

“I just realised that there were things that I could do to help myself...”



Coaching Case Study – Karen

Background

Karen has worked for Suffolk County Council for 17 years in various roles; she is currently a first line Operational Manager within HR and heard about SCMP from a colleague that happened to be a Coach within the Partnership.

Karen didn't feel that she had a particular issue or problem but, following completion of a mental toughness questionnaire, she recognised that she was lacking in self-confidence which she felt might have been limiting her career progression.

Within her coaching sessions, Karen and her Coach discussed what she hoped to gain from the sessions so they could work towards a clear goal. She recognised that her self-confidence was an issue and her Coach was able to help her think about how she might overcome this in their sessions and explore what the benefits may be if she did.

Using Tools

At the end of the first session Karen's coach gave her an exercise to complete, which helped her to think about what she wanted to achieve from the sessions and they devised mini goals to assist her. They explored how to move forward, what her responsibilities would be to the changes happen, any potential assistance she may need and a measure of what success might look like.

Using various coaching tools, Karen and her coach were able to explore and measure her self-confidence. Her Coach actively listened and reflected back what she heard which helped Karen to clarify her thinking.

Breaking through

Karen established some new challenges for herself as a means of reaching her set goals, this included studying for a formal qualification. She came to the conclusion that she could take positive action to change things and found specific things which would help to increase her self-confidence at work.

“I just realised that there were things that I could do to help myself and that it was up to me to take responsibility. I am much more confident in myself now and, as a result, much more inclined to take risks and try new things. In hindsight I believe my lack of self-confidence was stopping me from taking risks and trying new opportunities through fear of failure. I think the coaching has made me a more positive person and therefore a better person to work with.

It was just really nice to have some time allocated to thinking about me and to feel supported whilst doing that. It helped to focus my mind and made me challenge myself to do things I might not otherwise have done and stick to them because I didn't want to go to the next coaching session not having done what I said I would do!

I have just been offered the opportunity to move to a new role in an area that really interests me and I believe it is largely as a result of the coaching that I have been given this opportunity.”

Coaching can help you too...



Do you have a problem or an issue that coaching could help with? We have coaches available now to help you move forward and focus on achieving your goals.

Free coaching is available to **all staff** at **any level** if you are an employee within a Partner organisation of SCMP.