

"SEEING" EACH OTHER

BEYOND 10: EMBRACING DIVERSITY

IN-PERSON EVENT ON APRIL 25
FEATURING: AIKNYA FINCH, VP OF DEIB,
ICF GLOBAL > DETAILS ON PG. 8

DIVERSITY
&
INCLUSION

VOICE

APRIL 2026

NEWSLETTER OF
THE MUMBAI CHARTER CHAPTER OF ICF



DEIB

Generational Diversity – From Friction to Flow

Have you ever sat in a meeting and felt like everyone was speaking a different language? You hear a senior leader say, "In my day, we didn't need a 'check-in' every week to do our jobs," while a Gen Z associate is quietly thinking, "If I don't get feedback, I'm clearly wasting my time here."

For me, the answer lies in alignment – of values, vision, and culture.

I've seen how values can become the invisible thread that connects people across differences. When clearly defined and lived, they create a shared language – one that allows a Gen Z professional seeking purpose and a Baby Boomer valuing legacy to still find common ground. And when they aren't, it shows up in subtle disconnects "Why fix something that isn't broken?" versus "Why aren't we questioning this?"

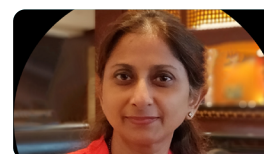
Vision, in my experience, is what gives that alignment direction. Different generations are driven by different "whys." But when an organisation articulates a vision that is inclusive and meaningful, it becomes something people don't just understand, they choose to believe in. Without it, you hear the drift "I'm here for the paycheck" alongside "I want to build something that matters."

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For the first time in history, organizations are navigating a workforce of **four distinct generations** – Baby Boomers, Gen X, Millennials, and Gen Z – all colliding in the same digital and physical workspaces. This isn't just a HR challenge; it's a strategic goldmine if you can unlock it.

And while this diversity is energising, it also raises a question I keep coming back to: what truly holds it all together?



Priti Gupta
Director – DEIB
The Mumbai Charter Chapter of ICF

INSIDE



3 **EVENT REPORT:**
The Evolving
Coach



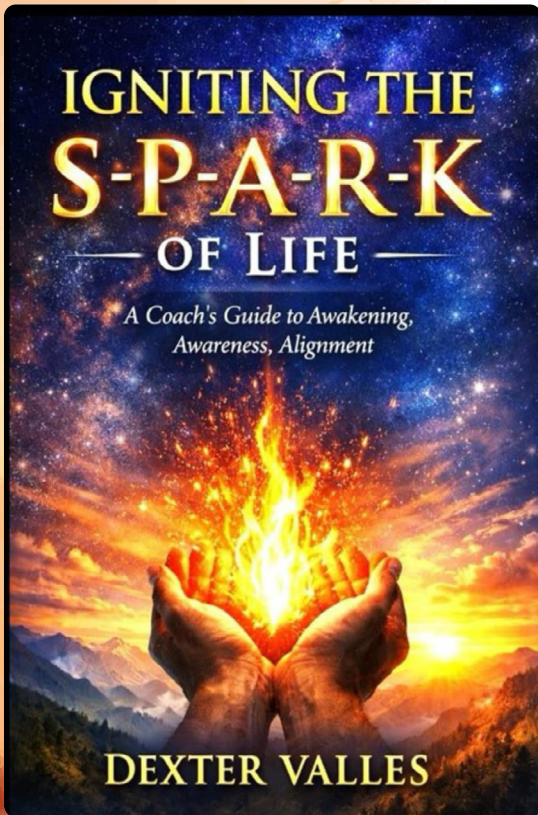
5 **COMMUNITY:**
Thriving
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7 **NEEDED:**
Multigenerational
Mindset

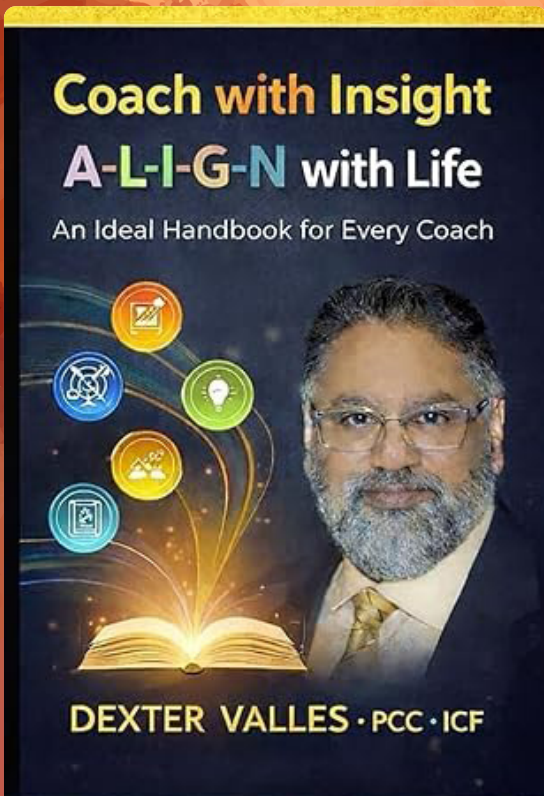
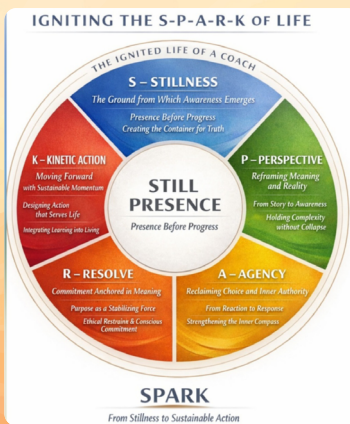


7 **THE WALL:**
Member
Update



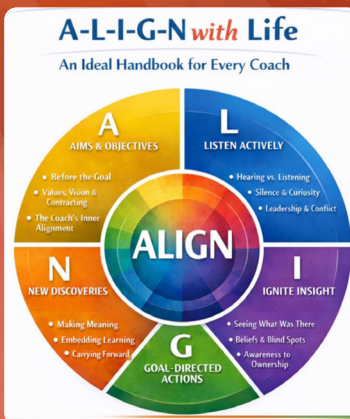
Igniting the SPARK of Life is a guide for coaches who wish to support clients beyond surface-level problem solving; toward clarity and action that is consciously chosen.

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A-L-I-G-N with Life offers a grounded and powerful pathway for coaches and leaders who want to support real transformation without losing their humanity.

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The Evolving Coach: From Competence to Conscious Practice



The “Beyond 10: The Evolving Coach” Grand Finale, hosted by The Mumbai Charter Chapter of ICF on March 21, 2026, marked a thoughtful culmination of a broader journey into the future of coaching. Designed as a virtual half-day experience, the event brought together about 90 practitioners committed to moving **beyond competency into deeper presence, identity, and sustainable practice.**

The opening keynote by **Rajat Garg (MCC)** set a compelling foundation through the lens of human motivation. Drawing on the Self-Determination Framework, he highlighted three essential needs—autonomy (“I choose”), competence (“I can”), and relatedness (“I belong”). **The learning here was precise: coaching is most effective not when it directs outcomes, but when it creates the psychological conditions for ownership and intrinsic motivation.** This shifted the role of the coach from problem-solver to enabler of agency.

A central thread woven across sessions was the evolution of identity—from inherited and conditioned roles to an authored self. **Participants explored the progression from “Who I have been told to be” toward “Who I consciously choose to become.”** This identity journey is not merely philosophical; it directly impacts coaching depth. As clients move toward authored identity, they transition from dependency on external validation to becoming agents of their own growth.

Dr. Suman Nair (PCC), in her masterclass on sustainability, reframed self-care as an ethical responsibility rather than a personal preference. She articulated four dimensions—physical, emotional, cognitive, and relational—each critical to maintaining presence and effectiveness. A particularly resonant reflection — **“What am I carrying today that is not**

mine?” — invited coaches to confront emotional residue and boundary erosion. The session also surfaced systemic risks: burnout disguised as passion, identity foreclosure, and the lack of scalable practice models. Sustainability, therefore, becomes a strategic imperative for long-term professional credibility.

In the second masterclass, **Kartik Vyas** explored the coach as a catalyst. His core assertion—that the coach’s internal state directly influences the client’s transformation—shifted attention inward. Presence, neutrality, and the ability to evoke client-generated insight were elevated above technique. **Drawing from contemplative traditions, he emphasized observer awareness, non-attachment, and stillness as foundational capabilities.** Mastery, in this framing, is evidenced through patterns—consistency of listening, restraint in intervention, and the ability to hold transformative silence.



The Fireside Chat—featuring **Swati Sharma, Nidhi Dharma, Sameer Tamhane, and Shalini Juneja (all PCC)**—extended the conversation into the evolving interface between coaching and technology. While acknowledging the velocity enabled by AI, the panel underscored that coaching remains fundamentally human. **Presence and psychological safety cannot be mechanized.** Instead, adaptability becomes critical as coaches integrate tools without compromising relational depth or ethical clarity.

The closing keynote by **NS Parameswaran (PCC)** brought the discourse into sharp ethical focus. Centered on courage, compassion, and conscious choice, he emphasized that coaching is not about driving client success but about holding a mirror with integrity.

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Community as the Cornerstone of a Thriving Coaching Practice



By Subash CV

Building a sustainable coaching practice is often perceived as an individual journey. In reality, coaching thrives in community. While competencies, credentials, and experience are essential, it is *connection, collective learning and collaboration* that enable coaches to grow with depth and integrity.

Community provides a trusted space for reflection and development. When coaches learn and practice together, awareness deepens, and confidence grows. **Peer dialogue sharpens listening, mentoring strengthens professional maturity, and shared experiences help normalize the challenges inherent in building a coaching practice.**

Collaboration moves the profession from competition to co-creation. Coaches who collaborate expand their impact through referrals, joint initiatives, and shared learning experiences. This approach reflects the essence of coaching

itself—partnership, respect, and mutual accountability. A community mindset invites coaches to move beyond individual success toward contributing to the collective evolution of the profession.

Professional coaching communities—such as chapter networks, peer groups, and alumni circles play a vital role in upholding ethical standards and continuous learning. They offer spaces for dialogue, feedback, and accountability, reinforcing the ICF commitment to excellence and integrity.

Ultimately, a thriving coaching business is not built in isolation. It is shaped by relationships that foster trust, by collaboration that nurtures growth, and by communities that support both professional mastery and human connection.

As coaches, we hold space for others—who holds space for us? Growth deepens when we walk the path together. Community is not an addition to coaching; it is its foundation. ■

PALLAVI TAMBOLI

Founder – Pallavi Tamboli People Advisory

INSEAD / XLRI / PCC-ICF / Licensed Master NLP Practitioner / Psychotherapist

Pallavi Tamboli is an independent consultant taking on a diverse range of assignments globally. Pallavi is passionate about exploring the workings of the human mind, to understand how differently every individual reacts, handles situations, and works towards improving their reaction stimuli. Over the years, these observations have helped Pallavi hone her human solutions skills.

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EVENT LEARNINGS

From Competence to Conscious Practice

Contd. from Pg. 3

His provocation—whether coaches measure their worth through client outcomes—challenged practitioners to examine subtle overreach. **True coaching, he noted, lies in creating conditions for transformation, not in claiming ownership of it.**

Collectively, the event reinforced a clear shift in the profession's center of gravity—**from doing to being, from frameworks to presence, and from intervention to intentionality.** The evolving coach is not defined by tools or techniques, but by the depth of awareness, ethical grounding, and capacity to sustain transformative spaces over time.

Extending these insights, the broader event narrative further emphasized coaching mastery as an embodied, observable practice rather than an intellectual construct. The distinction

between evidence over intention and patterns over moments reinforces that coaching effectiveness is measured not by isolated breakthroughs, but by the consistency of presence, neutrality, and client-led insight over time. Additionally, **the exploration of the coach's inner architecture—observer awareness, non-attachment, and the capacity to hold stillness—underscored that transformational depth emerges from who the coach is being, not merely what they are doing.** This integration of inner work with professional practice reflects the evolving standard of coaching excellence in a rapidly changing landscape. ■

Relive the joy of this expansive event and learnings here:

BEYOND 10: THE EVOLVING COACH (click here)

PART 1

PART 2



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Needed: Coaches with a Multigenerational Mindset



Contd. from Pg. 1

And then there is culture – the lived experience. This is where things often fall apart. Without intention, culture fragments. Silos form. Assumptions go unchallenged. But when culture is consciously shaped, something powerful happens: Differences stop dividing and start informing better decisions. Otherwise, it quietly settles into “This is how it’s always been done.”

As a coach, I find this intersection deeply fascinating. It calls for us to listen beyond words, to notice patterns across generations, and to help leaders navigate what is often left unsaid. It pushes us to evolve from problem-solvers to space-holders for alignment.

As a coach, we are the “Generation Translator.” When a leader complains, “I can’t get these new hires to commit,” or a young high potential says, “My manager is stuck in 1995,” we are the ones to bridge that divide.

This is exactly why conversations like this matter now more than ever.

2026 workplace demands coaches who understand the “Multigenerational Mindset.” Be the expert who can navigate the “Authenticity Gap.”

Stop guessing why your teams are clashing. Join us for a day of deep dives, “aha!” moments, and practical strategies to turn generational friction into organizational fuel. (Details on Page 8).

THE WALL

Membership Update | Total: 135

- ▶ Global members as of Mar 31, 2026: 94
- ▶ Affiliate members as of Mar 31, 2026: 41
- ▶ New joinees in March 2026: 9

“Diversity is a fact, equity is a choice, inclusion is an action, and belonging is the outcome.”

~ Anon

*Interested in Coaching at any level? Write to us today for information, or to join, at:
info@icfmumbai.com / memberships@icfmumbai.com*



Bridging Generational Diversity

Aligning vision, values and growth through coaching

Speakers



Dr. Aiknya Finch
PCC & VP of DEIB, ICF



Dr. Ritu Anand
Pioneering Thought Leader in Human Resources and former Chief Leadership and Diversity officer, TCS



Srikanthan Kumarasamy
MCC & Co-founder, Guiding Light Coaching



Lakshan Srikanthan
PCC & Co-founder, Guiding Light Coaching

SATURDAY

25

APRIL

🕒 8:30 AM - 3:30 PM 🎓 CCEUS: 3 CC | 1.5 RD

📍 MELUHA THE FERN, POWAI, MUMBAI

As the Mumbai Charter Chapter of ICF enters its 12th year, we invite you to an exclusive event dedicated to the evolution of leadership – **Beyond 10: Embracing Diversity**. This in-person experience is designed to decode the Gen Z and senior leadership gap around bridging retention, productivity and alignment.

The summit features a curated panel of CxOs and CHROs sharing candid corporate case studies on the reality of managing four generations, from **Gen Z to Baby Boomers**, side by side.

Join us to network with industry peers and master the frameworks required to align vision, values and growth in a multi-generational corporate landscape.

| The DEIB experience:

- ▶ **Corporate Roundtable:** Navigating the reality of multi-generational teams.
- ▶ **Dr. Aiknya Finch:** Navigating Generational Diversity.
- ▶ **Masterclass with Dr. Ritu Anand:** Bridging beliefs to transform bias to collaborative leadership.
- ▶ **Closing Keynote by Srikanthan Kumarasamy & Lakshan Srikanthan:** Two Generations. One Leadership Lens.
- ▶ **Unified Reflections:** Integrating learnings into actionable strategies.
- ▶ **Networking Lunch:** Connecting coaches and corporate leaders.

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