

MODULE 50 EFT SERVE WITH SONAL KARAMCHANDANI

QUESTIONS & ANSWERS 10TH JULY 2026

MAIN TOPICS COVERED:

1. Why is it important to establish agreements before beginning an EFT session?

Setting clear agreements at the beginning of an EFT session creates a safe, respectful, and supportive environment where clients feel comfortable exploring their emotions. These agreements help reduce fear, encourage openness, and remind clients that they remain in control throughout the process. Key agreements include:

- A. This is a safe space for awareness and emotional release – Clients are encouraged to explore their emotions without fear of criticism or judgment.
- B. There is no right or wrong experience – Every person's emotional journey is unique, so there is no expectation to feel or respond in a particular way.
- C. Observe, don't judge – Clients are invited to notice their thoughts, emotions, and body sensations with curiosity rather than self-criticism.
- D. You can pause at any time – Clients retain full choice and control throughout the session and may stop or take a break whenever needed.

Beginning with clear agreements builds trust, psychological safety, and rapport. When clients know they are in a safe and supportive environment, they are more willing to engage fully in the therapeutic process.

2. How does EFT help people become more congruent between what they say and how they live?

Many people experience a gap between what they want, what they say, and what they actually do. They may genuinely desire confidence, peace, healthier relationships, or personal growth, yet find themselves repeating old behaviours or emotional patterns.

This lack of congruence is often not due to laziness or lack of willpower. Instead, it is frequently driven by unresolved emotions, limiting beliefs, past experiences, and a borrowed identity—beliefs and behaviours learned from others that no longer serve them.

EFT helps bridge this gap by working directly with the emotional roots of these patterns rather than simply trying to change behaviour. As emotional charge is reduced, internal conflict decreases, allowing thoughts, feelings, and actions to become more aligned.

Instead of forcing change through discipline alone, EFT supports natural and lasting transformation by releasing the emotional barriers that create inconsistency between intentions and behaviour.

When unresolved emotions and limiting beliefs are addressed, individuals become more authentic and aligned. EFT helps create greater

congruence between what people believe, what they say, and how they live, enabling them to truly "walk their talk."

3. What is the Talk–Walk Gap, and why does it occur?

The Talk–Walk Gap refers to the difference between what a person says they want and how they actually behave. This emotional incongruence occurs when thoughts, emotions, beliefs, and actions are not aligned.

People may genuinely want change, confidence, healing, or success, yet struggle to take action because unresolved emotions, fear, limiting beliefs, or past experiences continue to influence their behaviour.

Common examples include: Saying "I'm ready for change," but feeling fearful when it's time to act. Appearing confident while internally experiencing doubt and hesitation. Setting clear goals but repeatedly avoiding the actions needed to achieve them.

This mismatch often leads to emotional discomfort, self-criticism, frustration, and confusion. Recognising the Talk–Walk Gap is the first step toward lasting change. Once the underlying emotional conflicts are identified, EFT can help reduce emotional resistance and bring greater alignment between intentions and actions.

4. How does EFT help bridge the Truth Gap between what we say and what we do?

The Truth Gap EFT focuses on understanding and releasing the emotional conflict that exists between a person's intentions and their actions.

Rather than trying to force behavioural change, EFT addresses the emotions, fears, and limiting beliefs that keep people feeling stuck. The process begins with Awareness Mapping, helping clients explore:

- What I say I want.
- What I actually do.
- What I avoid.
- The fear driving that avoidance.

Borrowed voices—beliefs, expectations, or messages adopted from parents, teachers, society, or other influential people. The aim is not to judge or criticise the client's behaviour, but to release the emotional weight behind the internal conflict so that change becomes more natural. By addressing the emotions beneath the inconsistency, EFT helps clients move from inner conflict toward greater authenticity, alignment, and emotional freedom.

5. What questions can help identify a client's Talk–Walk Gap?

To uncover emotional incongruence, practitioners can invite clients to compare what they say they want with how they are actually behaving. These reflective questions help increase awareness without blame or judgment. Helpful questions include:

- A. What am I saying?
- B. What am I doing instead?
- C. What am I pretending not to know?
- D. What evidence do I have that my walk differs from my talk?

These questions help clients recognise:

- The difference between intentions and actions.
- Hidden avoidance patterns.
- Unacknowledged fears or limiting beliefs.
- Areas where they may be living according to borrowed beliefs rather than their own values.

Honest self-reflection is the foundation of meaningful change. By identifying the Talk–Walk Gap with curiosity instead of judgment, practitioners can help clients uncover the emotional barriers beneath their behaviour and use EFT to create lasting alignment between what they say, believe, and do.

6. How can practitioners help clients uncover what they are avoiding beneath the Talk–Walk Gap?

Once the Talk–Walk Gap has been identified, the next step is to explore what the client is avoiding. Avoidance often protects the client from emotional discomfort rather than reflecting a lack of motivation or commitment. Invite the client to imagine fully living in alignment with what they say they want, then explore:

- A. What would you have to face?
- B. What conversation would you need to have?
- C. What truth would you need to admit?
- D. What responsibility would you need to take?

After exploring these questions, ask: "What are you protecting yourself from?"

Clients often discover deeper fears such as:

- Fear of failure
- Fear of rejection
- Fear of success
- Fear of being visible
- Fear of disappointment

Recognising these fears helps explain why resistance exists. Practitioners can then use EFT to reduce the emotional charge behind these protective patterns. Avoidance is often a form of self-protection. By uncovering what lies beneath resistance, practitioners can help clients address the real emotional barriers preventing lasting change.

7. Why is it important to notice where a client is "split" rather than trying to fix them?

EFT encourages awareness before change. Rather than trying to immediately fix behaviour, practitioners help clients recognise the different parts influencing their actions. Explore four key areas:

- A. What I say – The person's intentions, goals, or values.
- B. What I do – Their consistent behaviours and habits.
- C. What I avoid – Situations or actions they postpone because of fear or emotional discomfort.

D. What I've borrowed – Beliefs, expectations, or behaviours adopted from family, culture, school, or authority figures.

Helpful questions include:

- What do you often say you believe or want?
- What do you consistently do instead?
- What do you avoid or postpone because of fear?
- Which beliefs or behaviours may not truly be yours but were learned from others?

This process increases self-awareness without blame and helps identify where emotional work is needed. Healing begins with awareness. By noticing where clients are internally divided, practitioners can use EFT to release emotional blocks and help them move toward greater authenticity and alignment.

8. What are the four components of the Talk–Walk Gap?

The Talk–Walk Gap can be understood through four interconnected components:

- A. Say (Talk) – What the client says they want, value, or intend to do.
- B. Do (Walk) – What the client consistently does in daily life.
- C. Fear (Blocks Walk) – The emotional fears that prevent action, such as fear of failure, rejection, success, or visibility.

D. Borrowed (Distorts Talk) – Beliefs, expectations, and internal messages learned from parents, teachers, society, or culture that influence how the client thinks and behaves.

When these four components are explored together, practitioners gain a clearer understanding of why clients struggle to align their intentions with their actions. Understanding the interaction between Talk, Walk, Fear, and Borrowed Beliefs helps practitioners identify the true source of emotional incongruence. EFT can then be applied to release fear and limiting beliefs, allowing clients to live more authentically and consistently with their values.

9. What is the real question practitioners should explore when clients feel stuck between choices?

When clients say they want to change, the real challenge is often not deciding what they want, but understanding what is preventing them from taking action. People may express goals such as:

- A. "I want to lose weight."
- B. "I want to leave my job."
- C. "I want to feel healthier."
- D. "I want to start my business."

These desires usually represent the conscious mind's intentions. However, if action does not follow, there is often an underlying emotional barrier such as fear, limiting beliefs, unresolved experiences,

or competing needs. Instead of asking only "What do you want?", practitioners should ask:

- "What's preventing you from moving forward?"
- "What happens inside you when you imagine taking that step?"

These questions shift the focus from the goal itself to the emotional blocks that maintain the problem. People rarely remain stuck because they lack goals. They remain stuck because something beneath the surface makes change feel unsafe. Discovering that hidden obstacle creates the opportunity for lasting emotional healing.

10. What deeper questions help uncover the emotional drivers behind a client's behaviour?

Once practitioners identify the client's presenting problem, deeper questions can reveal the fears, beliefs, and identity patterns maintaining the issue. Safety Questions. These questions explore whether change feels emotionally safe. Examples include:

- A. What feels safe?
- B. What feels unsafe now?
- C. What could happen if you changed?
- D. What might go wrong?
- E. What part of you feels threatened?

Identity Questions: These questions examine how change may challenge the client's identity or long-held beliefs. Examples include:

- Who would you become if this changed?
- What might you lose?
- Would changing conflict with what your family believed?
- Is there a part of you that still identifies with this struggle?

These questions often uncover unconscious fears that are not immediately obvious. Behaviour is often driven by a need for emotional safety and identity preservation. Exploring these areas helps practitioners discover the true barriers to change.

11. Why is belonging such an important factor when facilitating emotional change?

One of the strongest human needs is the need to belong. Sometimes people remain stuck, not because they cannot change, but because they fear what changing might mean for their relationships, family, or community. Helpful questions include:

- A. Who might I disappoint if I changed?
- B. Who might I betray?
- C. Would I still belong?
- D. Would I still feel accepted?
- E. Would I have to leave something important behind?

Clients may unconsciously avoid success or change if they believe it could lead to rejection, conflict, or loss of connection. Understanding the client's need for belonging helps practitioners uncover hidden emotional

conflicts that may be stronger than the desire for achievement or success.

12. How do loyalty questions help uncover hidden emotional blocks?

People are often influenced by unconscious loyalties to their family, culture, or significant relationships. These loyalties can create resistance to change, even when the person consciously wants something different. Helpful questions include:

- A. Am I staying the same to remain loyal to someone?
- B. What happens if I become more successful than those around me?
- C. Who would I become if I let go of this pattern?
- D. Why does this struggle seem common in my family?

These questions can reveal inherited beliefs, family expectations, and unconscious patterns that continue to shape behaviour. Recognising unconscious loyalty allows practitioners to help clients separate inherited patterns from their authentic choices, creating greater freedom to move forward.

13. What emotional questions help uncover the feelings driving avoidance and procrastination?

Many behaviours such as procrastination, avoidance, or indecision are not caused by laziness—they are attempts to avoid uncomfortable emotions. Practitioners can explore this by asking:

- A. What emotion am I trying not to feel?
- B. If I acted today, what feeling would I have to experience?
- C. Would I feel disappointment?
- D. Would I experience rejection?
- E. Would I feel helpless?
- F. Would I fear failure?

These questions shift the focus from external behaviour to the emotional experience the client is unconsciously avoiding.

Clients often avoid emotions rather than tasks. By identifying and processing these underlying feelings with EFT, practitioners can reduce emotional resistance and help clients move forward with greater confidence and alignment.

14. How can facilitators use the Human Needs Layer to uncover the deeper emotional drivers behind a client's behaviour?

Many of the struggles clients bring into therapy are not only about the situation they describe but also about an unmet human need beneath it. By exploring the Human Needs Layer, facilitators can move beyond surface behaviours and help clients discover the emotional need that is driving their thoughts, feelings, and actions. Rather than focusing only on what the client is doing, explore why it matters so deeply to them. This often reveals whether they are seeking certainty, significance, connection, growth, or another core emotional need. What is the Human Needs Layer? The Human Needs Layer explores the fundamental

emotional needs that influence every person's decisions and behaviours. While clients may present with anxiety, perfectionism, procrastination, people-pleasing, or relationship difficulties, these behaviours are often attempts to meet one or more unmet needs. The six core human needs are:

- A. Need for Certainty – safety, security, stability, predictability and comfort.
- B. Need for Significance – feeling important, valued, respected and worthy.
- C. Need for Love and Connection – belonging, acceptance, intimacy and meaningful relationships.
- D. Need for Growth – learning, improving and becoming more capable.
- E. Need for Contribution – making a difference and helping others.
- F. Need for Variety – change, excitement, challenge and new experiences.

Understanding which need is driving a behaviour helps facilitators identify the emotional layer beneath the presenting problem. Looking at the Client's "Walk-Talk" A useful way to explore the Human Needs Layer is by comparing what clients say they want with what they are actually doing. For example:

Need for Certainty

- Walk: "I want certainty."
- Talk: "I want to provide for my family."

The behaviour is driven by a desire for security and predictability.

Need for Love and Connection

- Walk: "I want a relationship."
- Talk: "But why does this always mean I never get chosen?"

The deeper issue may be fear of rejection or not feeling worthy of love.

The gap between what clients say and what they consistently experience often reveals which emotional need is influencing their behaviour.

Questions to Explore the Human Needs Layer: Facilitators can gently explore the deeper need by asking questions such as:

- I. What does achieving this give you emotionally?
- II. If you already had this, what would it mean about you?
- III. What are you hoping this situation will provide?
- IV. What do you fear would happen if you didn't have it?
- V. Which need feels most important to you right now—certainty, significance, love and connection, growth, contribution, or variety?

These questions shift the conversation from solving the external problem to understanding the emotional need beneath it.

Why This Layer Matters: When facilitators identify the Human Needs Layer, clients often realise that they have been trying to meet a genuine emotional need through behaviours that no longer serve them. Once the underlying need becomes clear, EFT can help release the emotional patterns, fears, and limiting beliefs attached to it. Clients can then begin meeting those needs in healthier, more empowering ways.

The Human Needs Layer helps facilitators move beyond symptoms and understand the deeper motivations behind a client's behaviour. By identifying the emotional needs driving their actions and combining this awareness with EFT, practitioners can support clients in creating lasting emotional change rather than temporary behavioural improvements.

15. What deeper questions can practitioners ask to uncover the root causes of a client's Talk–Walk Gap?

Many presenting problems are only the surface expression of much deeper emotional patterns. A client may believe they are struggling with fear, procrastination, relationships, or confidence, when the real issue lies beneath these symptoms. By asking deeper questions, practitioners can uncover unconscious beliefs, identity conflicts, family conditioning, and emotional needs that maintain the Talk–Walk Gap. The following nine areas provide a structured framework for exploring these deeper layers.

A. Go Deeper Than the Trauma: The focus should move beyond simply identifying traumatic events to understanding the beliefs created because of those experiences. Ask questions such as:

- What did this experience teach you about yourself?
- What conclusions did you make?
- What story have you carried since then?
- What role have you adopted?
- How has this shaped your life today?

Often, the lasting impact comes not from the event itself but from the meaning the client attached to it.

B. Explore What Was Modelled in Childhood: Children often learn more from observing their parents than from what they are told.

Explore questions such as:

- What messages did your parents model?
- What behaviours did you observe repeatedly?
- What did you learn about love, success, conflict, money, or emotions?
- Which family beliefs still influence you today?

Many adult patterns are inherited through observation rather than direct instruction.

C. Identify Hidden Loyalty Dynamics: Clients may unconsciously remain loyal to their family system by repeating familiar struggles.

Helpful questions include:

- Am I staying the same to remain loyal to my family?
- If I became more successful, would I feel guilty?
- Would changing separate me from those I love?
- Who benefits if I stay where I am?

These unconscious loyalties often prevent people from creating meaningful change.

D. Explore Identity Rather Than Behaviour: Behaviour usually reflects identity. People act in ways that are consistent with who they believe they are. Ask questions such as:

- Who am I because of this problem?
- If this problem disappeared, who would I become?
- What identity have I been protecting?
- What beliefs about myself keep this pattern alive?

Changing identity often creates deeper and more lasting transformation than simply changing behaviour.

E. Ask the Secondary Gain Question: Sometimes a problem continues because it provides an unconscious benefit. Explore questions such as:

- What do I gain by staying the same?
- What would I lose if this problem disappeared?
- Does this struggle give me protection, attention, certainty, or connection?
- What positive purpose has this behaviour been serving?

Recognising the hidden benefit helps explain why change may feel difficult.

F. Investigate Family Beliefs and Scripts: Many limiting beliefs are inherited across generations. Helpful questions include:

- What beliefs about life did your family hold?
- What messages did you receive about success, relationships, emotions, or money?
- Which of these beliefs truly belong to you?
- Are you living according to your own values or someone else's expectations?

Inherited beliefs often become unconscious "rules" that shape behaviour.

G. Explore Relationships as the Biggest Talk–Walk Gap: Relationships often reveal where clients feel most emotionally divided.

Questions may include:

- What am I trying to protect in this relationship?
- What am I afraid would happen if I spoke honestly?
- How does this relationship reflect my beliefs about myself?
- What patterns keep repeating?

Relationship difficulties frequently highlight unresolved fears of rejection, abandonment, or not being enough.

H. Explore the Future Self: Clients may unknowingly fear becoming the person they say they want to become. Ask questions such as:

- Who would I become if I achieved this goal?
- What would be different about my life?
- What responsibilities would come with success?
- Is any part of me afraid of becoming that person?

Fear of change can sometimes be stronger than fear of staying the same.

I. Ask the Deepest Question of All: One of the most powerful questions is:

- "Who am I without this problem?"

This encourages clients to explore life beyond their current identity and emotional patterns.

Additional questions include:

- If this problem no longer existed, who would I be?
- What would become possible?
- What part of me is ready to let this go?
- What would my life look like if I fully lived my truth?

This question often reveals whether the client is ready to release an identity that has been carried for many years. These nine areas help practitioners move beyond surface symptoms to uncover the beliefs, identities, loyalties, emotional needs, and unconscious patterns driving the client's behaviour. By exploring these deeper questions with curiosity and compassion, practitioners can identify the true core issues and use EFT to facilitate meaningful, lasting transformation.

16. What is the difference between "Monkey See, Monkey Do" and "Walking Your Talk," and how can practitioners use this model to help clients achieve lasting change?

Many of the behaviours, beliefs, and emotional patterns clients struggle with today are not consciously chosen—they are learned through observation and repetition. Understanding the difference between "Monkey See, Monkey Do" and "Walking Your Talk" helps practitioners recognise whether a client's behaviour is being driven by unconscious conditioning or conscious alignment. The following framework explains these two systems and how EFT can help bridge the gap between them.

A. Monkey See, Monkey Do – Walking Your Talk Through

Observation: Children learn primarily by observing the important people around them rather than simply listening to what they say. From infancy, they unconsciously copy attitudes, emotional reactions, communication styles, beliefs, and behaviours. This process of social learning explains why many clients repeat patterns they never consciously chose. Examples include:

- Learning how to express or suppress emotions.
- Copying relationship dynamics.
- Adopting beliefs about money, success, or failure.
- Developing fears or coping strategies by watching caregivers.

Much of this learning happens automatically and forms the foundation of later behaviour.

B. Walking Your Talk – Conscious Alignment: Walking Your Talk

refers to living in alignment with your values, beliefs, and intentions. Rather than repeating inherited patterns, individuals consciously choose behaviours that reflect who they genuinely want to become. This involves:

- Living according to personal values.
- Making intentional decisions.
- Acting consistently with stated goals.
- Aligning behaviour with authentic beliefs.

When people walk their talk, their words and actions support one another, creating greater emotional congruence.

C. Psychological Foundations: This model is supported by several well-established psychological approaches:

- Social Learning Theory explains how behaviour is learned through observation and imitation.
 - Cognitive Theory focuses on how thoughts and beliefs influence behaviour.
 - Humanistic Psychology emphasises authenticity, personal growth, and becoming congruent with one's true self.
- Together, these perspectives explain why people often behave differently from what they consciously intend.

D. The Core Difference: Although both systems influence behaviour, they operate very differently.

- Monkey See, Monkey Do
- Behaviour is largely automatic.
- Responses are learned from others.
- Actions are driven by conditioning and survival patterns.
- The individual may not question inherited beliefs.

Walking Your Talk

- Behaviour is intentional.
- Choices are based on personal values.
- Actions reflect conscious awareness.

- Individuals actively decide how they want to live.

The goal of therapy is not simply changing behaviour but helping clients move from unconscious conditioning toward conscious alignment.

E. Left Side – Monkey See, Monkey Do (Unconscious Conditioning Loop) The unconscious conditioning system is characterised by:

- Unconscious responses.
- Learned behaviour.
- Automatic habits.
- Family and cultural conditioning.
- Emotional imitation.
- The inner "autopilot."

Typical internal messages include:

- Who influenced me?
- What did I observe?
- Why do I automatically react this way?
- I don't question it.

These patterns often continue until they are consciously recognised.

F. Right Side – Walking Your Talk (Conscious Alignment Loop): The conscious alignment system encourages intentional living. It involves:

- Conscious awareness.
- Choice-based behaviour.

- Personal values.
- Self-awareness.
- Meaningful action.
- Acting from authentic beliefs.

Helpful questions include:

- What do I truly want?
- What do I value?
- How do I choose to respond?
- What action aligns with my authentic self?

This process allows clients to replace automatic reactions with intentional choices.

G. The Centre Gap – The Most Important Element: Between these two systems lies the Talk–Walk Gap. This is the space where clients often experience internal conflict because:

- Their unconscious conditioning says one thing.
- Their conscious intentions say another.

The centre gap represents the difference between:

- What they know intellectually.
- What they emotionally believe.
- What they actually do.

Practitioners help clients explore this gap without judgement, recognising that it reflects emotional conditioning rather than personal failure.



Using EFT allows practitioners to reduce the emotional intensity behind unconscious conditioning so that conscious choices become easier to act upon. The difference between Monkey See, Monkey Do and Walking Your Talk highlights the distinction between conditioned behaviour and intentional living. By helping clients identify inherited patterns, understand the Talk–Walk Gap, and release emotional conditioning through EFT, practitioners can support them in moving from automatic reactions to authentic, value-driven choices where their thoughts, words, and actions become truly aligned.