

Carly coaching Kirsten transcript

Client (00:01): I think it's, yes, it's recording. Okay.

Coach (00:04): Okay. So, you mentioned you had something you really wanted to talk about, what was it that you wanted to focus on?

Client (00:16): That is actually a good question because it's a big mess of things, and I haven't thought about it before, really, apart from knowing that it's a big mess of things. So, my focus I think is trying to find a politically overall good solution for two organizations in my professional life. And I'm caught. I'm kind of the brave person in the middle of things, trying to get people to be sensible and ignore their quarrels and their hurt feelings etc., and be kind of, be better than they really are and do the right thing by trying to get these two organizations to cooperate. And I guess my focus is a) trying to get this done and, and b) also having a, it's almost like, um, a lifeline and a parachute so that, you know, I can jump out of a plane (Inaudible:01:37).

Coach (01:40): Oh, sounds really quite intense.

Client (01:43): It is, it is, it is. Yeah, it has me not sleeping and all of these things. It's really, I've been, I think it's good that I've been brave, but it's, it's, it's almost too much.

Coach (01:58): Aw, I'm sorry to hear that.

Client (02:02): Yeah no, it is good, but, you know, it's just a matter of, you know, do I really want to deal with it? And then the better part of me says "yes." And the other parts are just like "Oh, you know, can you just grow up?" Be good just by all, all by themselves, but no they can't, so.

Coach (02:22): Oh dear. Maybe you need to give them some parachutes as well.

Client (02:29): Yes, that's, that's a, that's a good point. Um, and the head of the one organization is on the verge of parachuting out, but he's somebody who was going to leave a bomb behind because he can't see the organization thrive if he leaves it. He's a bit of, for lack of a better word, a narcissist. And the other person is wild with ambition from the other organization and would like to have the other person's parachute out but take the bomb with him. So, two people really hate each other's guts, they used to work with, with one another for 15 years and they had a big rift and they can't, you know, they don't want the other person to, to thrive at all. To the point of, you know, one of them almost crying when, so the issue is that I really think these organizations need to merge for that, for, for the whole thing having any future.

And that's not only me, I know there's more people thinking that, but these two people would really, really have to find ways of . . . ignoring their anger or dealing with it or whatever. And I'm, I'm kind of identified with the one person, the guy who's gonna jump with a bomb. And I just made contact with the other guy and have started to establish some relationships and, and, you know, when I was talking about the other organization that I am associated with, he almost started crying with anger. So that's kind of the level of intensity.

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Coach (04:38): Mm.

Client (04:39): So, you know, I'm torn 200 different directions. One is being I need my own lifeline. The other is, no come on, this should be possible, it would be so much better for so many people if, you know, you two could just give the other a little bit of benefit of the doubt

Coach (05:05): Mm.

Client (05:06): We don't have to go on vacation with each other. But, you know, what, what, what relates to me is how do I do this with clearly, consciously, not over-exerting myself, um, strongly with a lifeline.

Coach (05:38): Wow. I need a lifeline. How do I do this clearly, consciously, not overextending myself, strongly with a lifeline. That's . . .

Client (05:58): Yeah.

Coach (06:00): Well, even as you speak, it sounds like you're sort of seeking, you know, I feel like you're being politically correct in the way you're putting all of this, which is just my interpretation, I may be wrong. Um, and I know that we can't do anything about the other people. So. . .

Client (06:19): Okay, because, of course, I wish they would change but, you know, yeah.

Coach (06:23): Yeah. Yeah.

Client (06:27): But I can't make them change. I can try and influence them, but, um, I can't make them change and what happened, happened. I can't be responsible for their feelings.

Coach (06:36): Right.

Client (06:37): I can, I can make suggestions, I can influence but, um, if they were better people, life would be easier, but they're not. So.

Coach (06:50): Mm-hmm. So, may I ask, what's had this happen where you're the person that feels that they need to merge, or they need to form some sort of alliance?

Client (07:09): So, the one person, let's call him John, um, of the one organization that I didn't use to be so friendly with, is trying to make this organization into a competitor of the other organization, now headed by call him Frank. And if we had two organizations, if there were two competing organizations, it just would create a rift that would take so many people down the maelstrom and, and it would destroy so many good things that both organizations have done in different ways, and, um, and why am I the person? Because I think I'm the only one who's seeing it at this point. And I'm the only one who is able to still talk to both sides.

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Coach (08:17): Mm. May I ask what type of organization are we talking about?

Client (08:23): Um, these are organizations, kind of volunteer-based organizations, um, like charities, yeah.

Coach (08:32): Okay, so this is your volunteer time, and this isn't something you're being paid to do? Is that correct?

Client (08:37): No, I'm not being paid to do it, no.

Coach (08:38): Okay.

Client (08:40): Yup. But I'm very, very, it's close to my heart. It's very, very close to my heart this purpose and I, I wouldn't like to see it go down the drain or explode in a parachute.

Coach (08:56): Your metaphors are very, very explicit. They're great. So, given now where you've, where we've come to, um, you mentioned first you had a mess. Now you've got a parachute and you want to, you know, sort of also, um, you know, not go down the drain with this. There's lots of, lots of wonderful things that you're offering here as metaphors. But I'm wondering what is it that you want to have clarity on by the end of our session that you don't have now?

Client (09:33): How do I . . . move forward with this clearly and consciously, strongly. . . Um, a word that comes to mind is well-defined.

Coach (10:03): Mm-hmm.

Client (10:04): It's kind of really sorting well what's my thing and what's their thing?

Coach (10:09): Okay.

Client (10:10): Not taking on their stuff. That's, I think that's, that's what I would really love to get out of the session.

Coach (10:22): Okay.

Client (10:23): It doesn't have to be the whole plan, but, you know, just some ideas on what to do and more importantly I think, on the quality of what to do.

Coach (10:41): Alright.

Client (10:42): So, how to do it, yeah.

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Coach (10:45): Okay, so it sounds like you want some movement toward clarity around how to do this that stays in alignment with you being conscious, and you being, would it also be in alignment with your values, or is that. . .?

Client (11:01): Yes, yes. Yeah. Of course, in such political stuff, you have to be, in my experience, life experience, you have to be a little bit sneaky.

Coach (11:12): Oh!

Client (11:13): Otherwise you don't get anywhere. Um, but, you know, the sneakiness should be limited to, you know, as much as possible, be transparent as much as possible.

Coach (11:26): Well, that was interesting because you mentioned sneaky, but you've also mentioned being clear and conscious. So, I'm wondering, um, how you would like to explore this.

Client (11:44): Yeah, I think that's, that is part of, part of the issue, if I am completely transparent with both of them, um, which I have been up to this point, that has worked. . . I was just, I was just thinking do I need to, do I need to be strategic and sneaky about it, but I don't, I don't even think I have to be, I think in this case I can really, I can really rely on the vision that I have, and I've talked to both of them. They were both (bickering). I was "Okay. Don't have to make a decision now. Hear me out. This is what I think we could do. What are the parameters that you need so that you can even start thinking about this as a possibility?" And I kind of collected their parameters. And both of the parameters include not ever working with the other person again.

Coach (13:19): Oh dear.

Client (13:22): Which okay, that can be worked in into a solution. And then, um, Frank has said he would agree if I could, so he says, "No, no, no, both organizations have to be separate, unless John wants to start a separate organization. John needs to be stopped from doing this." I was like "Who's going to stop what anyway?" "John needs to be stopped." Okay, John needs to be stopped. Um, so if we can't stop John, he's willing to entertain the thought of merging, if other people who were also important agree. And John said, "Yes, let's do this, and I will found a new organization and then you can be my, you know, the Frank organization can be my new organization, which would actually be a good solution. But, um, the sneakiness was not telling Frank about this idea of John, because he wouldn't like that.

Coach (14:38): Uh-huh.

Client (14:38): But, so, yeah.

Coach (14:43): Well, that's what, I mean, it's clearly, I mean, by your passion, it's clear that you have an investment in this working in some way and doing your best.

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Client (14:52): Yes, and if it's, if it can't be done by me doing my best then okay, so be it, that's my lifeline there.

Coach (14:59): Uh-huh, okay, so you mentioned lifeline earlier, and you mentioned it again now so I'm wondering, um, how do you define a lifeline?

Client (15:08): An out, you know? It's like, it's not working, okay, so I'm not going to crash on the floor and be dead, but I just pull the lifeline and I'll have my extra parachute and I'll land.

Coach (15:20): Okay.

Client (15:21): Maybe a little bit more roughly than anticipated, but I land. And I go on.

Coach (15:28): (Crosstalk). So, what. . . okay, so you can go on without this organization, is that what you're saying?

Client (15:32): Yeah, I'm not wed-, they can go, go on with both of them. I can do something else. Yeah, sure.

Coach (15:39): So, you also said just a little while ago that you really want it to work, that you feel, I can't remember the exact words but that you, you really, it would be a shame if this didn't work.

Client (15:51): It would.

Coach (15:55): What would that . . .

Client (15:57): (Crosstalk) It would, it would, it would definitely be shame. And part of my, this is a shame, and part of my emotional involvement is like these, you know, these kindergarten boys can sabotage something really great just because they can't keep their egos in check. And that makes me like really, really mad. But that's just how life is.

Coach (16:21): Mm. So, how do you, you've got children, how do you handle little boys who want to tear each other's hair out? Want to throw bombs at each other?

Client (16:33): I just tell them "I don't care who started it, you know, I'm interested in how this is going to end." But then I'm their mom, so I'm the boss, right?

Coach (16:47): Yeah, I guess so. Are you their boss?

Client (16:50): Yeah sure. Yeah. But I'm not, you know, I'm not John and Frank's boss.

Coach (16:58): Who is?

Client (16:59): Nobody.

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Coach (17:02): So, how do they view you then in the situation?

Client (17:08): The person with the uncomfortable ideas?

Coach (17:14): The one who pokes.

Client (17:17): Can she please go away? We're so comfortable in our fight.

Coach (17:24): Mm. So, you mentioned a vision that, you know, there's something about that you have a vision. I'm wondering whether this would be a time to sort of talk about what that is and how, how it differs or aligns with the other guys?

Client (17:39): It could work really nicely that John's organization remains the self-organized, slightly chaotic charity that it is. And instead of that organization deciding that no, now we have to get organized and get ourselves a board and get ourselves some recognition so we can give out, um, what do you call that in English when somebody makes a donation and then you get a tax deductible something?

Coach (18:15): Yeah. Like a charitable donation.

Client (18:18): Yeah, charitable. Yeah, so we can give out those, those things. And, and we have to, so, because that would take a lot away from, I think, from John's organization. Frank's organization has that. So, if they could merge, both of them could keep the best of all worlds. You could have the self-organized slightly chaotic part, which would be kind of the beginning type of the organization and people who could be a little bit more serious about it could then enter the Frank organization, and all the benefits of the Frank organization could also go to the members of the John organization. So, they would have lots of benefits of stuff they don't have now, which would also be nice for the Frank organization because that, they have lots of good stuff, which is, which they can't really share until somebody becomes a member.

And they, but they want to share it. So, it's really, it's really, um, it would be a win, win, win, win, win, win, win. Yeah, lots more, you know, more money because the John organization, they could have a minimal fee of 10 euros, but there are a lot of people so if, you know, if they give 10 euros, then all the financial worries of the Frank organizations would be gone. So, and lots more good stuff could happen, and more people could get involved, more people could get engaged in the Frank organization because they don't have enough people, it would be really, really, really good. That's the vision.

Coach (20:09): Hmm.

Client (20:12): And then, you know, I have this beautiful vision I tell, I go to Frank, and I'm thinking, how do I, how do I make him at least entertain the thought? Um, and he's, "Well, it's good that there are two organizations." No, not really.

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Coach (20:38): So Kirsten, as you speak, you are for me so clear. I mean, your energy is very clear and clean about what you see, and how you express and articulate is very, very clear. It's, and it's also clear to me your passion, and your desire to have it work. And so, you mentioned you wanted to be clearly, you know, clear and conscious and be able to move forward. So, I'm wondering, um, so far, if, has anything become clear to you or clearer to you about what to do next?

Client (21:15): (Sigh).

Coach (21:27): That was a big sigh.

Client (21:29): Yeah, yeah, I'm wondering what is, what is clear.

Coach (21:33): Mm.

Client (21:39): The thing is, I'm under quite some suspicion from John, who associates me with Frank. So, usually what I would do is do the Japanese nemawashi strategic management style, which is go to talk to everybody who is important, get them on my side, so that kind of the discussion ends before it's started. Because that would be their boss basically, public opinion. Um, and with that kind of a vision, I could get public opinion easily, easily, easily. Um, that would also, I mean Frank has said if other people will say "yes, this is a good idea," he would, maybe he'd jump out of the plane and do other stuff, but, you know, he'd not be against it. If I did this, I think John would be, he, he'd hate that, because he'd be thinking that I was going behind his back. Because he thinks I'm going behind his back all the time anyway because just he's that kind of a person who will always think that. I don't, you know, I can't count the times that I said to, um, to John, "You know, John, I understand this is your impression of how things went. Can I clarify?" Clarify and he goes (bickering). Two weeks later, he comes back to me saying, "Okay, okay."

So, and the other alternative is being extremely transparent with both of them, which leaves me in this conundrum of getting them, you know, focusing my attention on them who are making it difficult. Well, this would be much easier focusing it somewhere else where it's easier. So how do I get that solved? So, it's clear what's not working, I guess that's what I'm saying. What I don't think is going to work, which is better than, than. . .

Coach (24:20): Better than what?

Client (24:21): Ah, it's better than not knowing what, what won't work. I just suddenly had an idea, um, could I get John to trust me more?

Coach (24:31): Mm. What's percolating there?

Client (24:44): (Sigh). If the getting to trust, getting him to trust me more, doesn't involve anything that could, that he could then interpret as, um, breach of his trust which he will, you know, if given two millimeters, he'll, he'll say that. And, you know, involving him too much I

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can't, this would be usual what I would do to gain his trust, involve him keep in the loop, um, let him know what I'm doing, being extremely transparent, being extremely clear, um, making sure that everything is documented so that if anything arises, I could point to this email and if he says, well, he didn't tell me, I could say "Well, yeah, I did, sorry, we must have a misunderstanding. I thought I told you in following email, please find attached." Um, so if I could do that without on the other hand losing Frank's trust, that could be a step forward. But it's too complicated, (Inaudible:26:21). Yeah, I wish there was like this really easy solution, but probably there isn't.

Coach (26:28): Well, I hear you actually coming to some sort of realization there, and I just want to say that it takes a brave person, you mentioned earlier, it does take a brave person to go into the fire, into with the bombs and the parachutes and the planes and everything dropping, and decide that you want to be the one to see if you can gain the trust of the other without being a political sneaky person.

Client (26:58): Yeah, I mean, I don't see a big issue with being a politically sneaky person if the end, you know, if it will all be good in the end, yeah. It's not going to work at this point. Um. . .

Coach (27:18): So, how would brave Kirsten move forward with this?

Client (27:28): Part of the brave is also kind of a derogative for me, it's kind of "Why are you always so brave? Can you just not shut up and let people do their thing? And you know, you're not responsible for everything." Um, but could we rephrase into the naturally, consciously and, um, just because this is what she does brave Kirsten, yeah?

Coach (27:53): Okay. It's up to you.

Client (27:57): Um. . . maybe the trick is to be very transparent with everybody, document stuff really well, who I told what, so I have good memory of everything, um. . . and putting the idea out there with somehow leaving their conflict almost like behind. I don't know if this can be done. Just moving with the idea of putting it out there, letting, letting, involve, involving other people. I have Frank's permission, I have to get John's permission to involve other people, to ask other people. Um, if the solution is then accepted by more people, and it involves them having to collaborate and then they say they can't, that's no longer my issue. And they're out, because they choose to.

Coach (29:44): Mm-hmm. You sound very clear there, what's shifted for you?

Client (29:55): I think it's the realization because, you know, them being who they are doesn't keep me from being somebody else. So, it's, I don't have to be dragged down to that level without becoming uncompassionate. You know, I can be compassionate with their conflict, but I don't, the whole, I think what I'm realizing is that the whole the whole issue doesn't revolve around their conflict. That's, if I separate that, and say that's really their thing, that helps.

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Coach (30:55): Hmm, that's interesting because you had said that you wanted to know how to what's my thing and what's their thing without taking on this stuff.

Client (31:02): Yeah.

Coach (31:03): So, sounds like you got some clarity about that (crosstalk), how to do that.

Client (31:08): Yeah, yeah, not on a detailed level, but I can figure that out I think.

Coach (31:12): Okay, well you sound a little brighter in your energy right now. I'm just wondering if there's anything else that maybe triggering about ideas of what to do next.

Client (31:26): I'm having a call with John and his wife and another, um, John organization person on Monday. So, I will be clearer in my vision and I will try to be as compassionate as possible for John's emotional turmoil around Frank without being disloyal to Frank. And I will have to, it's very difficult, but I have to find some way of allowing him to save his, save face, um, and at the same time, making it, creating a frame in which it's impossible for that behavior to be okay. So, it's the frame that will keep him from ranting about Frank, and not me or non-compassion.

Coach (32:54): Hmm. So, I'm wondering whether there is some sort of, um, I don't know, ground rules or some ways of communication or communicating in this that sounds like important to you, or is that just me making that up?

Client (33:11): No, a frame, a frame for me is not ground rules, um, a frame is, what's the frame? I think the frame is, starts the beginning of the conversation with asking everybody what they want out of the conversation. Supposedly it goes really well, what will they have at the end? And then holding people accountable when they're, let's say John starts ranting, just saying so, "We said in the beginning that this is what we wanted. Help me understand how this is helpful toward that." And then maybe there, it is, he thinks it is helpful in some way and I didn't get it or it's not helpful and, um, I will have to put it out in a very neutral way of, you know, really trying to understand how is he trying to be helpful with this, so that his face is saved, and on the other hand the frame's clear. Yeah.

Coach (34:27): Mm. Mm-hmm, it sounds clear.

Client (34:33): Yeah.

Coach (34:34): It's very articulate, you're very articulate with this.

Client (34:38): Ugh, but it's gonna be hard, it's really gonna be hard.

Coach (34:42): I know, but you're brave, (crosstalk), you are brave.

Client (34:43): I'm brave.

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Coach (34:45): Yeah.

Client (34:46): This is stuff I can do. I know I'm good at this.

Coach (34:50): Good. I'll ask you to remember that, you're good at this.

Client (34:54): I am. I am really, really, really, really good at this.

Coach (34:59): Yeah.

Client (35:00): Sometimes I wish I wasn't.

Coach (35:05): Well, having known you now for a while, I can see how you can be neutral and get involved at the same time. It's, it's a skill that not everybody has, is you can be tussling with something and be very, very, um, strong in your opinion and yet open at the same time. And that's not something I experience very often myself, um, with other people. It's also something I aspire to. So, it is a quality I recognize in you.

Client (35:38): Thank you, that gives me some hope that this might fly. And hey, if it doesn't fly, really, if it doesn't fly, and I, you know, I am realizing this is not gonna work, um, I can always say I did my best.

Coach (35:57): Right, is that your lifeline?

Client (36:00): I'll say that's my lifeline, saying I really gave it a good shot. I really tried. I, you know, I did the best that I could do. And if then that's not enough then it wasn't to be.

Coach (36:10): Okay. So, it sounds like you have some clarity about if it doesn't work, it's not going to be your fault. It's not for the lack of doing your best. And (crosstalk). . .

Client (36:20): Exactly, it might still be my fault because I was clumsy or whatever. Right? But, I mean, I can only be who I am right now, so maybe in 20 years, I will know how this could have gone better. But, you know, I'm not there in 20 years, so.

Coach (36:35): Yeah. Yeah.

Client (36:36): The only thing I can do is my best at who I am right now.

Coach (36:42): Exactly. So, it seems like you have, um, shifted somewhat from when you started with this big mess and talked about, you know, having to sort of find a politically correct solution here. So, I just wanted to check if you sort of know what it is that you wanted, and how far did you get? Is that a good thing for us to do now?

Client (37:04): Yeah, no, I think I'm fine. I think I got clearer, I know more about what is a good attitude to, or a good state of mind to be in, and, um, it, it feels less threatening, which is really

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good. You know, this, it's really this, you know, the Frank with a bomb, okay, you know, okay, you have a bomb. I see that. Yeah, um, and I think I can be, I'm less emotionally triggerable now than before.

Coach (38:12): Okay.

Client (38:13): And the mess is sorted and I'm clearer and I'm, I'm more con-, I think I'm conscious of what I'm, what I'm attempting.

Coach (38:25): And what are you attempting?

Client (38:27): Yeah, to get these two organizations to find a good way of coexisting or merging.

Coach (38:33): Right. And, you know, I just noticed when you're speaking, there's no one else in the plane with you. Is there anyone else that is supporting you or that you want to support you in this whole Frank/John endeavor?

Client (38:52): There are a couple of people, um, but it's almost, they're like at the next stop of the plane.

Coach (39:03): Okay.

Client (39:04): First have to stop Frank and John from blowing the plane up. Once that's done, we can land somewhere else.

Coach (39:16): Okay.

Client (39:17): They can go off into their little kiddie corner and throw Legos at each other.

Coach (39:23): But Legos is better than a bomb.

Client (39:28): Yeah.

Coach (39:28): That's a shift.

Client (39:31): And I can go talk to some sensible people.

Coach (39:36): Great. So, you mentioned you wanted a plan. So, do you feel like you have a plan and some actionable next steps?

Client (39:42): Yeah, I have. I know what to do with this next meeting, and everything else kind of depends on how that goes. Um, so it doesn't make any sense to make any plans further than that.

Coach (39:55): Okay.

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Client (39:56): And I'm confident that I will know what to do after the meeting.

Coach (40:00): Oh, good. That's good. I can hear that in your voice. It's like, that's great. So, is there anything else you need before we finish up?

Client (40:10): No, I'm good.

Coach (40:11): Okay. So, we're done.

Client (40:15): Thank you. I'm stopping the recording.