



## The Big Blue Box Ltd

### Decision Making

Coaching conversations based upon trust, objectivity and independence are powerful because they can facilitate the individual through a decision-making process. People are often fearful of making the wrong decisions, may procrastinate and dwell on them mentally, creating stress. Writing things on paper – and therefore having to express things clearly, can be helpful.

#### Background

C was facing several important decisions; all appeared interdependent, important, immediate and urgent.

C was so concerned about having to make any single decision that he was forcing himself to choose between stark alternatives, he saw only 'black or white' – his glass was clearly half empty! C had had a sleepless few nights and was feeling very stressed and did not know what to do.

#### The Process

We met to discuss his strategy for a meeting that day with his employer to discuss his future employment.

Having listened to C's situation we drew a diagram of his decision making situation, mapping out the separate decisions, the apparent options and the timescales.

It was immediately clear that there was a 'series' of decisions about his career and life, that the timescales were extensive, and that only one decision was imminent. He began to relax.

We then explored the alternatives that C could visualise for each decision and began to encourage some creativity and flexibility to develop. Other 'options' appeared.

We then began to consider what C really wanted to achieve from each of the separate decisions. Careful questioning identified C's drives and values. There were clear directions that C wanted to explore in his career.

Returning to the first and most pressing decision, the meeting scheduled for later that day with his employer, it was clear that C had not considered the situation from his employer's point of view. A calm conversation opened up several options for C to explore with his employer, with a win/win opportunity emerging.

#### The Outcome

*'This was the best 2 ½ hours I have spent in a long time'* C said at the close of the session. Exploring C's process diagrammatically enabled C to see each stage clearly and separately. His complicated view of his situation was simplified, his confidence, mood and ambition were rebuilt and his stress reduced and as he relaxed so new ideas began to emerge. We developed a plan with clear objectives for the meeting with his employer.

The meeting later that day went well and opened up opportunities for further discussion.  
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