

How did you find your coaching experience?

The Response:

"I liked the fact that we could go wherever we needed to go – we were not limited to the initial coaching topics identified. It was also good that you didn't let me get away with anything by being a bit tough sometimes; you have held me to account in a good way. We had discussed this before the coaching started, and I found it helpful that you fulfilled that promise.

You have coached me on much more than I expected at the start; it has covered much more than personal brand. For example, I would never have realised that I would get so much insight into delegation, building and maintaining positive relationships, dealing effectively with conflict and presentation impact in addition to personal brand. You also introduced proven models, which I loved, and I am also using them with other people in my team.

I liked the professional and structured approach that you bring to coaching, and I also appreciated that on a personal level you are friendly and we could connect.

I find you very insightful, and a good listener. It also helps that you grasp the business challenges, which makes it easier to explore how to tackle them. This understanding has been really helpful. At times, it's not easy to share personal things and it helps to have trust and know the person is on your side.

Another big plus for me was that you understand the business and what it is like; I didn't know this would be so helpful when you chose to work with me, and it's not why I chose you, but the fact that you also knew some of the personalities in the business helped me.

Since we started working together I have had a lot of very positive feedback from Senior Leaders, and although my team was happy before, they are even happier now! I had great feedback in my last performance review and I'm now on track for promotion to Director. Best of all, I am more confident, positive and in control - and happy that I know how to achieve the influence and impact I need to succeed.

Eight months ago, I hadn't realised it could be this good at work! Now, I am continuing to build; it takes time to change habitual thinking and behaviour, and I am still conscious and aware but it is becoming second nature."

Mary-Louise's perspective:

This is fantastic feedback, and very rewarding. I feel fortunate to have the opportunity to coach this talented individual. I am confident that by continuing to focus and consistently apply the thinking, principles, tools and techniques we have covered, the greater their positive experience, personal brand / impact and value will be. The environment will always be challenging, busy and often pressurised – however by addressing limiting, negative beliefs and using the proven communication thinking, tools and techniques we have covered, the coaching goals were clearly achieved. It's also great to know that these insights and skills can now be taken forward into any situation or role in the future and always provide the means for confidence, impact and influence.