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# Insight Generator

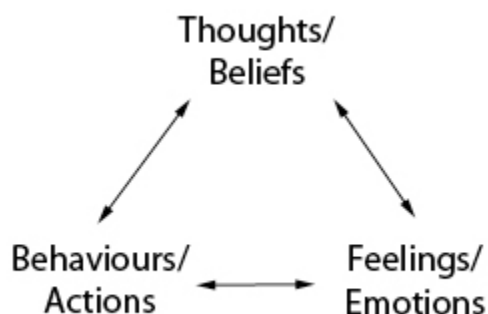
A model to help you better understand and resolve issues with others

We all experience times when our kids' actions make us feel angry, frustrated, and/or leave us at a loss as to their motivation. Am I right? Unfortunately, we sometimes respond in ways that do not directly address the issues at play—addressing a symptom instead of the cause.

The good news is that there is a simple model that can dramatically reduce the amount of time it takes to better understand a situation, and help us to take more appropriate action(s).

This model, or “insight generator” as I like to call it, helps me better understand and respond to the actions of my own kids, and helps me to quickly get to the heart of matters with my private coaching clients. It is also currently used by other professionals (coaches, therapists, etc.) to support their clients.

Don't be fooled by its simplicity—the insight generator, is a very powerful tool. Here is a quick diagram:



It shows the interrelationship between *behaviours*, *thoughts*, and *feelings*—a concept that might seem obvious once pointed out, and yet, one that often remains forgotten by most people.

How does it work?

Let's say your son or daughter is "misbehaving" or acting in a way that concerns you. Often people focus on the behaviour itself, rather than getting curious about the reason behind it—a thought or feeling. (They focus on the symptom rather than the cause.)

Human behaviour is positively motivated—that is, most if not all of our behaviours (even those that seem destructive) have a positive intention or intended outcome. For example ...

"Negative" Behaviour	Positive Intended Outcome
Drinking, drug use	Peer acceptance; stress relief; escape from "reality"
Promiscuous behaviour	Peer acceptance; want to feel loved
Defiance, tantrums	Need for power, respect, ... ; avoid feeling fear/pain

All to say, the model invites us to expand our focus from the initial behaviour (or feeling, or thought) presenting itself and look behind it for a root cause.

So how can you use this insight generator to better understand a situation, and take more appropriate action(s)?

1. **Listen and observe. Determine which corner of the triangle is presenting itself to you ...**
  - a. Are you hearing negative thoughts or beliefs expressed?
  - b. Are they acting out or behaving in a negative way?
  - c. Are emotions / feelings taking centre stage?
2. **Seek to understand, and acknowledge the thoughts, feeling, or behaviours.** Let the person know you hear / understand what he/she is feeling, thinking, or doing. (Acknowledging it does not mean you agree with it, simply that you recognize how he/she feels—that you hear them.)
3. **Identify which other corner(s) of the triangle is/are supporting the thought(s), feeling(s), or behaviour(s).** Get curious and ask questions to help identify the root cause.

These steps should help to generate insights into the issue, and serve to better inform you're your next course of action / response will be.

Certainly, if you feel the issue would be better supported by a professional, please do not hesitate to contact one, such as your family doctor, therapist, or us at Youth Coach Global.

Yours in support & success,



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