



Enhancing Self-Belief

The Background

B's life story has not been short of challenges - the particular challenges that B faces on a day to day basis mark this out as a significant personal and career moment.

This case illustrates how 'baggage' from the past affects future potential – how life experiences affect the person at work and how changing B's perception of self unlocked B's potential.

B was part of a team of supervisors and managers who were being supported during a substantial restructure. Uncertainty in the organisation was lowering morale and several individuals, including B, were affected as the restructure rolled out.

As B explained:

'I first met Chris when I was feeling very low in confidence and self esteem, not just in terms of my career development but also in how I was coping and managing with certain aspects of my personal life'.

As B described it:

'The person that my friends and colleagues see on the outside is very different to the person I perceived myself to be. I can be so strong in support of others and encouraging their development and yet.... I don't have the belief in myself that I had the qualities skills and strength to be able to tackle and achieve what I want'.

The Process

B describes the process that the series of four coaching sessions followed.

'The coaching sessions helped me to look at myself for the person that I can be and yet so often forget that I am, it got me to look at what ... was important to me, to look back on moments in my life that had been consigned to personal archives ... and yet were so important in shaping ... It got me to focus on the future, rather than dwelling on the present.'

The Outcomes

B describes the outcomes achieved in what was a very personal journey.

'I can admit to feeling a small degree of doubt and scepticism as to whether coaching was the solution to my problems. This coaching programme has been the real catalyst. As early as the first few minutes that I met and spoke with Chris. I began to feel a real positive change in how I felt about myself.'

B describes how techniques learned in the session have helped to sustain the outcomes:

'The coaching sessions have really helped to bring about an immediate step change in my career and personal life.'

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'When I have a bad day I use the activities and mechanisms that this coaching programme has got me to do to - picking me up'.

'I have started to observe those around me, ... mirroring how they work, what qualities they possess, I have started to think beyond the immediate, to what the longer term future holds and ... I have found myself setting new challenges and goals'

And the effects have been evident to others

'Those closest to me have also told me that they have noticed a real change in my outlook and attitude to life, but most importantly I've felt the difference.'

'Perhaps the most significant was that I developed the confidence to apply for a step up the career ladder ...that I have craved for so long and yet not had the belief in myself that I can.'