

CL 11

COACHING LAYER

Coaching an Embedded Practice in real work.

Emotional Intelligence



PRACTICE: The Two-Second Pause

Two seconds is the distance between the response that helps and the one you spend the day managing.

THE HOOK

The impulse isn't the problem. Acting from it is. Two seconds is the distance between the response that moves things forward and the one you spend the rest of the day managing.

DEFAULT

BEHAVIOR SPECTRUM

EMBEDDED

01

SIGNAL

Are they catching it in time?

A reactive moment is happening — defending, correcting, interrupting, escalating. Note whether you're witnessing it live or hearing about it after.

You watch them start to interrupt, then stop themselves mid-sentence — a signal, not yet confirmed.

02

REDIRECT

Is the new or default action running?

Did they pause before responding, or react from the heat of the moment? Can't tell, ask. Can tell, reinforce it.

They mention catching themselves before firing back in the meeting. You reinforce it: "That pause — do that again."

03

SHIFT

Is this a pattern, or one good moment?

The pause shows up across different situations, not just the easy ones. Check this holds when the stakes are higher.

Third tense moment this month where they paused first — not luck, a pattern.

04

EMBEDDED

Is it showing up unprompted?

No prompting needed. The pause runs by default, even under real pressure.

A colleague says, "I can push back on her now." You name it: "That's the trust the pause built."



REPEAT UNTIL EMBEDDED

BEFORE (Old Pattern)

- The Practitioner reacts from the moment.
- The reaction becomes something to repair later.

AFTER (Embedded)

- The Practitioner pauses two seconds first.
- The response moves things forward instead of needing repair.

THE GOAL

Consistent evidence the pause runs under real pressure, not just easy moments — without a reminder.