justifies what we feel and may not be all that important. Given this, how do we as coaches hear what is actually significant and sift through the stories so that we can be of service to our clients? How do we help clients find the flow that is possible when the rider is at one with the elephant? I believe that Pulse has a great deal to offer in providing insights into learning what is important to people.

PULSE teaches people how to have gentle, open and honest conversations in which they can express themselves effectively and appreciate differing perspectives as they move toward a better future for all concerned. The Pulse frame and the protocol and tools that support it provide a highly effective means for moving a client from the past (what they are feeling), to the present (what they are doing), to the future

(what they are thinking) and leads very naturally to an action plan of their own devising. As an Emotional Fitness coach I have learned to help others find their inner wisdom by tying together the past, present and future and the Pulse frame deepens my ability to do so.

The PULSE POWER tool has made it possible for me to hear what a client is really telling me more quickly and to go deeper much sooner than in the past. I have learned to pay attention to the language people are using as an indicator of what is truly important to them which helps me to see through the interference of the “rider”, the rational mind. I have also learned to more readily hear people’s beliefs, expectations, assumptions, cares and hopes; BEACH in PULSE vernacular.

The Pulse Enneagram has provided me with an understanding of the motivations that are behind our thoughts and behavior. It has also provided me with

an understanding of the patterns that show up in our behavior when we are under stress and when things are going well. It has always amazed me that an individual could seem like three different people, all in the course of an hour. Now I can track the changes as they move in and out of stress, comfort and inner knowing.

I believe that this synergy between PULSE and my coaching methods has made me a better, more effective coach. I get greater satisfaction from what I am doing and I am making more effective use of each hour I spend with my clients. My clients are seeing deeper results in a much shorter time. All in all a win-win situation for all involved.

Lois McNaughton  
PULSE Professional  
Emotional Fitness Coach  
Reiki Master

Further Reading:

*The Happiness Hypothesis: Finding Modern Truth in Ancient Wisdom: Why the Meaningful Life is Closer Than You Think*, by Jonathan Haidt

**Change alone is unchanging. ~ Heraclitus**

SEE THINGS IN A WAY WE WERE NOT ABLE TO BEFORE...



*“Having the situation refracted through the PULSE Prism changes the perspective and the story.”*

*(Continued from page 1)*

ess and Response. The PULSE Prism takes in the light and refracts it so that we see things in a way that we were not able to see them before. The situation is refracted in to a spectrum of possible interpretations. When parties are invited to see the situation from the three dimensions of past response, present process and future content they create a shared understanding of the circumstance, its significance, criteria for resolution and

the possibility of a future together. The single beam of light becomes a rainbow of possibilities signaling a brighter relationship.

Viewing the situation through the PULSE Frame or PULSE Prism in 3D, having it interpreted and refracted, changes the perspective and the story to one that is shared, building world peace ... one conversation at a time.

~Dr. Nancy Love  
Calgary, AB  
May 2008

To hate, to love, to think, to feel, to see; all this is nothing but to perceive. ~ David Hume



Train the Trainer

PULSE is pleased to offer to practitioners who have taken the basic PULSE 40 hour Mediation Certification training, the opportunity to become a Certified PULSE Professional licensed trainer.

June 23–26, Edmonton AB  
July 27-30, Atlanta GA  
**1.888.882.8804**



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The PULSE Institute, through professional training, coaching and mediation services, offers the means to improve workplace communication and managerial effectiveness. At PULSE we value Responsiveness, Integrity, Inclusiveness, Flexibility, Creativity, and Accountability in all training, coaching and mediation services.



**A G E N T S   F O R   C O L L A B O R A T I V E   F U T U R E S**

The past is not simply the past, but a prism through which the subject filters his own changing self-image.

~Doris Kearns Goodwin

### **CONFERENCES**

#### **International Enneagram**

August 1-3, 2008, Atlanta  
[www.internationalenneagram.org/conferences](http://www.internationalenneagram.org/conferences)

Dr. Nancy Love will present a paper on the PULSE Enneagram.

### **PULSE: CONVERSATIONS FOR CHANGE AN EXCERPT**

The Enneagram identifies nine types, three in each of three triads. Beginning with the triads it is easy to find evidence of the Enneagram's truth in everyday language. The three triads or centres as they are sometimes called a re Body, Head and Heart and for me, they identify the three kinds of people I know in the world. Body people live in the present and in their bodies. They are always moving, doing and taking action. Their language reflects their preoccupation with the present and with "doing". If

something happens to you, they ask "What are you doing about it?" Head people live in the future and in their thoughts. They are always thinking and their preoccupation with the future is reflected in their language. They plan. scheme, dream and think and so when something happens to you they ask "What's your plan?" or "What will you do next?" Heart people live in the past and in their hearts. They emote, feel, and experience things at the emotional level. They are preoccupied with feelings and it

is reflected in their language. When something happens to you they say "How did that make you feel?"

*To order*

***PULSE Conversations  
for Change***

*by Dr. Nancy Love,  
please call:*

**1 888 882 8804**

**\$14.95 + GST,**

***shipping and handling***