



The Big Blue Box Ltd

Confidence To Make A Change

This case is about building the confidence to face a major life change under difficult circumstances. L achieved a career change that she had not thought possible.

L was a Board Director for support services in an organisation severely affected by the recession; she was facing significant reduction in her role and ultimately possible redundancy. She sought coaching to assist her in career planning and job search. These are the replies to an 'evaluation' at the conclusion of her coaching.

BBB: Where were you - before we started?

L: 'Working as [a senior manager] for an organisation that I had loved, doing a job that I had loved.'

BBB: What were the issues, why was there a problem, what was the perception at that time?

L: 'There had been a lot of change, redundancy and downsizing. My responsibilities had diminished and I was feeling severely de-motivated in the role.'

BBB: What were you looking for?

L: 'A new challenge, a role and organisation in which I would be valued.'

BBB: Where were you heading initially, where were you looking to find an answer, what sort of answer were you looking for?

L: 'I was a bit lost, didn't really know where to look and my self-confidence was not high. I was hoping to find new opportunities through networking. Agencies were of little use in this economic climate. I had lost my way a bit, I was unsure of what answer I was looking for...I just needed to get away from what I was doing.'

BBB: What Process did we undertake?

L: 'Initial face-to-face meeting to establish that leaving my current organisation was really the right thing and not a spontaneous reaction. Follow up telephone conversations and further face-to-face meetings.'

BBB: Describe the process

L: 'An opportunity to be listened to and guided through a difficult time by someone who had an understanding of my strengths and personality.'

BBB: Was it clear, did it change, did the process change you and the scope of your perception/horizon?

L: 'Not initially, but it became clearer as I gained a fuller understanding of the options open to me. My self-awareness and confidence grew. I also began to fully appreciate the time frame required, that changes do not take place overnight.'

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BBB: How did it feel?

L: 'Very liberating, I felt empowered.'

BBB: What changed?

L: 'I became more confident in my approach to networking. I was much more self-aware and understood what was right for me, but more importantly what was not right for me.'

BBB: When and how much did things change?

L: 'After a month or two. Quite significantly!'

BBB: What didn't and what did?

L: 'The profession that I was in didn't change, but the organisations and avenues that I took did.'

BBB: Did it have unexpected effects?

L: 'The opportunities that became available to me were beyond my wildest dreams!'

Where are you now?

L: 'Working for a number of different organisations as [a] consultant.'

BBB: What's different, how have you changed?

L: 'More aware of the value that I add, more confident, happier and ultimately more fulfilled in my career.'

BBB: Consider the benefits of having a coach - why have someone to 'help' you? 'Surely you can do this for yourself?'

L: 'It really helps to have an outside opinion, particularly from someone who has experienced challenges and career changes they, to use the cliché: 'Chris, you have felt the fear and done it anyway, you are living proof that you can do whatever you set your mind to.'

BBB: Why Chris Dyson - Qualities, strengths, USP?

L: Good listener, perceptive, honest and open, emotionally intelligent, experienced!