

# Coaching Case Study



## Background

'S' contacted CM Learning to enquire about mindset coaching. After an initial discovery call, a series of coaching sessions were agreed.

## Outcomes of Development

The areas to focus on during coaching included:

- Challenging conversations
- Confidence
- Assertiveness

## Delivery Method

Six coaching sessions lasting between 90 minutes to 2-hours were delivered virtually, with an interval of two to three weeks between each, to allow S to try new techniques and reflect on their successes and challenges.

- Personality profiling before first coaching session
- Session 1 - contracting and goal setting
- Sessions 2 to 5 - review progress and coaching focus
- Session 6 - review progress against goals and next steps

## Results

- Immediate and sustained improvement in managing negative thoughts.
- More conscious recognition of positives rather than negatives.
- Increased ability to demonstrate assertiveness.
- Significantly improved approach to conflict management.
- Improved the quality of working relationships.
- Moved away from a Fixed Mindset towards much more of a Growth Mindset, particularly when challenged, offered feedback and when previously seeking validation.
- Reduced judgment with managing of unconscious bias when approaching a potentially challenging conversation.

## What People Said

"Chris, you have a talent for being able to challenge and ask thought-provoking questions in a way that is open, curious and without agenda and it just works. I never at any point felt threatened or triggered, which is pretty remarkable when you consider everything we've talked about. You made me comfortable enough to talk to you in a really open way and without a filter, so thank you, because I think that it's a real talent."

