



The Big Blue Box Ltd

Impact From The First Session

Coaching in the business and corporate environment has to produce a return on investment, busy people expect rapid results. These are a selection of comments from clients; most of these are after just one session.

This coachee benefitted personally:

'Just a quick feedback on the session that I had with you a couple of weeks ago.

I did really enjoy it, and it provided a new perspective for the direction of my thinking, so thank you!'

An initial session can be intense, and breakthroughs and change are regular achievements:

'Thanks again for today – I drove back [to the office] with a smile on my face and a feeling of inner calm – but as you said I would, I'm feeling exhausted now!'

In this case, after 2 sessions the coachee was making profound changes in their leadership style:

'I did want to thank you for the 2 session I had that I found v useful and did shift my approach to managing my team and made me think about my leadership style. I am really glad.'

Sometimes the sessions can go to places that have are very private or hidden:

'Generating the first-cut mind map exposing the "guilt" issue have really made a difference in terms of removing my feelings of self-conflict and I'm feeling considerably more energetic and motivated than before our conversation. Thank you.'

And the impact is wider than just the workplace:

'Thank you for your time during my coaching session last week. I found the session incredibly beneficial and as a start it has already given me a greater sense of belief in my own abilities and more confidence to challenge and develop myself both personally and at work..'

This feedback also came after just one session. For their career to date this experienced manager had struggled with a repeating pattern of behaviour: And these themes are frequently discussed in coaching sessions:

'This email is to thank you for some fantastic coaching yesterday.

I came with a very specific agenda which was about being overwhelmed by my work load, constantly stressed and lurching from one thing to another without doing anything properly.

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As a result I was feeling very dissatisfied with my job and the only solution that I could think of was [of limited and contrasting options and problem avoidance].'

It's not unusual that in a difficult situation people will limit their choices; it seems that this can help to bring some certainty, but obviously can close down options that could be appropriate. Deeper insight was required:

'We talked around things and you helped me to see that my career to date had been unplanned and a matter of moving from one place to another, mainly to get away from things rather than making conscious positive life decisions – [this] was going to be another one of those decisions.'

Trust and Confidentiality, Objectivity and Challenge all play their part in effective coaching, helping the individual to see for themselves and take ownership of the solution:

'We discussed my current role and I realised that I took on too much because I wasn't sufficiently clear about the parameters of my job or my real priorities.'

We also talked about what it was to be 'strategic', a concept that I have always struggled with.

By looking at the behaviours of someone I admired who was clearly strategic - I was able to see what I needed to do and how I needed to be, to work more strategically and to stop being so hands-on, running around doing everything!'

Finally focusing the session's outcomes down to clear actions the coachee reported:

*'I came away with 3 key themes to work on:
being more courageous,
having clarity of purpose
and making choices about the work I took on based around my values
(fun, satisfaction, making a difference).'*

'I really enjoyed being coached by you - and hope that we can have some follow up sessions to keep me on track!'