

Kirsten coaching Tanya Transcript

00:00	Coach	And thank you for letting me record this for my ICF certification.
00:07	Client	Hi Kirsten, nice to see you again.
00:12	Coach	Yeah, so, how would you like to start today? Is there something that you want to jump into right away or would you like to spend some time recapping what happened since our last session?
00:24	Client	Actually, I feel okay about what we've been coaching on before, I have something else, if it's okay, that I'd like to be coached on today, if that's okay?
00:39	Coach	Yeah, sure. ... So what's that about?
00:43	Client	Uhm, well, ... The idea is a little bit based on what we've said before, but it is actually a different thing and that is ... uhm ... I am realizing lately that I'm .. I'm feeling a little bit insecure about, when I do presentations in workshops and things. In my counseling I am asked to do little workshops. I want to work on improving my presentation skills.
01:17	Coach	Ah, okay, so I heard you say you are a little bit insecure in the presentation and you want to improve your presentation skills. How will you know at the end of our session that you've made some progress around, you know, the insecurity and your presentation skills?
01:35	Client	Hm... Well, I have done some things, so in my mind it would help me to maybe add to or get some ideas based on what we talk about that maybe I haven't thought of before? You know, something that I could walk out of our session and say, okay, that's an idea, that's how I'm going to ... maybe I'll pursue that. That'll help me, you know, feel a little bit more confident, or the next step to improve on my coaching, uhh... not coaching, sorry, improve on my ... doing public talks and workshops, things like that.
02:19	Coach	Uhm... Ummm. And these ideas, are they around how to do public talks and getting new ideas on how to improve it or is it related to the insecurity -- could you unpack that for me a little bit?
02:38	Client	Yeah. Hmm ... wow ... I think the insecurity is about wondering if I need to improve. So I think what I really am looking at is ... an idea or two about what I can do to develop my presentation skills a bit more and I think that will help me with my confidence.
03:08	Coach	So it's like a chicken and an egg situation -- is that fair to say?
03:14	Client	Yeah, it is. I think, you know, I've been thinking around this for a while and I don't really want to focus on insecurities or my lack of confidence because I don't see that as helpful as an idea or two about what I can do to really enhance my presentation skills.
03:40	Coach	Uhm hm
03:41	Client	Because I am stuck. I've been thinking about it and I'm really kind of stuck as to what I might do. Because I have done a couple of things and I'm kind of, I've done those, so it's like, what else can I do? And I am hoping that you can help me, maybe, in our conversation something might come up that I haven't thought of.
04:00	Coach	Hm hm. And how would you like to go about that -- do you have a process in mind?
04:08	Client	Yeah, maybe, well, I think I want to kind of tell you the last thing that I did to improve my presentation skills and how it helped. But that's all I know to do.
04:27	Coach	Hm ok... (both laugh)
04:30	Client	And maybe, from that, that can generate another idea. So...
04:38	Coach	Yeah... sure... ok ... What was the last thing that you did?
04:42	Client	Well, in my e-mail I got a little invitation to attend, kind of, this executive voice coaching thing. It is somebody who is well-known in Singapore that has this luscious voice, you know, and helps people with their presentation skills. So I

Kirsten coaching Tanya Transcript

		signed up for it one day. And I thought... uhmm... hmm ... I'm not so sure, I don't know if I need help with my voice so much? But actually, in the end, I learned a lot about my voice and how to project, you know, feedback from other people, a lot of stuff that I hadn't even thought of. I realize it's not so much about the content of a workshop, but as I'm standing up there, I watched him and, you know, I learned a lot. Stuff that I hadn't even been aware of, like the tone of your voice, and hmmm. He had us do some exercises at projection... and ... I'm trying to think it was, maybe, two years ago. So it's been a while since I did that and then I haven't made any more progress.
06:10	Coach	Uhm hm.
06:11	Client	Yeah.
06:17	Coach	Uh...
06:18	Client	I'm thinking of another thing that I realized that I learned, that would be helpful.
06:21	Coach	Uhm?
06:22	Client	It was the use of PowerPoint. I used to put loads and loads of words, squeeze as much as I can on a PowerPoint. And then I found out from him that less is more (laughs), you know, just a few ideas and I thought: "Man, no one ever told me that!"
06:42	Coach	Ahhhh
06:43	Client	And that really helped. So I'm kind of not sure where else to go from there
06:53	Coach	Is it also that you are ... um ... looking to see what kind of standards would be good for you ... or ...
07:07	Client	Oh, yeah, man, you have hit something (laughs)... oh man! Maybe it is a little bit about my lack of confidence and my insecurities, now that you mentioned that. Because ... uhhh ... you know the feedback, the feedback that I get from participants is, you know, this is awesome, we enjoyed it so much, and all of that, but yet I walk away feeling like ... uhmm... there is more I should do.
07:43	Coach	Uhum. There is more that you should do?
07:47	Client	Yeah. And so I'm thinking, well, maybe it's, it's being confident about what I already know, who... , who... I guess, trusting what I know, and all that... that I feel shaky on.
08:12	Coach	Uhum?
08:13	Client	I think, you said it's the chicken and the egg, but now I am going back, I think it is my insecurity... uhhhh...
08:25	Coach	Insecurity related to... to what?
08:30	Client	Not feeling I am good enough. Never feeling good enough.
08:40	Coach	Is that something that happens in the rest of your life as well or is it contained in the presentation skill?
08:47	Client	I think it's magnified because I am in front of, in front of other people. And see, as I'm talking about it I am kind of stuttering, I'm, I'm, kind of tripping over my words because I realize, it's when I'm in front of other people and I feel judged.
09:05	Coach	Uhuhm?
09:06	Client	Or critiqued. And in Singapore they are relentless about that. And, um, I mean, I don't know what it's like in other parts of the world, but they, they critique you, they judge you based on your presentation skills.
09:22	Coach	Uhmm
09:23	Client	They'll rehire you or not. So I may or may not be asked to do another workshop based on that. And I walk in feeling like, you know, at my age I, uhhh, I have to just relax with all of that. But I've been feeling insecure about that lately (laughs).

Kirsten coaching Tanya Transcript

09:43	Coach	(both laugh).ok ... ok ... uhm. So suppose all of this just magically went away and you are this relaxed, wise, older woman, at ease with her presentation skills,
10:09	Client	yeah
10:10	Coach	Walking onto the stage,
10:12	Client	Phew... wow...
10:12	Coach	What would be different?
10:14	Client	Yah... Phooff! ... Calm ... trust ... trusting myself, and the preparation I've done already, keeping that bar where it is and not, not some unrealistic level, not taking comments personally, uhmm, having fun, having fun with the participants!
10:49	Coach	Ahh...
10:50	Client	Because when I relax, you know, I, I, I can kind of kid around with people. When I feel scrutinized and then it starts to get to me I start to feel, you know, tight (laughs)
11:10	Coach	(laughs) uhum?
11:12	Client	So... um...
11:17	Coach	A while ago you mentioned that when you are in this tight space, you start to stutter and stuff. What would your voice be like when you are in this wise old woman, older woman walking onto the stage feeling relaxed?
11:32	Client	That reminds me, because yesterday, I did a workshop at a school ... and uhhh ... I had gotten up at 4:30 to just be prepared and ... um ... And during the workshop I started to make up words and slur because I was so tired (laughs)
11:52	Coach	Ohhh...
11:53	Client	Because sometimes my brain is sharp and then what comes out, umm, is garbled. And so I kidded with them and said: "You know, sometimes I make up words. You have to kind of flow with me to know what I'm trying to say and they laughed.
12:10	Coach	(laughs)
12:11	Client	And then I thought: "Hey this is good!" Because it gave me permission to, kind of, be myself? You know, and not just try to be perfect! So that was a good experience yesterday ... And I thought, you know, when I relax, and I kind of, um, I guess admit or confess my, my, you know, humanness, you know, they are very forgiving. But when I try to be all professional and perfect ... uuh.. I kind of, it's hard, it's harder.
12:57	Coach	Uhuhm. Uhuhm... I heard you say you'd like to keep the bar where it, where it is.
13:09	Client	Yah
13:10	Coach	Um. Would it be useful to explore a little bit around what I your criteria for a great presentation ...
13:22	Client	Uhuhm... Ya?
13:23	Coach	... or not, I mean this,it's a suggestion.
13:26	Client	No, I think, I think that, um, that, that, that's it. It's that bar! You know, the bar that gets moved based on, kind of, you know, how I think I should be ...
13:45	Coach	Uhuh.
13:46	Client	The, sort of, star presenter and keeping focus on just who I am and what I have to offer even if it's substandard should be okay. But it's not substandard because people say, you know they keep having me come back (laughs), so
14:06	Coach	(laughs)
14:07	Client	There is something there. It's just hard for me to believe it, I guess, you know. Uhmmm. Wow.
14:17	Coach	I mean, what would make you believe it?

Kirsten coaching Tanya Transcript

14:20	Client	Yah... Hmm... That's a really good question... wow... It's all a mind game, it's a mind game in my head... and ... nobody can make me believe it but myself. And there are times where I fully believe it, you know, okay, I'm...
14:55	Coach	Uhuh?
14:56	Client	I'm good, I'm good! At other times I don't, so it's that difference. And I think a key is ... um... Saying, whatever happens, whatever you do, you have given your best.
15:21	Coach	Uhum?
15:22	Client	Wow... I remember just now, you know, somebody I really admire would say that. "I'll do my best and I know you'll do your best and will just bring our best together and that's the best we can do." And ... um... I thought that, wow, that such a lovely thing to say. I'm just not remembering it, you know. So it helps, when I say that kind of thing. So, wow!
15:52	Coach	And what happens to the bar when you say that kind of thing?
15:57	Client	There is no bar then (laughs).
16:00	Coach	Ok? (laughs) it just disappears!
16:04	Client	It's really as you said. I mean, I'm thinking, well, "who put that bar there?", You know, uhh, it doesn't really exist, does it? Wow, man!
16:22	Coach	What does the world look like without that bar? (laughs)
16:24	Client	My gosh, well, I'm pretty excited. It's like: "how can it be this easy?" (laughs)
16:33	Coach	(laughs)
16:34	Client	To make that bar disappear and, um, wow, wow, hmm... hmm... It's sort of like I can never be good enough if that bar is there. But without the bar I am good enough as I am. Ahuh, wow, ..., I mean it's not about more presentation skills or learning at all! I mean, you know, of course I want to keep growing and all of that but I had in this mind, you know, I'm going to have to sign up for these mega courses and presentation skills and all that and don't even know where to go. But it's not about that. Um, hum...
17:43	Coach	And what, what is it about for you, then?
17:48	Client	Well, I mean, I just had a birthday recently. And I'm thinking that I've actually done a lot of things to improve myself, to grow, I actually have. But I don't give myself credit for it. Uhh. So it's kind of a combination of the things you accumulate as you age which nobody can take away from you.
18:21	Coach	Uhum.
18:22	Client	I mean, you cannot learn this in books or sitting in workshops, you know. And so I'm thinking, okay, I mean... a part of me feels like, you know I just turned 63. A part of me thinks like, you know, a lot of people I know are retiring at my age. They are kind of going out to pasture. And it made me wonder, I think this is kind of where it kind of, maybe came from? And I'm wondering, I felt like I have a lot more to give. Should I be stopping? (laughs)
18:55	Coach	(laughs) ... ok?...
18:59	Client	Stuff like, no I love what I do, you know! And as a counselor and I like these workshops that I do. I was thinking, maybe I need to retire, but no! I mean like I feel like I'm just getting going. In some ways I feel like I've learned a lot and I still want to help people... um ... I like, I like to see how our conversation, you know, in our counseling helps them. So, I, I, I think I have been focusing on, kind of, the wrong thing or in my thinking I, kind of, got focused on thinking that got me off track a little bit.
19:57	Coach	And what was that?
20:00	Client	Well, it kind of led to me questioning myself and then grasping at something that I, kind of, didn't know what I needed to get a hold of. But now I'm thinking... um ... hmm ... well ... kind of comes back to ... hmm maybe being

Kirsten coaching Tanya Transcript

		content
20:32	Coach	Hm hm
20:33	Client	A content that comes from getting rid of the bar, (laughs)
20:36	Coach	(laughs) hm hm
20:38	Client	(laughs) yeah, and ... um... valuing my age and ... uhhh ... yah, I, I mean, I think that's what my life is trying to tell me?
21:06	Coach	Hmhm? Hmhm. How would you like to go on from here?
21:18	Client	Well it seems kind of funny because I began with saying I needed help with some presentation skills and, yet, that was not even really it. (laughs)
21:29	Coach	(laughs).
21:31	Client	And I'm, I'm kind of surprised that, I, I feel like I am, I feel like this, kind of, empty gap in here, in my stomach healed, or, or, kind of, you know, closed up? I don't feel so inadequate anymore?
21:55	Coach	Hmhm. And what have you done or thought or felt in order to enable that gap to close?
22:09	Client	I like what, when you, I was talking about the bar and I could see that bar and now it's disappeared, it was, like that was, kind of the thing! That I realized: "Shit! Get rid of that bar! (laughs)"
22:29	Coach	(laughs)
22:32	Client	And, uh, and, I'm kind of thinking that there is a temptation to put that bar there again, I'm just going to, you know, make it disappear!
22:46	Coach	How are you going to do that?
22:48	Client	(laughs)
22:49	Coach	(laughs)
22:50	Client	That's a good question, how am I going to make it to disappear? ... Oh, I know, I have this magic wand in my office for when I see kids in therapy? And I sometimes say, you know: "Poof!" you know, uhh, it's gone!
23:10	Coach	(laughs) Ah!
23:12	Client	I'm going to use that magic wand in my mind! And kind of just like the magic fairy go: "Poof!" You know, when that bar, kind of, gets tempted to get back in! Uhh -- I'm just going to poof it out!
23:29	Coach	(laughs) ok --what will it do? Will it explode or, you know, what does that look like?
23:35	Client	It'll go off in this "Poof", you know, like in a puff of smoke!
23:40	Coach	(laughs), ok?
23:41	Client	And just disappear!
23:42	Coach	Ok?
23:43	Client	Ya!! I think, wow, I'm feeling quite happy about that! I really am because, I mean, I always get a little bit weepy, kind of, when I think about that damn bar and how I ever let it in, you know. That: "Poof", man! Phew.
24:05	Coach	And how do you notice when that bar starts sneaking back in?
24:13	Client	Well, I start to question myself. Like, uhhh, you know, here is that familiar thing, I'm not good enough and I'm just going to use a little wand and say no, it's not true!
24:29	Coach	Hmhm!
24:29	Client	It's not true! Ya. And for me, I think, it's not saying, you know, you don't ever want to improve or get better, but not to question, kind of, you know, what I've learned or where I am, you know. So, I won't be questioning.
24:57	Coach	And how will improving your presentation skills ...
25:02	Client	hmmm
25:03	Coach	... look like when you're in this state of mind, in the bar free, appreciating

Kirsten coaching Tanya Transcript

		what you have, appreciating your experience state of mind?
25:15	Client	Ya... I remember some time ago, um, my husband saying something to me, just, just as an observation and I took it personally and I got hurt because I could see that bar, you know
25:33	Coach	Hm hm
25:34	Client	And then I realized he was actually telling it to me ... umm ... to help. And so now I'm thinking that that's what I need to do, is, is to, be, you know, hear, hear what people that you love and trust have to say. And know that they want you to do better and not as a statement of that I'm not good enough, you know what I mean. It's kind of, I realize that it's meant differently then, kind of, what I thought.
26:10	Coach	And in the bar free universe, you will think they'll help me, did I get that right? They are helping me instead of being insulted?
26:20	Client	They are helping me instead of that bar being there and saying: "See, there is the bar, ewww... ya... You're not even near that bar, yet. Because there is some bar, where they say, you know, you're not as good as that. And that's how I heard it when my husband told me, you know, gave feedback. But now I'm realizing... huh ... I mean it really hurt!
20:46	Coach	Ya, sure!
20:51	Client	Ya. And, and I thought, if I am going to get better and improve, I don't think I could stand it and ask people for feedback (laughs).
26:59	Coach	(laughs)
27:01	Client	(laughs) but then I realized, well, if there is no bar, you know, I am not comparing it to anybody else, you know, that, whatever standard I made up to be, but it's me! And knowing me to help me improve me, then, I can see it differently. So, I mean, I don't know if that makes sense to you, but ... I also want ...
27:33	Coach	Sure
27:34	Client	... feedback from myself but also external. Does that make sense, you know, external feedback?
27:38	Coach	Ya! And can you summarize again, um, the difference: feedback with, with the bar in your head and feedback "the bar is gone".
27:56	Client	I think I can (laughs)
27:57	Coach	(laughs) ok?
27:59	Client	Ya, I think, with the bar you're not good enough, you'll never be good enough because it's a moving bar.
28:08	Coach	(laughs)
28:09	Client	And it's because I am comparing myself to people like Tony Robbins, you know, like that. I'll never be that good. So, it's never good enough. And it just hurts. I just feel bad all the time. Ummm and, it's, I want to give up.
28:27	Coach	Um.
28:28	Client	Because I want to be at my best and I cannot be as good as Tony Robbins, so, I give up! Um, but ... without that bar there, it's like I can, I see myself, well, be open to feedback, because I can hear it, you know, they mean to help me, and then I'm not comparing myself to anybody. I'm just trying to be at my best and trusting, you know your stuff, you've learned stuff, you have got academic qualifications, you've done professional development, you're the kind of, I'm saying this to myself: "you're the kind of person that is going to just, um, just that! And not be prideful about it.
29:27	Coach	And instead of prideful?
29:31	Client	I like humble. The humble, you know, ummm: "Maybe this is helpful, this is what I've learned, but saying it with confidence and conviction, um, you know,

Kirsten coaching Tanya Transcript

		because I don't want to be a know-it-all. But people also want help and you don't want to push it down their throat, kind of thing.
29:59	Coach	Uhm!
30:00	Client	So they can take it or leave it but I can trust that I can listen, and offer and in my, you know, line of work. I like that kind of relationship.
30:17	Coach	Uhum? Uhum. When I look back at, you know, where we started our, our call, it was around adding some ideas, um, you said you felt insecure about your presentation skills and, um, were thinking around things that you can do and felt a bit stuck.
30:45	Client	Hmhm.
30:46	Coach	Um -- can you summarize what you are taking around this issues, uhm, from our call today?
30:56	Client	Ya, hmm, we've talked about a lot, but I really think it's all connected, it's all related.
31:07	Coach	Uhhm.
31:08	Client	It's really been helpful. And so, I am, I just, what's going to be in my mind is that magic wand to get rid of that bar if it, if in any way it starts to creep in. Having, having no bar there, to trust myself and believe in myself and just, to say, you know, I bring way am and what I've learned to the offering and that's good enough ...umm ... I feel really good about that.
31:49	Coach	Ok! Is there anything else that you would like to discuss in our session or are you good to close?
31:57	Client	I just feel a little bit of a glow right now, because that really, you know, I mean, I didn't know where this was going to go and I really like, I really like, the way that you listened to me. I feel that this is where I needed to end up and I didn't even know it! (laughs)
32:17	Coach	(laughs) ok!
32:19	Client	(laughs) uuh, ya.
32:25	Coach	Great! Is there anything that you can do to keep that glow till our next session?
32:35	Client	I've got my little magic wand in my office (laughs)!
32:38	Coach	(laughs), ok, the magic wand is a magic wand!
32:44	Client	You know, I think that's really it, it really is about focusing my mind of what I know to be true and don't let the other stuff get in and take over, so that's it, the reminder.
33:08	Coach	Ok, great, so if ... Are you okay for us to close the session then?
33:12	Client	Ya, I'm really very very um, happy and thankful.
33:17	Coach	Great, I'll close the session and we will look for our next date, ya?
33:10	Client	ok
33:21	Coach	Thank you!
33:22	Client	Thank you!