

## **Coaching Mastery**

### **Summary of Learning:**

**Where to begin?** The journey I have travelled since embarking on this course has been a challenging and rewarding one, both professionally and personally and I believe over the last 18 months I have grown insurmountably and become a much more rounded and content individual. If nothing comes from my thoughts and aspirations for continuing further along this journey I already feel I have learnt so much and that will be enough. I just hope that I can complete the course but continue to learn and give back some of what I have received.

### **Why does coaching fit for me?**

I bring a lot of my coaching style from my previous training and experience and without doubt coaching fits with my higher purpose which is a need to make a positive difference in people's lives, I'm now working with the well and motivated (in comparison to the mental health clients I used to work with), I am my own boss, with retirement looming, coaching uses all of my skill set and allows me time to be a mum.

### **What light bulb moments have I had?**

Compassion has to start at home, this was a tough lesson to learn!, prior to this time I believed if I could be compassionate to others, in the main my team, that was enough, however I now know if I want to live a life of compassion I have to firstly be compassionate to me.

This lightbulb moment allowed me to rethink my work-life balance and implement a shift, initially I was only able to do this telling myself I was modelling new behaviour for the good of my team, who all worked too hard but after a while I realised I needed to do it for me, I wasn't being selfish or lazy, it felt incredibly empowering, calming and ultimately made me a better leader.

I have identified my Values! I had never really considered what made me tick before, arrogantly believing that we all shared the same ones!!! What a shock it was to find out that wasn't the case and realising that unless you lived by your values then you could never be the best you. I am working towards this now.

I learnt if you do not have the same values as the organisation you work in then you can not give the best of yourself, this was learnt in a very painful way, I believed the organisation I worked for had similar values but in a time of need it was clear it was all 'fur coat and no knicks', as the CEO would say, I struggled immensely with this but after a lot of shouting and tears have reconciled, I'm not able to feel compassionate yet to those above me in the organisation but there is an acceptance of the situation and I have been able to see the gifts it has given me, of which there are many.

I have, over the last eighteen months, complete two life pies, the initial one being when I started the programme and the second one after being unwell and returning to health and I can, hand on heart, say how much happier I now am with my lot!

I realised that your limiting beliefs can actually be a gift, flipping the belief that they were failures was such a comforting experience, realising these beliefs made you what I was today. My imposter syndrome helped me be the leader I wanted to be, not directive or authoritative, but non-directive, inclusive and nurturing.

I found that when I took a dislike to someone I needed to give them more time so I could understand them better and how and why they ticked and eventually I was able to feel more positive or at least show them a level of respect rather than disregard.

I have recognised my tendency to jump into the role of rescuer and how limiting that can be for others, previously when I have seen someone in distress or an injustice occurring I would feel the need to immediately make it better, I now realise the power of holding the space, allowing others to make their own decisions and life choices.

I have realised how strongly I feel about individuals taking responsibility for themselves not hiding behind other people's behaviours or actions and recognise my wish to encourage all to consider themselves as a whole person, physically and mentally and how much I believe the two are interlinked.

Initially I feared I would drift into therapy or mentor mode with clients and I was keen not to do this but I have learnt to move along the coaching continuum comfortably, being clear when I shift from coach to mentor, etc. This has allowed me to use all of myself in coaching and all the skills acquired over the years without feeling as if I am blurring the boundaries of coaching which gives some added value to my clients and allowed me to feel I am bringing the best me into the room.

**My favourite questions are:**

What brings you here today?

Tell me about that?

Anything else....???

How could it be different?

What would that look like?

Take me there?

Anything else?

How could you get there...???

What could be your first step?

<b>Tool</b>	<b>Use</b>	<b>Reflection</b>
Pre-coaching questionnaire	With all clients - pre 1 <sup>st</sup> session	Will be a 'go to' to get the ball rolling
DRIVERS	With all clients - pre 1 <sup>st</sup> session	A 'go to'
Life Pie	With all clients -pre 1 <sup>st</sup> session	Is a go to to help client focus on what they may wish to change
PRIDE	Majority of sessions as structure	I have had a couple of sessions when I have drifted away from the use of a structure and lost momentum and direction in the session, even when doing

		a less structured session helpful for me to keep focus
Resourceful timeline	Confidence building for a client pre interview. Had really powerful outcome	Face to face, helpful to explain in a tentative way, review with client afterwards. Initially felt awkward when doing, needed to use humour to engage client
Belief reframe	Shift negative thoughts/limiting beliefs	Struggled to reframe to begin with. Used again but flipped and asked client to see as a gift, head learnt myself within a CPD session (imposter syndrome) what did it do?
Time to talk	Tried with a client in session 4	Really powerful, needed to hold the space and not lose my nerve, naturally fill the silence, reading the situation and knowing when to speak is key
Perceptual positioning	With client when she was angry with manager	Really powerful, didn't use third position as well as I could, individual and manager forgot to step out. Next time must do this
Values Hierachy	Retirement planning, client not clear on what was important.	Useful model. Client appeared to find it repetitive to begin with, would be better face to face
Future choices	Retirement planning	Found it really useful, straight forward, worked well with PRIDE
4 's resilience	Supporting a client feeling on edge of burnout	I liked this, basic, structured, focused, concrete action
Shifting self critic	Used with someone suffering from never good enough. Self-critic being negative	Powerful to hear own self critic, find out a lot.

### Wider Impact Organisational coaching skills

The learning from the course, really supported a shift for me in my work life balance and embedding that shift and modelling the change allowed my direct lines to follow suit. I believe I already used a coaching philosophy and encouraged my senior management team to do the same.

I'm now offering coaching to the integrated partnership and really keen to work with emerging leaders and emerging senior management teams as individuals and as teams. I'm very excited to see how this moves forward over the next months.