

## Estelle coaching Rachel transcript

Coach: 00:07 Okay, so see if it's working. Yes, it's working so Hello.

Client: 00:08 Hello.

Coach: 00:08 How are you?

Client: 00:10 I'm okay, thank you. How about you?

Coach: 00:12 I'm good, I'm good. We've had a session in between.

Client: 00:17 Yep.

Coach: 00:18 And would you like to share with me what went on since the last session?

Client: 00:25 I have heard from the job that I applied for and I haven't been taken through to an interview, but she sent a really nice email kind of saying like thanks very much for applying and that she thought that my application is really interesting, but they have lots of applications and I don't quite match up with that job. She's had, she said, you know, I'd like to keep in touch and maybe work together in the future. Yeah, so I feel okay about it because I think really I kind of knew that I wasn't perfectly matched to the job. I'm glad that I kind of went for it because I still think it's been a positive thing for me to have given them, you know, for them to now be kind of aware of me. [Hmm hmm] I kind of feel like I can now approach some for to do my secondment there. And then see what happens after that.

Coach: 01:24 Okay. You you you have some positive aspect for me, you're getting some positive aspect from from the experience.

Client: 01:36 Yeah. And I think it was actually really nice of her to email me quite often. I know that people just sometimes don't even email the people who haven't made it through to interviews. They've had lots of applications so.

Coach: 01:50 Yes.

Client: 01:51 Yeah, I think it was nice of her to do that.

## Estelle coaching Rachel transcript

- Coach: 01:54 Yeah, it is nice because you know how it is. Yeah. So it's good and you saying that because you had the contact with them you're thinking of approaching them for your secondment for the club program.
- Client: 02:08 Yeah.
- Coach: 02:09 Okay, great. Okay. Do you want to keep going along that line or would you like to talk about something else during our session?
- Client: 02:20 Um. Well, I suppose really kind of. It's all interrelated, I guess, in that looking back from the first session um when I suppose I was like kind of talking about not really being satisfied in my current role. I think that's now my biggest kind of aspect like stumbling block and I'm finding that um I think this job application kind of gave me something to work towards um. And I'm finding that I go kind of up and down a bit in my, you know I'll get all really like very motivated and think, okay, well put some actions in place and what can I be doing to kind of move myself forward. And then other times I feel very much like I don't want, I can't do anything. I felt very kind of like I lost all of my motivation and energy to do anything.
- Coach: 03:31 When you say to do anything, to do anything related to your current job or related towards um looking for another job?
- Client: 03:39 Well kind of both. I think I'm finding that I am very, I'm lacking motivation at work kind of generally I think because I'm realizing I don't really want, it's not really fulfilling me and then I, outside of that, so then sometimes I think, oh okay, what should I do? And start putting some actions down of things I can start doing to ... yeah, resolve that issue in terms of, yeah, looking for other jobs or other experiences or trying to think you know, kind of problem solve and then sometimes I just have no motivation to do it whatsoever.
- Coach: 04:23 And what could help you to have motivation?
- Client: 04:34 I think I don't know, I don't know. I usually feel quite motivated after I've spoken either spoken to you or I had

## Estelle coaching Rachel transcript

another session, the action learning set the other day. So when I've been speaking to other people or gone to other kind of events and things I feel quite motivated after that. Those sorts of conversations.

Coach: 05:04 Hmm hmm. So we have the conversation today. So how could we best use this session to help you regain that motivation and help you? You were mentioning that you need to have something to move forward to um. So how could we use that session to help you with that motivation and that sense that you are moving towards something?

Client: 05:38 I suppose if I could try and come up with some small actions that I could start doing because I want, I don't know if maybe it feels quite overwhelming and so hard to kind of think of what to do because there's so many it's such a big thing or it feels like a big thing. If I have some small kind of actions that I could start going out and doing that ... then would make me feel like I've got something to work on.

Coach: 06:11 So those actions would help you do what exactly?

Client: 06:20 I think I need ... perhaps something, some actions to help me feel more positive about the job that I'm doing and then some small actions for also looking to move away from this job. Possible. It's too much.

Coach: 06:52 In one session it's going to be a lot. We need to. [crosstalk 00:06:56] time.

Client: 06:55 Yeah.

Coach: 06:58 What is most important for you to work on? Is it the fact that you want to feel positive about your job? Or that you want to start small action towards moving away from your job? Because these are totally different directions. Of course you can work on the two of them in parallel. But for the sake of this session, what is the most important thing for you?

Client: 07:26 I think probably the first one about trying to be more positive about the job that I'm doing. I think that the other, that moving away from this job is something that is

## Estelle coaching Rachel transcript

going to take time. I don't want to rush into anything. And so if it's gonna take time, then I need to not be miserable at work during that time.

- Coach: 07:49 Hmm hmm. Let me ask you, when you were applying for the job, did you feel miserable at work?
- Client: 07:57 Applying for this other job just now?
- Coach: 07:59 Yes. For this other position just now yes.
- Client: 08:04 I think it's been kind of a progressive thing sort of, well, kind of sense October. Kind of since the residential, really. That each week I ... it's not that anything really big changes, but I, I feel more aware of the, of all of the different aspects of my job that I'm not enjoying. So I suppose I've been feeling more like more and more negative about it each week
- Client: 08:42 And I suppose perhaps the prospect of being able to go away from it also that was a very exciting prospect for the new job. Which then now that's not gonna um be a thing. It's been, I suppose it's been more like, "Oh well this isn't as good as the other job would have been."
- Coach: 09:21 So what you'd like to do is uhm create small actions to feel more positive about your current job.
- Client: 09:28 Yeah.
- Coach: 09:29 Okay. On a scale of one to 10, how are you in terms of positiveness about your current job?
- Client: 09:47 Today? I'm maybe ... a three or maybe three or four.
- Coach: 09:58 Three and a half?
- Client: 10:00 Three and a half. Yeah.
- Coach: 10:02 Well that's good that we speak today then. [coach laughed]
- Client: 10:05 Yeah.

## Estelle coaching Rachel transcript

Coach: 10:07 Okay. And where would you like to be?

Client: 10:11 I think some, the other side of five, maybe a six or seven, something like that.

Coach: 10:20 Okay. So you'd like to be a six or seven. Would you want to stay with your job with the six or seven?

Client: 10:29 Yeah. I think because I know that I'm probably going to look for something else, I don't mind if I don't get to like nine or 10.

Coach: 10:42 Okay. But six or seven won't be sufficient for you to be to say I want to stay in that job.

Client: 10:48 No, I don't think so.

Coach: 10:50 Okay. I'm asking the question just to see if you may enter another dilemma. If um you are successful finding small actions to feel positive about your job. You remember how last time we're talking about you feeling guilty about leaving and it was not so much about applying for the job and your competence about the job. It was more about you leaving that job. So that's why I'm asking if we were reaching a six or seven, would it impact again your decision to want to leave this job?

Client: 11:34 I don't think it would.

Coach: 11:37 No.

Client: 11:38 Yeah. I feel quite sure that, by now I feel quite sure that I want to find something else. [Hmm hmm] I think part of it is the work life balance as well. I think because of the fact that based quite far away from where I live, that's quite a big factor in it as well. That actually, I would have to be in a 10 at the job to make it worth all of the travel because of the impact that I'm finding that the traveling is having on me.

Coach: 12:15 Hmm hmm. Okay. So when you say you're pretty sure that you wouldn't want to stay in the job, you have the element of the traveling aspect of it [Hmm] Okay. You said that you are between a three and four at the moment.

## Estelle coaching Rachel transcript

What would you get a step closer to being more positive about the job, let's say getting to a five?

Client: 12:54 Hmm. Having a different job. [client laughed] I don't know. I think um. I think it would .... perhaps it would depend on what tasks I have um. I think I'm going to need some of it to just come from my own attitude, really.

Coach: 13:24 Hmm hmm. So task, attitude.

Client: 13:29 Yeah and I suppose a bit more of the work life balance. So being able to spend more time at home.

Coach: 13:48 Who could help you at work also to help you feel more positive about the job?

Client: 13:57 Well, I think ... my manager. I'd have to speak to her about my upcoming projects and tasks. I'm thinking about what I'm doing. And what I suppose working with her on my diary for the new year, so looking at making sure that they are quite flexible with me working from home and things like that but sometimes other things get planned for me by other people so that it means that I get kind of pulled in lots of different directions to lots of different places. Whereas if I was a bit, if I had, maybe if I sat down with having kind of planned ahead um for the next couple of months, kind of what days I can have as protected time. Like I know that I can work from home on these days so I don't have to worry about suddenly getting pulled off somewhere else.

Coach: 15:13 So working from home would help you feel more positive about your job?

Client: 15:22 Yeah. I think it's a difficult balance because when I spend lots of time working from home it means I don't get to interact with my colleagues as much, which isn't very nice because it's a bit lonely. But if I'm in the office all the time it means I never get to be at home and .... I find that really hard.

Coach: 15:55 Hmm hmm. So you need to have a balance between working from home and I'm working at work.

## Estelle coaching Rachel transcript

Client: 16:00 Yeah.

Coach: 16:01 And you have also some traveling. [crosstalk]

Client: 16:04 Yeah, so sometimes it's going in, off to different places. Schools or going to London or other places. It depends where they are because if they're in London I can get there from home quite easily so I can still then have my evening at home. Um, it just makes it quite difficult to.. It's just tricky to plan when there's lots of different variables of where you might be.

Coach: 16:35 Okay. So you have potentially working from home or working in London on events or working with the team, or working away from home and the team.

Client: 16:49 Yeah.

Coach: 16:50 So you have four scenarios.

Client: 16:52 Yeah.

Coach: 16:53 Okay. And your ideal balance of those four scenarios, what would it be?

Client: 17:04 Um. Well I suppose in a week um. I think doing a couple of days in the office, [Hmm hmm] um and then the other three days I can have, I would then be able to say, okay, well I can have a day away somewhere and then two days at home or close to home.

Coach: 17:38 Hmm hmm. Close to home that would be delivering or doing events where you can actually go back [crosstalk].

Client: 17:46 Yeah, something. Next week for example, I've got a meeting in London but it's only an hour in the morning so I'll go in and I'll do that, but I can come home after that and then work from home in the afternoon. [Hmm] So I don't mind kind of giving up a work from home day to do something like that. [Hmm hmm] 'Cause it's very similar. Very nearby.

Coach: 18:06 And you mentioned important for you to be with your team. So if you were two days in the office and then the

## Estelle coaching Rachel transcript

three other days would be either away or at events or somewhere close to home. That would be the right balance for you to be two days in the office?

- Client: 18:29 Yeah, I, it's really hard because everyone's out doing lots of different things so sometimes you can have two days in the office where you get to see everyone all the, the whole time. And then sometimes you can have two days in the office and there's maybe one or two other people there because everybody else at school. So um it's hard to kind of know and I think that's the thing is that when people are out delivering workshops and things in schools, they're often together with other staff members so that can be where you spend some time with colleagues is actually going out and delivering the work or going to meetings or events or things together. Um.
- Client: 19:16 So I think it's potentially just that some of the things I do now in my job, I ended up doing them on my own rather than what I used to do with colleagues.
- Coach: 19:32 So if I hear well, you need to do less traveling away and need to have more time with your colleagues whether it is in the office or it is delivering on programs.
- Client: 19:46 Yeah.
- Coach: 19:48 And you still want also to have a one or two days from home.
- Client: 19:55 Yeah.
- Coach: 19:57 Okay. How can you make that happen?
- Client: 20:08 Um well I've got a meeting with my manager next week and we usually work through a kind of work plan, looking at what tasks I'm working on at the moment and what things are upcoming. Um so I think if I spoke to her then. I think part of the, another part of the problem is that I don't really know what projects or what new projects there are. I think I've been quite out of the loop where I've been traveling away a lot. You know I've been put, I can see that there are things in the diary in January but I don't know what they are or anything. So I think that has felt a



## Estelle coaching Rachel transcript

bit like, well I'm just getting sent to things I don't even know what they are or what I'm doing. I haven't been involved. Hasn't been very collaborative I suppose um or at least not with me. [client laughed] Maybe they collaborated with somebody else.

- Client: 21:16 Um. So maybe, yeah, asking for more information about the projects that are coming up in the new year um and trying to get a solid plan, or a routine set for January so I can ... Yeah, so I know where I'm going to be and when.
- Coach: 21:42 Okay so you want to ask the project and set up your routine so that you know where you're going to be and when. How can you articulate the fact that you need more balance in terms of the traveling and being away so much so you don't, not out of touch with the team?
- Client: 22:14 Hmm um. [sight] We have a section of our supervision meeting it talks about kind of health and wellbeing. So I think perhaps there I can talk, could bring out that... Yeah, that I'm not feeling like I've got a very good balance at the moment.
- Coach: 22:33 How is that organized? Is that a team meeting or was it a one to one?
- Client: 22:37 It's one to one.
- Coach: 22:39 Okay. So you have the opportunity to speak. Is that with your manager?
- Client: 22:44 Yeah.
- Coach: 22:44 Yeah. Okay. Um is there something that you would like to particularly raise in that meeting? That may help you also plan and set the picture for the next few months knowing that you're going to be looking for another job?
- Client: 23:09 Um I mean ... I don't know. I don't know if it's appropriate to say that I'm not feeling very happy at the moment or whether that's kind of something that wouldn't go down very well. [client laughing] But I was actually thinking that one of the, that had really appealed to me about the other job was that it was four days a week. [Hmm hmm] So I

## Estelle coaching Rachel transcript

need to have a look my finances, but I, whether I'd be able to kind of explore the option of actually going down to four days a week. So that I've got another day to, well, do other things. [client laughed] Kind of wether that's about getting a different experience elsewhere or volunteering or doing, I suppose finding something else that motivates me. I feel like I'd feel like I could manage it all better if I was just doing four days at this job.

Coach: 24:41 Hmm hmm. And you noticed that you were kind of thinking through, as you were saying that. Is that because it's the first time that it's occurring to you or? Is this something that you want to explore a bit more around the four days?

Client: 24:56 Yeah, I think, yeah, I haven't really thought of it as an option. I'm not sure. I'm not sure if I have a good enough reason to go to four days a week. [client laughed] So I'm not sure whether it's something that they would just let me do.

Coach: 25:17 When you say good enough reason, is that for them or for you?

Client: 25:23 For them. [client laughed] I think they're worried about it looking like the kind of pulling strings for me, making special arrangements for me and not everybody else um. So last year I did do four days a week while I was working on my dissertation for university for example. So that was like a very specific reason like I'm studying, I need an extra day to do that. Whereas I think me just saying I'd rather work four days [client laughed]. I'm not sure that they would see that as a strong enough reason to give me that time.

Coach: 26:06 And what could be a good reason a strong enough reason? Thinking about the context of claw.

Client: 26:20 I suppose ... Yeah, well, personal development. Wanting to ... Perhaps if I talk about, rather than framing it, that I'm not very happy not feeling fulfilled by that job, that it's more that I'm wanting to do more as well um. Because it's in the same, I'd be looking to do things in the same field, so it's potentially kind of more personal development that

## Estelle coaching Rachel transcript

I could try and frame it as it would have benefits for the organization as well if I was doing more. Doing more outside of the organization as well.

- Coach: 27:17 Hmm hmm. What are you thinking right now?
- Client: 27:21 Yeah. I think I would need to, I'd maybe you want to try and find a couple of examples of things that I might do in that extra time so that it doesn't sound like I'm asking for a day to sit at home um. So that I can say these are the sorts of things I'd be interested in doing that currently don't have time to do.
- Coach: 27:47 So you mentioned volunteering before. [Hmm] You also mentioned that the company that's um um you applied for might be a good contender for secondment.
- Client: 28:02 Yeah.
- Coach: 28:04 So linking, volunteering, the secondment, I believe it's going to happen around March timeframe?
- Client: 28:13 Yeah, I think it needs to have happened before March.
- Coach: 28:17 Okay. So in the next couple of months you're going to be engaging in talks with them? [Hmm hmm]. It may be something along the lines of, because you mentioned a little bit later, something about doing volunteering in that, those um, that extra day that you would have to try to develop yourself. So there may be something that you can link between the two so that, you were saying you wanted to find example of what you could do.
- Client: 28:45 Yeah. Yeah.
- Coach: 28:49 And if you were to have a job with that organization, that would be a logical progression, may not be as difficult to announce to your current company and
- Client: 29:01 Yeah.
- Coach: 29:03 Make the feeling of guilt that you were referring to in the last session [Hmm] be more, like a smoother transition.

## Estelle coaching Rachel transcript

- Client: 29:14 Yeah. Yeah. That's interesting. [client laughed] Yes. Okay.
- Coach: 29:46 So how do you see all this fitting together? Trying to link your, you wanting to find your next opportunity. You wanting to change your attitude towards your current work. Having some more work life balance. You said that you would want to take advantage of the wellbeing, health and wellbeing meeting with your manager.
- Client: 30:15 Yeah. So that's on Tuesday. I think between now and then I want to have ... I can go away um, have a look, have a think about volunteering opportunities, look at the organization that I'm contacting about the secondment. And I think they have volunteer opportunities anyway um. So kind of look into those things and prepare for the conversation on Tuesday to discuss um my work, life balance and thinking about ways to improve that. So looking at sorting out my diary for the new year, but exploring the options about flexible working or whether I'd go to reduce my hours.
- Coach: 31:08 So which direction do you say that you want to go? You want to, just to clarify, do you want to look at a four day week or try to add to volunteering on the top of what you're already doing?
- Client: 31:33 No, I'd look for four day week.
- Coach: 31:35 For a four day week. So you would think about preparing, working for the four day week. On Tuesday, you have your meeting, your health and wellbeing meeting.
- Client: 31:45 Yeah. It's kind of super general kind of supervision. So it talks about that as well as ... [crosstalk 00:31:52]
- Coach: 31:51 [interrupted] How can you link the health and wellbeing with your necessity to be able to do personal development?
- Client: 32:05 Um I think the impact at the moment that the work life balance thing and um. I can talk about some of the specific projects that I've worked on recently and I haven't enjoyed doing um without just saying that, I think I'll be able to frame it in a way that's not just saying, you know, I really

## Estelle coaching Rachel transcript

don't like this job, but that some of the parts of the job recently, like some of the projects recently I haven't enjoyed very much um. And, generally, the work life balance I'm struggling with, with being away and I'm looking to, wanting to do more, explore different options and not, not feeling that I have the time or the energy to do that and so yeah. Thinking about kind of what the impact, talking about the, how that's impacting my kind of mental health and wellbeing at the moment and then exploring ways that we can work around it.

Coach: 33:17 Hmm hmm. How confident you are that you can achieve that in the meeting?

Client: 33:23 I think I can definitely have the conversation. I think that some of the smaller things, talking about finding out more about the upcoming projects and arranging my diary for the new year. [Hmm hnm] I think those are definitely achievable. I think that a reduction in hours would take time to get them on board with um... so I think that would be something that I would bring up this time and then I think I'd have to talk, she would have to talk about it with another manager and then I think I would have to ask for it again at another point. I don't think it would be an immediate change, [Hmm hmm] But yeah, I'd be sowing a seed.

Coach: 34:15 Yes. So just looking back at what we were trying to achieve in this session, you said that you wanted to find some small actions to feel more positive about your job. Do you feel that we are achieving these?

Client: 34:31 Yeah, I do because I think that realistically I'm not going to change the content of my job. I can look at the upcoming projects and try and so that conversation will hopefully mean that I can be part of things I'm more likely to enjoy in the New Year. And I think if we can, if I can get more control of my diary for the New Year, that will help me to feel more positive. And the thought of the possibility of four days a week makes me feel very positive as well. [client laughing] I think, and it all feels like something that I'm working, that I'm moving in the right direction.

## Estelle coaching Rachel transcript

Coach: 35:13 So you have one day looking forward, so you kind of feeling the two things that you wanted to work on, like feel positive about the job but also move away at the same time?

Client: 35:25 Yeah.

Coach: 35:26 So you moving forward to something?

Client: 35:29 Yep.

Coach: 35:30 So you have, you have a bit of a mix of everything.

Client: 35:34 Yeah.

Coach: 35:36 That's actually very good thinking to be thinking about reducing to four days and use one day for your development and your forward thinking and building what's going to be the next step.

Client: 35:49 Yeah.

Coach: 35:51 Very good. Do you see anything that may come in the way of you doing that?

Client: 35:58 Um I think it will be hard for them to let me do it. I think um I'm remembering how long it took when I talked about getting, going down to four days a week before when I was studying. I had to ask a lot of times before it got agreed. Um I think part of that is just where they get busy and trying to work out the best time for that to happen um. So yeah I think that will be the main kind of stumbling block, will be trying to get them to actually agree and let me do it.

Coach: 36:38 Building on that learning that you've had already in asking for something and then eventually they did accept it. How can you approach it this time and make sure that you have the momentum and it's not just spending the energy of not knocking back again on the door, but linking what meeting with the next?

Client: 37:01 Yeah, I think I need to be less, I think last time I was a bit like a bit vague, a bit kind of "Oh it might be nice if I

## Estelle coaching Rachel transcript

could." Whereas I think this time if I go in quite prepared and make it clear that kind of, these are the problems that I'm having and this is what I want to work towards and this is a solution that I think helps these things and it's more thought through and it's got more reasoning behind it. [crosstalk 00:37:33] Yeah.

Coach: 37:37 [interrupted] Yeah. And how do you make them accountable? You have those meetings, those discussion and it go away. How do you make them accountable so that they come back to you with an answer and you keep talking about it until you get what you want?

Client: 37:53 I suppose I can, I can ask that one of her actions from our meeting is for her to discuss that with the other manager. Um and then I can follow up on that in January um. I think it's not likely to kind of go all the way through now at this point before Christmas, but I think if I asked them to have the discussion and then when I come back in January, follow up on that.

Coach: 38:28 Hmm hmm. Great. It seems to me that you're making progress.

Client: 38:31 Yeah.

Coach: 38:31 Yeah. So how confident are you that you moving from a three slash four towards beyond the five?

Client: 38:45 Yeah, I think, I think if I can, I'll have this conversation and I think that kind of each aspect of it will put me up a notch I think. Sorting out the diary would put me at a five and then getting the different projects would move me up in that kind of thing so I think it's all, it's all moving in the right direction.

Coach: 39:07 Okay, great. Great. So um I'll be in touch to organize the next session. How do you feel that we've been achieving what you were looking for?

Client: 39:22 Yeah, yeah, definitely. I feel I feel a lot more positive.

Coach: 39:26 A lot more positive.

## Estelle coaching Rachel transcript

Client: 39:27 Yeah.

Coach: 39:28 [crosstalk] And the attitude.

Client: 39:30 Yeah, I think it's, I feel like I've got some tangible things to do.

Coach: 39:35 [interrupted] Look forward to yes.

Client: 39:37 Move forward. Yeah.

Coach: 39:39 Great. Well I wanted to thank you for allowing me to record the session again.

Client: 39:46 That's okay.

Coach: 39:47 And we'll talk again in January. Okay.

Client: 39:49 Yeah, okay. great. Thank you.

Coach: 39:51 Thank you very much. Bye. Bye.

Client: 39:52 Cheers. Thanks. Bye.

Coach: 39:54 Bye.