



## **'It Made Me Stop And Think!'**

### **The Background**

Within minutes of the start of our first conversation, I'd had to challenge my coachee L because of her rude behaviour and attitude to the session.

My challenge created a shocked, and then a very emotional reaction.

L responded very well and the remainder of the first session was immensely effective, L sought to understand her own behaviour and its effect upon me, asking many questions and opening up her thoughts.

The first session had a very positive conclusion. As we approach our second session I wondered what would have changed in the meantime.

### **The Process**

For our second meeting, I was greeted warmly at the reception desk where L was already waiting for me. She walked me through her work area and past her colleagues, in contrast to our first meeting when we had used a secluded meeting room. I began to sense that things were very different!

I asked L to bring me up to date.

*'Well, that session was a big shock, it really made me stop and think!...  
I realised how I was coming across'*

So what have you been doing differently?

*'I've really tried to be more thoughtful,... I've been apologetic,... I've been asking questions ... and listening, I've even been working on my self-worth – I've been to the gym and had some 'me-time'. I'm eating better, and I'm not drinking during the week. ...I've been leaving work on time too – sometimes!'*

### **The Outcomes**

She reported that people had recognised an immediate change in her behaviour. Her boss and the managing director had already remarked to her – directly.

L was now delegating tasks to her team, focusing on the opportunity to develop and challenge their skills.

L had noticed that her team would refer to her when she was at her desk, so she was considering moving her workstation away from her team of reports to encourage them to decide things for themselves.

Having stopped herself from micromanaging her team and doing the fun' tasks herself, L now used that time to walk round the office, to connect with colleagues and meet with her stakeholders and internal customers.

This enabled her to improve her workload planning and manage her customer's expectations.

### **The Big Blue Box Ltd**

Contact: 1 The Laurels, Oatlands Drive, Weybridge, Surrey. KT13 9LF

Tel: voice/fax: 01932 843933 [www.thebigbluebox.co.uk](http://www.thebigbluebox.co.uk)

Registered Office: Suite 1, Concept House, 23 Billet Lane, Hornchurch, Essex, RM11 1XP

Registered in England No: 4401635

### **It Made Me Stop And Think!**

It was clear that L's behaviour had changed significantly, she was polite and thoughtful and considerably more self aware, she was even able to notice that she was interrupting me when I was speaking – for which she apologised.

Through her increased self-awareness and reflection L had started to understand the roots of her own behaviour and the impact of key relationships in her early life.