

Engela coaching Vicky 1 transcript

Coach (00:00): Alright, thank you Vicky for giving me this opportunity to be your coach, and also to allow me to record it for my learning purposes in my certification training.

Client (00:10): Thank you, thank you for having me.

Coach (00:14): Um, so tell me, what do you have in mind to bring to our coaching conversation that can help you?

Client (00:24): Um, mainly at the moment I'm focused or geared towards developing my leadership and managerial skills. I've recently entered a position where I have a lot of responsibility and a lot of people are coming to me for, for answers or, and for guidance, and I just feel I need, not that I don't feel I'm equipped, but I think I just need to work on that to improve, um, my confidence in that as well, you know, say, to have the confidence and knowledge to be assertive in decision-making as well. And that I suppose goes hand-in-hand with, you know, leadership and, and in all personal and, personal growth and development. So, in a nutshell, that's what I aim to, to chat about and to be coached on. And yeah, that's that.

Coach (01:35): What I've heard now from you is improve my confidence, assertiveness, decision-making. What specifically would you like to focus on in today's session?

Client (01:54): Um, I haven't quite thought about that, but I would say assertiveness? Let's, let's pick one. Let's pick one.

Coach (02:07): Okay.

Client (02:08): Um, we'll go down the, down the aisle.

Coach (02:12): And in terms of assertiveness, where do you find yourself right now?

Client (02:21): What, on a scale from one to 10?

Coach (02:26): Yes, could be.

Client (02:28): Hmm, I would say probably like six, you know. Six, I'd like to be like eight, nine. Not too assertive to be pompous, you know? Um, but yeah, I do require some, some extra points.

Coach (02:55): And what does assertiveness mean for you?

Client (03:02): Let's say it means, well, it also goes hand-in-hand with making decisions, so being sure about how you make decisions and the information you gather, and sticking with your decision, you know, and not letting other people make you second guess yourself I suppose. Um. Hello? Hello? Engela? Hello?

Coach (04:11): I'm so sorry. We just got the electricity cut.

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Client (04:16): Oh, sure.

Coach (04:18): Alright, okay, sorry about that. So, you said making decisions, being sure?

Client (04:25): Being sure of your decisions and not, um, not letting people second guess your own choices, you know, and also walking in with confidence and saying these things with confidence, um, knowing that that's the way things are going. That's what's going to happen in a way, yeah.

Coach (04:55): So, what I'm seeing is the word of "confidence" popping out.

Client (05:01): Yeah, I suppose Yeah.

Coach (05:12): And in terms of assertiveness and reaching a level of eight or nine, what would that look like for you?

Client (05:26): I don't know, I need to, I need to envision that. Um, I suppose, I suppose it would be the same as what I've tried to explain, is getting to a point where you are confident to make these decisions, and to obviously always consult with people when, when doing certain things and working together in a team. But also, being that person that people could come to for, you know, if they don't know what to do, kind of thing. So, I want to be an assertive, you know, employee or manager where people can come to and know that the choice will be made, um, decisions will be made and projects will be run out, and that's the way it's going to be, You know, not to think "Hmm, ah, but this and that, but this person is that," you know, just knowing that that is the choice, and that is the assertiveness and that is the decision-making skills and capabilities that, that, that's needed at this stage.

Coach (06:46): Okay.

Client (06:50): I'm not sure if I answered the question because I don't know quite, not at this stage, you know, I don't know what it looks like. I just know I want to be there.

Coach (06:59): Good, good, that's good. And with your current level of assertiveness, where would you put your confidence? How would you describe your confidence?

Client (07:18): I think it's also kind of like a five, six-ish.

Coach (07:23): Okay.

Client (07:24): Um, yeah, would think it's in those lines.

Coach (07:31): Alright. So, in terms of assertiveness and confidence, what would be a good takeaway for you to walk away with today at the end of our session?

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Client (07:08): Um, yeah, I think maybe to walk away and to just be reminded in a way of, of who I am and what, what needs to be done. Also just to, to have a reminder of myself, you know, to remind myself that, you know, no, I am confident, I can do this, I am assertive, because, you know, sometimes in the, in the noise in your head, your, your self-talk sometimes gets drowned out, you know, and to focus on that self-assertiveness in a way as well because, obviously, you know, success and prestige and whatever in the workplace as well, that goes hand-in-hand with confidence. But I suppose mostly today is to focus on that, you know, internal locus of control and focusing on that, um, to gain and to grow confidence from there.

Coach (08:59): Mm. You mentioned thoughts, that, um, thoughts, are there any specific thoughts that you would like to be there that are (crosstalk) preventing you, okay, are there any thoughts that's coming to mind that you would like to perhaps explore, that is giving you, um, not the confidence level that you would want in a particular situation?

Client (09:38): Um, I think maybe, I think also while we're talking about this, you know, it also came to mind that, it's also, you know, people-based obviously, you work and you live with people, you know, and obviously, when I'm talking now this is mostly in a work setting, right? Because this is the focus of the sessions at this stage. But I think, you know, it will always be that "What are people thinking?" You know, "Am I doing this right?" kind of thing. "Are they thinking, you know, she's being an idiot?" Or, um, "Is she," you know, "Why is she doing that?" Or "She should have done that," so I think those are the things I'm so, I'm so, I've only been there three months now, you know, and the eyes, it kind of feels like all eyes are still on me to see how I'm going to do. It's quite stressful. Um, it's quite stressful.

Um, you know, and all these thoughts just come into my head and I'm like, yeah, yeah. So, I'm at this point where I just kind of need to manage my thoughts and, and, you know, how I experience this situation before I feel I've lost control. Um, I'm not there yet, you know, but just to reined it in in a way that will make me more assertive and at ease and confident and knowing that, you know, I am the person for this, for this position, so go away, I'll do this. Um, so yeah, I think that those are the main thoughts, I would say, at this stage.

Coach (11:31): What are people thinking? Am I doing it right? Um.

Client (11:37): Yeah, a lot of judgment and insecurities, you know, and that goes with, with confidence, you know, that goes hand-in-hand with that. So, yeah.

Coach (11:59): What's just coming up for me, as you say this, is you mentioned earlier, the internal locus of control, and then you jump over to the people. What are the people thinking, which is external.

Client (12:17): Yes. I know, yeah. I don't know. That's what I'm saying, that's why I'm doing this, you know? I think, in a way, I also do think that that's an internal locus of control, in a way, is also linked to your external, how you perceive the environment as well. Um, and I think just to manage and to balance how you perceive it and how it really is, um, and to know that whatever's been done, or whatever's happening or being said, um, that inside, you know, I'm

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still calm and I know that I'm doing this right. So, there is a discrepancy. So, I know there is a discrepancy at this stage, um, which I would like to work on. You know, it's not always focus on all the outside but also know, and as you know your confidence comes from within. And, um, so yeah.

Coach (13:29): Should we perhaps look at how do you see your current situation?

Client (13:36): We can.

Coach (13:38): So how, is there an incident that happened, or is it something that you can like specifically look into, and we can explore a little bit there, (crosstalk) than just having it general?

Client (13:55): I think it's mostly a general thing. There's not something specifically that happens, maybe I'm just over-sensitive. Um, but it's, it's mostly just finding my feet and place, you know, in my current career or in my current position. And also, I think giving the message to people that this is who I am and that I've owned it in a way, you know, not owned but trying to own it. And as I said earlier, it's also mostly focused on, on people, you know, and reading what's going on between the lines. Because people are, well, it's nothing to do with me. You know, it's like, everything that happens in the organization has an effect on something else, um, you know, and the way people work together. And, you know, it's my job, you know, to make sure that the people that are working together, you know, that whatever is happening between them or whatever actions or whatnot to make sure that is kind of sorted out or maintained, so that, you know, productivity and projects can go on.

Um, but it's sometimes difficult to do that, you know, and then I suppose it goes, then I try and think, then I try and blame myself because I can't sort it out. Um, because I can't necessarily make it the way that I want it to be, you know, um, that, that's my ideal image of the situation. But, so I think it's also putting pressure on my own expectations, and I also, you know, you know all these things, you know that you can't always do the things the way you want to do it, or the way it's supposed to be, you need to read the situation and try and gather the best and make the best out of it, you know, what is best for the organization and for the staff. Um, so that also sometimes, you know, if I don't succeed in necessarily resolving a situation or something, um, it makes me doubt my own abilities. And I think that's where the lack of confidence also comes from.

Coach (16:39): Yeah.

Client (16:41): So, I've never, you know, kind of thought about it like that.

Coach (16:50): What I'm hearing is, and I'm just wondering about it, um, taking up a lot of responsibility on myself and then blame myself, um, as I cannot necessarily make it what I want it to be.

Client (17:09): Very much, yeah, like a, like a control freak.

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Coach (17:16): And this is perhaps a big jump in a question, but how could you make it differently? And what's coming to my mind is now, instead of coming with the solution, for instance with the people, coming to them with (unaudible:17:39), and opening, and so "What would be your solution?"

Client (17:47): Yeah.

Coach (17:49): (Crosstalk) And kind of, and kind of be a facilitator rather than, um.

Client (17:57): Dictator. It just rhymes.

Coach (18:03): You said it. My word was more like coming, I was working for executed That's even with execution. Oh man.

Client (18:25): I, I definitely do that. Um, you know, because I don't have all the answers or solutions. So that is something that I do, you know, use as a strategy. Um, and I also think those are just the kind of people that I work with, you know, like the lack of, not blaming, I'm not blaming anyone, but I'm just explaining my situation but, you know, the, the overall lack of assertiveness and decision-making, and it's kind of, you know, spilling over to me in a way, not a lot, you know, but, you know, like if you, if you're in a place or an organization, you know, you kind of try and amalgamate, not try, you go, you spend so much time with these people that you kind of, you observe them first and then if, maybe if you're not strong enough or if they're too overwhelming, you kind of assimilate their, um, characteristics in a way, you know? I'm not saying that I'm doing that at this stage, no. But I can see, I can see how that, that goes into a trap, you know, that goes into a circle. I don't know if I'm making sense, I'm making sense to myself.

But I think the overall, you know, if you look at assertiveness and the matter that we're discussing today, I think it also has to do with the organization's previous culture, you know, um, of a lack of empowerment and, and decision-making and, you know, having a person above them that was, you know, always making decisions and not consulting them. And now me coming in and trying to change that, you know? Which I am doing. And I think that is bringing more resistance than I anticipated, you know? Um, and it's like they're throwing it back to me, you know, like. It's a very psychological weird thing, you know, like they want me to make decisions, but I don't want to always, I want them to also make decisions in a way, you know? Um, and I think that's where, where I'm at now. Well, you know, no.

Coach (21:04): (Crosstalk) I think, I sense a shift in you, your voice tone was more energetic, more loud. What is happening inside you?

Client (21:15): I think I'm just realizing, you know, like, like, as we're talking, I'm realizing what, what it is that is making me feel this way, you know, because this week wasn't a good week for me, I think overall, you know, at the organization and in my position. And, and I was thinking about myself, why, why am I feeling this way? So, like I'm stuck and I'm not going forward and

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it's like I can't get anything done. Um, and that's also, when I filled out the form, you know, I touched on motivation, but that's something for a different day. Um, but, as I'm saying this and as I'm talking to you, I realize that it's not really me always, I don't need, I don't need the, you know, ugh, I can't think of the word now, not necessarily recognition, you know, but focusing on that internal locus of control and gathering that knowledge of assessing my environment and knowing that, oh okay, this is, this is what's actually happening, you know, as I'm saying the previous regime and how I'm trying to change things, and that's why I'm feeling stuck in a way.

So, I think the reason why I'm feeling a bit more energetic is that I'm realizing, even if it does, even if it only just makes sense to me, I'm realizing now why I possibly felt this way this week, you know? And, and knowing that it might be something that is going to take time, something that I can discuss with my team as well, you know, saying to them, "You know, I've really picked this up this week," um, but also in a way that gives them input. Um, because I'm a firm believer in being open, you know, to a degree, but, you know, you can't work together and you can't achieve goals if you're not open with each other regarding the certain objectives, and so, and if that is something that is going to hinder our progress, you know, we need to chat about that and see how we can move past it. Um, so yeah, I think that's something that I will definitely, you know, chat about to them. So that's, that's, that's good. Thank you. Yeah, that's really.

Coach (23:48): Well, well done. Yeah. It sounds like you've got really a lot of, um, new insights into this.

Client (23:56): Yes.

Coach (23:57): Yeah.

Client (23:57): Definitely.

Coach (23:59): And checking in in terms of what you said in the beginning of our conversation on assertiveness, confidence, where do you find yourself right now, having this awareness?

Client (24:13): I can't remember what I said, where's my confidence at? Was it a six or a seven, I can't remember. I think, I think just, you know, maybe I've increased my numbers to two more. So, I do think that I'll be able to walk out here this morning and have a, you know, the jump in my step, just knowing that I'm okay kind of thing, you know, I'm okay. I'm not, I'm not going to go out to my desk and cry for all the day, no, I'm fine. So yeah, that's what I meant.

Coach (24:51): Well, that's beautiful. A jump in your step. That's beautiful.

Client (24:57): Thank you, yeah.

Coach (25:00): Your feelings, you mentioned just now at your day sitting at you desk and crying. Is that how you felt this week?

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Client (25:12): No, I think I was just exaggerating there. Um, I wouldn't say I wanted to do that. I think maybe not cry, just kind of not just give up kind of thing, you know, because as I said, I felt like I was stuck and not really going anywhere. You get one of those weeks where you're just like, "What am I doing? I can't," it was you can't keep working, you can't get going, because this, this thing hovering over your head, you know, that you need to sort out before you can go forward. You know, I think this was, this was that. Yeah.

Coach (25:49): And checking in with yourself, how are you feeling now?

Client (25:55): I'm feeling happier, I'm feeling positive at this stage of the day, which is still early. But I'm feeling good. I'm feeling, yup, it's Friday, yay! So, yeah, I'm feeling inspired.

Coach (26:17): Okay. So concretely, what are you going to do in the next week with your new awareness and applying it?

Client (26:29): I think for now my goal would be to, you know, bring this awareness or, you know, this observation of mine to the table, um, with the team, with my team and maybe just ask them if it is that way, you know, and how we can move forward to, to reinforce that in a way, is there anything that I can try and help them with, you know, to improve their empowerment, um, you know, to move away from that disempowerment feeling, um, and to also make sure that I check in with myself daily, um, you know? Um, I also think, you know, in the beginning to set goals, also focusing on that being stuck kind of way, you know? Because also if you don't achieve things, if you don't get anywhere, you know, your confidence lags.

So, you know, trying to set goals for the week or for the day, and making sure that I achieve them, even if it is to-do, you know, and making sure that assume I'm not be able to read these to-do lists or goals, that it moves on, and I try and address it in the next week or so on. But I think the focus will be to just engage with my team and also acknowledge my own part in this and try, um, and lead them as best as I can. I think, and not taking the responsibility on me and trying to be authoritarian or anything like that, um, but throwing it back at them and also facilitating, um, you know, whatever needs to be done the week and not taking it all on me. Because I know that's what I do. Um, I know that that's one of my weaknesses. So, you know, trying to steer away from that.

Coach (28:40): And who can support you with this?

Client (28:44): Um, I suppose my husband. And, um, you know, a friend of mine as well that I could chat to. And also, I think my, my director, my boss, um, he's very supportive and understanding, um, and I think also he has a lot of insights. But, you know, you obviously want to run to your boss and say, "Am I doing this right?" You know, "Do I have your permission to do this?" and that and that and that. So, that's, that's also, what I'm sensing, you know? Um, but he, you know, he always, um, I always have his support when it comes to making decisions. It's not like I have a tyrant of a boss or something like that. So yeah.

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Coach (29:34): Hmm. I'm just wondering now, um, we're coming close to the end of our session, but you mentioned now: am I doing this right? Is this the decision? How can you differently approach your, your director, um, in a more sharing and just a bounce-back, sound-board approach versus asking him to make the decision for you?

Client (30:05): Yeah, that's, definitely to go to him with options and asking him, "What do you think about that? I was thinking we can do this and that and that," or "We should approach this and this and that way. What is your, what are your thoughts?" you know? Um, approaching him in such a manner, yeah.

Coach (30:27): What could be hindering you in this next week from reaching your goal that you've just set out?

Client (30:42): I think, I think the hindrance would mostly come from, from people's reactions, um, or how they feel about it. That I don't have any control over. Um, that if they would be receptive to the idea, and to the suggestions, and how they would react to that, because I'm actually having supervision one-on-ones with, with everyone for my team. Um, you know, and I think also the decision has been quite valuable to also bring that to them in an individual sense, you know, um, and also trying to empower them like that. Um, so I think that the thing that would hinder me the most coming back to the question is probably just how they would react, if there would be any negative feelings towards, you know, opening, which I don't think there would be. Um, so I wouldn't call it a hindrance. Um, I would, just like a possible challenge, but not something that would stop me from doing it.

Coach (31:44): Okay, and if that happens?

Client (31:50): You know, then I would say, you know, "I tried."

Coach (31:57): Bring it to the next coaching session.

Client (32:04): Yeah. We can sulk about that next time. Yeah, I don't think I'll put it on myself, you know? You take it out there, you put it on the table, they either drink it or they don't. Um, and you take it from there, you know and you try and manage each person the way that best suits them and, and the organization and the team objectives, yeah.

Coach (32:33): Can I perhaps make a suggestion?

Client (32:36): Yes.

Coach (32:37): This could be a great experiment to do, as you're going to do this to become self-aware on how whatever is happening there is affecting you, and trying to, to, to really like as it's happening and afterwards, like just do a little bit of self-reflection and said "Alright, this is exactly how I experienced this now."

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Client (33:03): Yeah, definitely. You know, taking in before the time and after the time, what happened and how I felt, yeah, how it affected me. Yeah, definitely Yeah, I'll do that.

Coach (33:19): Good, alright. Um, so wrapping up today's session, what are you walking away with?

Client (33:32): I'm walking away with, you know, a bit more insight and confidence in my own decision-making, right, and goal-setting, to also be assertive in how I treat and - not treat - how I interact with the team and to change my approach, or to focus more on the approach of facilitating decision-making rather than taking it all myself. Um, and also in that sense, to empower my team to make decisions and also grow the organization in a way that wasn't done before. You know, changing things for the better, but not too quickly so that I get resistance, um, but, but, but, but facilitating with them and experiencing it with them.

Um, and also being self-aware of why I feel these, and experience these kinds of things. So, a lot it. Yeah, that's everything that I could think of now, but, you know, it's been, it's been really a positive experience, you know, and insightful and I'm really grateful for that. You know, it really helps to just talk and talk about things, I'm sorry, to talk about these things and sometimes there's things come up that you never really thought about. And, and that's really valuable. So, so thank you for that.

Coach (35:08): You're very welcome. Yeah, you did all the hard work, and.

Client (35:13): (Crosstalk) I know, it's not even nine o'clock and I feel like my brain has been working overtime, yeah.

Coach (35:25): Ah, well, alright. I'm going to stop the recording and I really hope that you keep your, your, your jump in your step.

Client (35:34): Thank you.

Coach (35:35): Alright.