Speaker 1 (00:02):

Oh, hi, Lorna. You again, how are you?

Speaker 2 (00:07):

How are you?

Speaker 1 (00:08):

Amazing. thanks for making the time today to speak with me. And I know that there was something on your mind that you wanted to speak about. Before we sort of jumped into that as we, as I normally do, I'll just outline the coaching agreement, which I think you're aware of, but we've got 30 minutes on the call today. My role is to and we'll discuss a certain topic that you want to focus on. And my role is to, you know as a coach to ask you questions and listen and shine a mirror up in front of you to help guide you and, and find answers within if as you know, I'm bound by the ICF code of ethics and competencies. If at any point I feel that this may breach confidentiality that this may break those those rules then I'll need to break confidentiality. If I think it might cause a risk to yourself or anyone around you as you know, myself is very open and I will ask very direct questions and hopefully help you to get to an answer yourself. And that I think is it, so is now a good time to start?

Speaker 2 (01:37):

Yeah.

Speaker 1 (01:38):

Okay, fantastic. So I think you just mentioned something earlier in terms of what was on your mind, what, what would you like to talk about today? So,

Speaker 2 (01:49):

So I would love to, I guess, explore why I end up feeling so overwhelmed when I'm in London, because when I'm out of London. So for example, when I spent three months away recently, I still had a lot of work done, but I felt I had a much better work-life balance was able to socialize and just felt more energized myself, but obviously the sun has something to do with that, but I thought there's something in London where I ended up just packing things in. And as I was saying, my, my schedule now is just crazy until January. So I'm picking things in, in January. So it always ends up being just super busy and then I just feel just overwhelmed with what I've got to do. And then it will say means that I don't really have a balance in that I'm going to end up like canceling things that would have been really nice to do, because I can't get all of the work done in the time.

Speaker 1 (02:42):

Okay. So within the next 30 minutes or 25 minutes what would be a good outcome for us to get to at the end, by the end of our session, in terms of feeling overwhelmed,

Speaker 2 (02:56):

I guess maybe it's just to feel less overwhelmed with what I've got to do over the next couple of mums and to, yeah. So then I think that will then help me to have a better balance going forward. Obviously I've made commitments now, but going forward maybe to commit less and just yeah. To have a better balance and be less overwhelmed.

Speaker 1 (03:19):

Okay. And so you looking, w w what would a good outcome be at the end of our discussion today? How to do that?

Speaker 2 (03:30):

I mean, maybe it's more thinking maybe the outcome is thinking Y Y I end up doing this in London because I obviously don't and other places and can manage the overwhelm and have the balance, but in London I get into this habit or some kind of cycle where I ended up just overworking and not having a balance. Maybe it's more exploring why that is.

Speaker 1 (03:58):

Okay. Okay. Sure. So let's talk about the why and then we can figure out what may come after that. So you've mentioned a couple of things that you feel overwhelmed but only in London, can you talk me through, when you say overwhelmed, what do you mean by that? If some examples.

Speaker 2 (04:21):

So I think, I think it shows up in different ways. So I, I feel more like it shows up physically, like, I felt a lot more tired and my energy is much lower in London. And then also just feeling overwhelmed in terms of how much I have to do, because I ended up just working nonstop, like tonight, for example, I've got things on until 10:00 PM, which is obviously not ideal. I'm not what I'm usually going to do, but it just, just the thought of that and everything that I've got to do between now and the end of December just makes me feel a little bit like, like, I need to cancel social plans. I had to arrange because I can't get everything done in the time.

Speaker 1 (05:06):

Okay. so it sounds like you have a lot going on and you have in your head, a lot of activities. Can you maybe talk me through like what kind of active, what, what, what things do you have to do?

Speaker 2 (05:22):

Hmm. I think this is where it's hard because I felt like I I'm blocking with lots of different Browns and companies and platforms, which I think is part of the overwhelm, but then it's also in terms of, in terms of my business, like the client block and all of the admin, which I think is taking off a lot of time. So I guess, I mean, they activity that could be a very long list.

Speaker 1 (05:52):

Have you, have you considered writing it down?

Speaker 2 (05:56):

I mean, I, I do my weekly plan and daily plan, but I haven't actually put it into an Excel sheet of everything I've got to do. So that was a good idea.

Speaker 1 (06:07):

Yeah. If you were to do, and it looks, I mean, from your expression, I can see that you're, you know, it's almost like a light bulb went off. If you were to do that how could that be beneficial to,

Speaker 2 (06:26):

I think it will just help me to get everything out of my head and to just have it rest and down or on Excel. But it will also help me to think about my priorities each week, rather than thinking like, Hey, this weekend to Downey, to what to prepare for watch out for next week. So, yeah, I would just help me, I guess, prioritize a little bit more.

Speaker 1 (06:52):

Yeah. You just mentioned the word prioritize. I was kind of waiting to see if you would use the word and I think that's, that's probably a key thing. You know, if you've got, you know, we can always add, keep adding things to our plate. Right. There's so many things that we need to do in our daily life and from a work perspective, and then from an admin and then social, you could just keep adding, and there's only so many, so much time in the day. You know, any normal person would feel overwhelmed with that. Right. So I think the I think, you know, you've hit the nail on the head in terms of prioritization. So maybe prioritizing some of the, those activities. Going back to, you said, you know, you're working with lots of brands and platforms. Actually let me, let me take a step back, ultimately, and this maybe goes to your overall goal or goals. What are your goals going into coming into, coming to the end of this year? What is it good? What's good. Look like,

Speaker 2 (08:06):

I mean, the main thing for me is to increase my monthly income at the moment. That's like the main, the main goal. I guess also to get exposure through the Browns and the platforms, because then that will then result, you know, it may be in more clients, which will then impact the monthly income if I signed them up.

Speaker 1 (08:31):

Yeah. And I know we've spoken about this in our other session around your kind of focus on increasing your monthly income, increasing the number of clients, trying to get new clients through the, through the door, get existing clients to, to pay their invoices. So, so with that in mind if you were to list out the three or five things that are important at the moment, what would those things be that are going to help you reach your goal?

Speaker 2 (09:11):

So I guess, I mean, the fast thing is my regular client sessions and doing all the preparation and admin for the sessions, because that's, I guess that's the main priority for me right now. Then it would be focusing on getting new, getting new clients, but I also think, I need to think about how many I take on. I think I actually need to look at my diary and think how much money can I read asleep take on because I was thinking today, I'm not sure how many more I can take on with what I've got on over the next month or six weeks. So I guess it's also looking at that.

Speaker 1 (09:56):

Can I just ask a question on that just while you're thinking you said how many you can't take any on any new clients with how much else you've already got on? What else have you got on that is, I'm curious, like back to the words that you used before priority and your goals, and you've got a lot going on, what is it that you've got on and it's, you know, are there things that we could potentially look at you to remove?

Speaker 2 (10:33):

I don't think there's anything I can remain right now because I've committed, but it's,

Speaker 1 (10:39):

But sometimes commitment. It goes back to your pro let's talk it through for us, sorry, before interrupting.

Speaker 2 (10:48):

So I'm trying to think, like to break it down, like it's re it's. I think this is why the Excel sheet would also be really hard. It's pretty easy to, to break it down. So I've got a couple of workshops coming up in November, a couple in December and one in January, but I've got some meetings in December that I need to basically put everything together so I can present it. So that's workshops, master classes. Then I have got this coffee morning for this brand the week after the next. So I've got to prepare for that. And then I've agreed to send over some content for that newsletter, 10 Instagram. So that's that brand. And then there's a couple of other brands that I upgrade to do some work full. So it sending me the bio's, things like that. And then my client work. So particularly of therapy, there's a bit more time and prep involves, I find in my coaching because it's quite I guess always like an actual treatment plan. So you have to prepare all the resources in advance. I'm going to seminar with coaching. Right. But I think that's taken up a bit of time.

Speaker 1 (12:09):

Okay. So it sounds like so of those, those kind of okay, this is how I bucketed them. You've got client sessions, new trying to get new clients, and then you've got your other sort of activities in terms of working with other brands and platforms with workshops where you, if you were to put it into percentages, where were you spending most of your time?

Speaker 2 (12:45):

I think the main man client sessions and ad man, because I guess the admin is the other part of that in terms of like finances, bookkeeping expenses like onboarding new clients, scoring questionnaires and sessions, and then there's a website and branding part of it. So I guess, I think it's probably, I think more of the time at the moment it's going more on like app man. Okay. And what was the other part of that comes with running a business then? The client sessions, like the client sessions is still taking up time, but I'd say the larger percentage is the admin and the kind of the backend of running the business. Okay.

Speaker 1 (13:27):

So I know the goal for the call today was why is this happening in London? So I just want to dig deeper into why do you think, when you say the word overwhelmed, what makes you feel overwhelmed here versus in other places?

Speaker 2 (13:47):

I don't know if it's just as simple as she, like, the weather is really rubbish hair. It's dark hair earlier. Whereas I guess maybe when I was away, I was still great for dinner at like 8, 8 30. Whereas here it's, you know, darker, I'm probably not going to go for a walk then, because I'm just finishing work or like tonight I've got work on. So maybe it's more that when I'm here, I agree to more work because I like, I

haven't always got plans or yeah. Maybe it's more agree in advanced to work in the evenings because I haven't got nice plans scheduled in. Maybe

Speaker 1 (14:31):

Why do you say maybe

Speaker 2 (14:34):

I'm just thinking, it says like any other reason behind like being here, whether it's, I think also because, because I'm, I'm obviously showing it the moment. Right. So I think I not, there's not really any other space. So again, I think I ended up just working cause I'm like, well, there's not really any other like, space to, you know, chill out afterwards. So that could also be a reason

Speaker 1 (15:04):

What would be the opposite too overwhelmed for you?

Speaker 2 (15:12):

Hm. I would say combat, I don't think it's, I don't think it's calm because usually like, when I think of the opposite to Ogle, I would say calm, but it's not that I'm not feeling calm. It's more just,

Speaker 1 (15:26):

Or maybe instead of what would your ideal be instead of feeling overwhelmed, what would you like to feel?

Speaker 2 (15:36):

I think balanced, I feel right now my life again is not balanced. Like I just, I'm looking at my diary. I think, as I was saying, it's just, yeah, it's just all work again.

Speaker 1 (15:49):

How were you, you, you mentioned you don't feel overwhelmed when you're not in London. How did you feel balanced elsewhere?

Speaker 2 (16:01):

I think, I think part of it's the social side part of it is probably also the weather. I like being able to just go for a walk or a run at seven, 8:00 PM off to work. I also think I also, I've always found London just overwhelming anyway, just walking down the streets or going towards for circus or getting the boss because of getting on public transport more. Now I think also that kind of thing just really overwhelms me. I find that I've already noticed that even if I'm not doing a lot, like it will really drain my energy. So I also think that's part of it, just London being very busy and overwhelming sometimes just the whole light vibe and London.

Speaker 1 (16:43):

Hmm. Yeah. I know what you mean. It's it's very go, go, go. Yeah. so it sounds like, I mean, you know, the con the topic of, you know sorry, let me go back. So, so you've mentioned balanced, you know, to use being more social, the weather, you know, going out for walks and runs, there are certain things that are out of your control. So, you know, we can't really change or influence the weather, although

maybe some people can and you know, the running, you know, being outdoors, I think that's, yeah, that's a personal preference. Whether you want to do that in, in when, when it's cold. In terms of the social side of things, you've mentioned a few times, how could you, you know, how can you make social work for you with your current in VR, in the current schedule or your current environment Using the word priorities that you've mentioned?

Speaker 2 (17:56):

I think I feel that like November I've made commitments, so I do have to work the weekends. But maybe it's just having like one, one night a week where I do just block out that time to see a friend. Yeah. And, and not just not let anything get in the way,

Speaker 1 (18:29):

What will happen if you continue to feeling overwhelmed.

Speaker 2 (18:37):

I'll probably end up just feeling like banned out again.

Speaker 1 (18:47):

And then,

Speaker 2 (18:49):

And then not really able to fully focus on building and scaling again. And I guess that's why when you're overwhelmed, it's harder to really like prioritize and think what you need to do as an app. So I don't know if there's like dreading just outside, it's been going on all week. So that's probably another thing to do with the overwhelm, trying to think about the dreading.

Speaker 1 (19:18):

Yeah. It doesn't make it easy when you part distractions outside. So you were just saying you know, it will make you feel burned out and then you won't be able to focus distracted on. You'll get distracted on what, what you want to your priorities. So what happens then? What's the impact of that?

Speaker 2 (19:46):

I think when I, when I do the, I just get in some more of a cycle of not feeding balance and just, and then don't really feel like doing anything or socializing because I feel so tired. I just want to not really do much, I think particularly in that slide, this,

Speaker 1 (20:05):

So, I mean, you've, you've mentioned a few pretty profound things. So, you know, you're obviously feeling overwhelmed. I think you've realized that you know, the, the antithesis to that for you is to feel balanced. But if you continue doing what you're doing, you're going to get burned out. You won't be able to focus on the things that you set up your priorities, which are to scale your business and get increased your income this year. My question to you is what needs to change?

Speaker 2 (20:45):

I think one of the, one of the biggest things is to stick to my boundaries with the clients, because I think part of the thing that's been contributing to also the overwhelm is everyone just rescheduling and canceling, and also not paying the invoices in time, which means I end up spending more time going back and forth between the, like the spreadsheets where I keep all the track of my invoices, the invoice and system. And, you know, I think all of that then adds more work, more work. So boundaries just to stick to those. I also think I'm going to change the way that I approached you named that my coaching program. Usually I would like just book in the session, but I'm thinking now maybe it's best to send out the invoice in times in advance before even booking anything. And because what I've been finding as we've put the session in, and then people haven't paid the invoice and then they've been rescheduling kind of back and forth. So I've blocked out that time in my diary. And then they'll cancel last minute. We'll say, can we reschedule for a few weeks to even that I think will help. Okay.

Speaker 1 (22:03):

You mentioned the word commitments a few times. So I just want to explore the relationship between commitments and boundaries. Tell me what you think the relationship is between commitments and boundaries.

Speaker 2 (22:29):

Oh, that's an interesting one. Commitments and boundaries. I mean, I think, I think part of that is, is being, is being boundaried with both myself and then also clients, because if I've, if I've committed to do something, then I need to do it. But I think also if other people are committing to something, if I could put the boundaries in place. Yeah. I guess that makes sense. Yeah.

Speaker 1 (23:06):

It's a relief. It's a complex one. And that's why I wanted to, you know, maybe we can explore this further another day, but before I answered that, that question what are boundaries to you?

Speaker 2 (23:25):

I say them in different ways, because I guess there's like your physical boundaries, emotional boundaries other boundaries, atmosphere, boundaries, but I guess, but in, when I think about boundaries in terms of this, it's more just boundaries in terms of people paying on time, people sticking to the times, obviously people are ill. That's a different story. I get that, but not just letting everyone kind of reschedule here, there and everywhere. Yeah.

Speaker 1 (24:01):

Okay. So if your time you for you boundaries are that people are paying on time and they commit to your terms. And if you step into your boundaries and stay committed to them w what would that mean to your business, to you and your business?

Speaker 2 (24:29):

It will mean I I'll have more time to focus on what's important because I won't be spending extra time chasing people up. We'll get, you know, going back and forth, trying to reschedule sessions by email, which will then have it off on effect on my energy balance. And I can focus more on my priorities rather than all the flight, the admin and the both.

Speaker 1 (24:56):

How much time do you think that might save you?

Speaker 2 (25:01):

I say nine, but I stayed this week. I've definitely spent probably at least a day of that kind of stuff, going back and forth. Like not including like sending over terms weekly. It's literally just been all of this rescheduling and invoice chasing and that kind of work.

Speaker 1 (25:22):

Okay. So based on everything we've just spoken. So what's the, what's maybe the one thing that you can now do to change that.

Speaker 2 (25:31):

So, one thing is that I'm, I'm not going to schedule an initial sessions of clients until they've signed my times and pay the initial invoice, because that will then say the back and forth. But secondly, just stick to my times, like, I I'll allow people to counsel reschedule if they're unwell, but if people just rescheduling counseling, whenever, just because it doesn't work. I think I need to stick to my Toms because as nice as it is to be flexible, I can't be flexible with everyone like that frequently. Anyway.

Speaker 1 (26:08):

Yeah. So we've only got a couple minutes left but you've mentioned commitments a few times and I wanted to hone in on that a bit more, maybe in another session, but what are con, so when you say commitments, you've got all these commitments. What does a commitment mean to you?

Speaker 2 (26:35):

When I say that? I mean more just in terms of it's all work commitments, basically just stuff that I, to like either, either workshops, master classes, I'd said I'd run or meetings or calls that I've scheduled and, or clients sessions

Speaker 1 (26:54):

Do they, okay, this is again, probably a bigger conversation. Do they align to your priorities?

Speaker 2 (27:03):

Yeah, that's the thing, because I have, I have been more careful in terms of, I've said no to a lot of stuff still. Like I'm not taking on work now that I think isn't aligned with my priorities and where I want to guy. But I do think it's, it's a lot, as well as trying to manage all of the admin side of the business. As well as, yeah, I guess just trying to keep up, like, like even the website that we've talked about, we can really think about that maybe another time, but like we're bunted to get that done, but it's not good done because yeah. There's lots of other things, but I would say they are, they are priorities, but I think maybe I just need to write everything out and create like a stricter schedule perhaps it's that,

Speaker 1 (27:55):

Are they aligned to your priority of increasing your monthly income by the end of this year?

Speaker 2 (28:05):

Yeah. And I would say they are.

Speaker 1 (28:07):

Okay. Yeah. Is there anything, are there any of those commitments that are not that you could remove?

Speaker 2 (28:15):

No, because I have actually been really careful not to take on anything that I feel wouldn't align. So I would a hundred percent say they are aligned on. Do you think that they will have an impact? Okay,

Speaker 1 (28:30):

Perfect. That's great. So going back to just wrapping up now, so going back to the goal at the beginning, which was, why do you feel overwhelmed in London? How do you feel about that now? Do we have clarity?

Speaker 2 (28:48):

Honestly I think a big part of it for me, as well as everything else. I honestly think a big part for me is like the energy and London and just, I've been getting the bus a lot, like in and out of like to meetings and back. And honestly that does Jamie so much, I think, talk about being highly sensitive. Like, although it sounds simple. I honestly think, I think I've underestimated actually how much that impacts my energy. So I think maybe that's why I'm feeling more overwhelmed because I've got the same amount of work roughly on that I did when I was away. But I think part of it's the energy and just not obviously the song, and

Speaker 1 (29:30):

You just said, you've got roughly the same amount of work, but earlier you said you were doing more work now because you're not as social or you're not going out for runs. And whether

Speaker 2 (29:39):

It's chamber, I think I'm doing more, I'm doing more hours here doing what I was said, but maybe a similar amount of work

Speaker 1 (29:51):

In, what do you feel like is what are you going to do now differently to change so that you get more balance in your life?

Speaker 2 (30:02):

So I'm going to put everything in an Excel spreadsheet, just so I think that will help us. It doesn't feel so overwhelming. And also just to me to get a bit clearer in terms of what I need to prioritize each week. And then also from January, just be careful not to keep scheduling things. And, and I might even just like block out a couple of evenings where I just say evenings with friends, so I didn't book anything. And because it's free, then I'll just book a client session or book a meeting or a wash or whatever. But if I just schedule that out, then I come pick it in. Yeah.

Speaker 1 (30:35):

I mean, I, I I put blocks into my calendars and I initially I blocked things based on the two kinds of rocks or things that I really need to prioritize for the week and then everything around that. But I also do prioritize social and, and fun because it is important to your point around balance to, to have that. So

Lorna, I think we are coming up to our 30 minutes is there, so yeah, it sounds like you're, you're kind of aligned in terms of what you need to do. I'd love to explore the kind of commitments versus boundaries in our next session and see how you come along with implementing balance. Is there anything else that you wanted to mention or that I should know about, or you want to focus on for next, our next session? No,

Speaker 2 (31:28):

That's helpful. That's very helpful. I think the commitments and boundaries it'd be helpful to explore. I can have a little thing as well afterwards. It was an interesting question

Speaker 1 (31:38):

Because you've mentioned it a few times commit boundaries and that you commit to things which is great, but there's almost, yeah, let's, let's explore that. Fantastic. Well, I'm just gonna end the recording really quickly. And.