

Portfolio

Emily Wild: 2540407

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Lecturer: Julie Crossman

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Critical Reflection

During June to August 2026, I carried out almost 7 hours of coaching with two clients, JR who is a colleague in UWTSD Digital Learning and Library Service, and AT who is a friend and neighbour, working in various roles as a lecturer, curator, and artist.

I found the practice of coaching a rewarding experience. I endeavoured to create a good rapport between myself and both of my clients, and having an existing friendship with both clients helped to achieve that. I found that allowing time before the sessions to chat and generally catch up seemed to help dispel any awkwardness so that when the sessions started it was easier to adopt the roles of coach and coachee.

I was drawn to the humanistic theories of coaching and the belief that ‘people have a natural potential for learning’ (Bates, 2015, p. 59). It was important therefore to encourage my clients to work things through for themselves rather than me instructing them, and to create the right conditions to put my clients at ease.

I was keen to take a person-centred approach and therefore I practiced active listening during my sessions. Active reflective listening is one of the techniques central to the coach if you are respecting the self-determination of the client (Cox, Bachkirova, Clutterbuck, 2024, p. 71). I made sure that I focused on what my clients were saying to me and gave them space to think through any questions they had.

I also practiced clean language with my clients, which is a practice developed from the work of David Grove in 1989 (Linder-Peltz & Lawley, 2015, p. 162). The principle of clean language ensures that you preserve your clients experience as they express it, you don’t include metaphors, judgements, evaluations or assumptions, you invite them to articulate their experiences with no attempt to change it, and you don’t introduce new words that may change the meaning of their experiences. (Tompkins & Lawley, 2025). In practice I would repeat back to them what they said to me in their own words, clarifying questions I had without paraphrasing or introducing new language. This helped my clients to work through their own thoughts without unnecessary interference or assumptions from me. When a client is heard and their words repeated back to them succinctly this can provoke clarity and lead to breakthrough moments (Burt, 2019, p. 18).

I decided early on after reading an article on ecopsychology (Watson, 2020) that I would like to conduct the sessions outside if my clients were willing and felt comfortable doing so. I felt this environment helped us to step away from work or home and to fully concentrate on the session. Coaching outdoors takes the principles of Attention Restoration Theory (ART). This principle proposes that ‘being in contact with natural environments increases our ability to recover from mental fatigue and stress’ (Burn & Passmore, 2022, p. 23). ART was proposed as a framework by Kaplan (1995) to examine human-environment relationships. It found that nature was “particularly rich in the characteristics necessary for restorative experiences” (Kaplan 1995). I felt that taking

this approach would help to create a calm and positive atmosphere in which to discuss issues and seek solutions to problems. It also provides the feeling of 'being away' from our everyday stresses and allows us to disconnect from our everyday life, (Burn & Passmore, 2022, p. 24), which in turn would help to focus on the coaching session without unwanted distractions.

One of my learning curves was that after the first session with JR I felt pressure to decide what she should concentrate on to improve her situation. She was very down about several things, and I wasn't sure what direction our sessions should take. However, after expressing concerns about this, advice from my tutor was to just to listen to the client, my role wasn't to decide what direction the sessions should go in. This was exactly what happened, the next session JR came in knowing exactly what she needed to focus on what direction she wanted to take the sessions.

After reading de Haan (2008) about breakthrough moments in coaching, I reflected on my own breakthrough moments throughout this process. During the first sessions with JR I did feel a bit helpless as I couldn't see what she needed to do to move forward, but by the end I could see that I just needed to trust the process and trust my client. I don't think she realised that starting to write again was the key to unlocking her motivation, however by then end JR had worked out what she needed to do in order to reset her thinking. She came up with multiple ideas to help herself and just needed the time and space to think about them. It was extremely gratifying to know that I had been able to provide a safe and productive space for her.

With my second client, AT, between the first and second session everything went wrong in her workplace. However, she had proved herself to be hugely proactive in dealing with the situation. Everything we had discussed in the first session she had recognised she needed to address and I think having those initial conversations she was more prepared to act when thrown into crisis. I reflected that she had instinctively know what to bring to the sessions but had not felt able to do anything about it previously. I think having an open discussion made her able to act more decisively when she needed to. With both of my clients I felt the trust that they put in me was incredible and the way they opened up and allowed me to listen meant the sessions were hugely productive.

As the sessions progressed, I wanted to also reflect on the Insights colour energies of myself and my clients (Insights, 2026). This system is based on Jungian psychology which states that everyone has a unique mix of four colour energies, cool blue, fiery red, sunshine yellow and earth green. I felt that if I could understand what their colour energies were this could help with communication and understanding. I believed JR to be predominantly a yellow, this is often described as a sunshine yellow and denotes people who are enthusiastic and positive in their outlook. I have been typed as a green, also described as earth green, which denotes people who are quite calm and introverted. I felt I was well suited to bringing a calming influence for her and feel like we worked well together.

AT I initially imagined to be a green, but after discussing her very diverse work life patterns, she raised that she was probably undiagnosed neurodiverse, which was why

she was so suited to having multiple jobs at a time. She was aware that she masked a lot and as a younger person was much more energetic and outgoing. Therefore, I came to believe that she was probably also a yellow, who was sometimes suppressing her personality and therefore came across as much quieter. Because many neurodiverse people mask I believe that the Insight colour profiles don't necessarily work as well in these situations.

Repeatedly during the sessions, I found my clients came up with solutions, tasks, and strategies that I didn't recommend or direct them towards. I reflected on this and reading my clients own reflections, believe this was in part due me creating the space for them to think things through and prompting them with relevant questions. This was one of the biggest learning curves for me, that to sit back and just ask questions was the best way to help someone to find what they needed to do. In conversations we often are thinking ahead to either offer advice, or add our own experience to the conversation, and this can prevent us from active listening. When we practice active listening, we are fully engaged in what the person is saying so we actively understand their meaning (Viezzler, 23). Practicing these coaching sessions has helped me to understand if you engage with someone and actively listen to their point of view and allow them to think things through, this can be much more meaningful than offering your own advice or experience.

The Action Learning Set coaching sessions were particularly useful in learning how to actively listen and not to jump in with advice. I found these sessions interesting and at times quite emotional and always supportive. The group had a good rapport and the trust that was given in the group was inspiring. It also helped me to ask simple non-leading questions which I struggled with to begin with. Listening to multiple perspectives was also instructive, and I enjoyed the simplicity of this format. Being coached in one of the Action Learning Sets also helped me to learn how it felt from the other side which I believe helped me in my coaching sessions with clients.

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Appendix 1: Coaching Contract

Coach's statement

In a coaching relationship, the coachee's agenda is at the centre of the relationship and will be worked on jointly by both coach and coachee. As a coach I do not have the answers to your issues, but I am committed to working with you to explore them and help you identify how to move forward, I will at all times do my best to help you achieve all you want for yourself but there are no guaranteed results you get out what you forward, It all times, I will treat you with respect and treat all you tell me in confidence.

Name of Coach:

Signed:

Date:

Name of Coachee:

I agree that the prime purpose of this coaching contract is to support, maintain and enhance my personal development over an agreed period. As the coachee, I will ensure that, to the best of my ability, I will actively participate in each session. I agree to carry out any follow-up actions that I choose to commit to within the coaching sessions. I understand that all that is discussed between us will be treated in absolute confidence.

We have both agreed the parameters of this relationship and discussed their practical implications for us.

We have agreed to meet for a minimum of 4 sessions with sessions lasting between 30-60 min.

I have read, and agree, this coaching contract.

Signed:

Coachee:

Date:

Coach:

Date:

Appendix 2: Coaching Log

Name	Date	Time	Location	Notes
JR	5/6/2026	45 mins	SA1 Campus	Introduction session. JR completed coachee self-analysis form, signed the contract, and the reflective log.
JR	11/6/2026	60 mins	SA1 Campus	Introduced the idea of a haiku which is going to be the task for the next session.
JR	30/6/2026	70 mins	SA1 Campus	JR produced a short story and 1 haiku. Next session she is producing a gratitude visualisation post 2013.
JR	21/7/2026	60 mins	SA1 Campus	Final session, JR has been practicing gratitude in her day-to-day life and was feeling much happier about her work. She noted how achievements and the change in her thinking had crept up on her.
AT	5/7/2026	50 mins	At home	Introduction session. AT completed the self-analysis form, signed the contract, and completed the coaching wheel, and the reflective log.
AT	23/7/2026	60 mins	At home	AT completed the reflective log, and we revisited the coaching wheel and noted any changes since the last session. AT updated 3 of the sections.
AT	20/8/2026	60 mins	At home	Final session, AT completed the reflective log and evaluation form.

Appendix 3: JR 5 June 2026

Coaching Session Summary

Coachee: JR

1. Key messages you took from the coaching session?

This was our first session, and we discussed JR's preconceptions about coaching and what direction we thought the sessions should take.

2. What do you think are areas for development?

There were three main areas we discussed; work at UWTSD, her personal writing work, and her life in general and feeling at a bit of a crossroad.

3. Goals/actions identified.

We identified three goals that she wants to achieve with her writing work; getting her novel published, starting her follow up novel, and collaborating with a friend on designing a set of tarot cards.

4. What tasks were agreed to do before the next session?

We didn't set any tasks for the next session.

5. Any other points or comments?

The situation at UWTSD is in limbo at the moment, and JR seemed most enthusiastic about getting started on her writing work. She also feels like she is lacking confidence and needs to regain some positivity about everything.

She also feels like she has lost herself a bit and wants to try and regain some of her old self. This is also connected to her daughter leaving home and this being a new chapter in life.

6. Ideas for next session?

As JR is a creative person, who identifies closely with stories and music, I thought asking her to write a haiku about where she sees her life now, and what direction she wants her life to go in next might be a good starting point for the next session. The Steeleye Span lyrics from Thomas the Rhymer about the bonny bonny road to fairyland is something that she relates to so to encourage her to articulate herself in a more creative way might be helpful in this process.

Coach Reflection

Name: Emily Wild - Reflection

Date: 5 June 2026

Session information (duration, issue, theme etc.): This was the first session with JR. It was 45 minutes long. We discussed initial expectations of the coaching sessions, what her understanding of coaching was, and what she hoped to get out of the session

What 3 words best describe the session?: Relaxed, informal, and interesting.

How did you build a rapport with the coachee?: We sat outside in one of the wooden bench booths. This created an informal atmosphere, and I think we were both happier away from the office. We chatted about work developments for 5 minutes before starting the session, but we generally have a good rapport.

What went really well?: Understanding the issues Julie is facing and the aspirations she has with her work out of the office was interesting. JR has achieved a great deal in recent years; she gained a PhD in Creative Writing from Swansea University and has published two books and had been included in several anthologies.

This prompted me to redirect what I thought we might achieve during the coaching sessions, away from UWTSD work based issues towards her writing.

Did you do anything completely new?: This was my first time coaching someone not involved in the course. It was the first time I had to introduce and explain what coaching meant in this context. JR is an experienced horse-riding coach and had previously only thought of coaching in a sports context.

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.): Her lack of self-confidence and feelings of imposter syndrome surprised me as from an outside perspective JR has achieved so much in terms of academic achievement, being a published author, a horse trainer, and someone who has travelled and worked abroad.

Coachee Self Analysis

5 June 2026

Coachee Self Analysis – How appropriate is coaching for me?

The following questions are designed to assist identification of development needs and whether coaching is the most appropriate tool. Use the questions as guidelines to help identify characteristics of an Ideal coach and develop awareness of own objectives and goals in having a coach.

How could I benefit from having a Coach?

To challenge me to step out of my comfort zone.
To move out of feeling depleted after work restructuring.

What can I gain from coaching that is different from another development option?

I suffer from imposter syndrome despite having a PhD
so I'd like to gain confidence to set up new writing ventures
such as monthly writing sprints.

What are my objectives?

- working on getting my novel published.
- start work on my follow up novel.
- designing a set of tarot cards with a friend - working collaboratively.
- time management.

How can I best use the skills of my Coach?

To use them to help regain my confidence and positivity.
Also, to remember who I am and to get back to the confident person that I used to be.

How supportive or challenging do I need my Coach to be?

Not particularly challenging, but would appreciate a wake up call

What skills do I have that can make me a successful Coachee?

How: Positive minded?
Flexible and resourceful?
Self-aware?
Non-defensive?

....am I?

I am resourceful and have lots of ideas.

I'm not a particularly defensive person.

I am a willing person and usually very positive minded but I sometimes slip into negative thinking but I can recognise when that happens.

Coachee Reflection

REFLECTIVE LOG - Coachee

This is for your own reflection as a coachee, picking up immediate thoughts and feeling about your coaching sessions.

Date of session: 05/06/2026

My goal: An Introduction to think about possible goals and how to approach them.

My action(s):

My deadline(s):

Date of next session: ~~2/4/26~~ 11/6/26

3 words that describe today's session

Positive, Calming, Reflective

What went really well?

Thinking about the positive influences coaching could have.

What went less well

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.)

What did I learn about myself today?

That I don't want to lose my identity and who I am is important to me, including the negative aspects.

Was anything challenging or uncomfortable? Why?

What did I like about today's session. Why did I like it?

Gave me the opportunity to think about what I really want to do for me.

On a scale of 1 – 10 (1= low, 10 = high), how motivated am I to change?

Any other general reflections?

Appendix 4: JR 11 June 2026

Coaching Session Summary

Date: 11 June 2026

Coachee: JR

1. Key messages you took from the coaching session?

JR uses a recurring metaphor about missing the boat in life and feeling like she hasn't achieved what her peers have because of choices she has made. This idea is compounded by feelings of imposter syndrome, so she ignores the many achievements she has made in her life. JR feels quite insecure about moving forward in some of her writing work. She faces some difficult obstacles but one of the biggest challenges for her is imposter syndrome and how to move past that.

2. What do you think are areas for development?

Self-confidence, self-acceptance, working towards building her reputation and experience in writing. It would help to build JR's self-confidence by looking at what she has achieved, and how she wants to move forward with her writing career.

3. Goals/actions identified.

JR is going to focus on what she would like her life to look like in the future and what steps she needs to take in order to achieve that. The main goal is to raise her profile locally as a writer and creative writing tutor.

4. What tasks were agreed to do before the next session?

JH aims to write 3 haikus on her past life, present life, and future life.

5. Any other points or comments?

This was a good session. I suggested that she start with writing a haiku as part of the coaching session on how she sees her life or something similar, but she preferred to take this away and write these alone. She decided that she wanted to write 3 and the subjects were her past, present, and future lives.

JR talks about 'missing the boat' and feeling like she has left it too late to do things she wants to do in life, so writing the haikus might help to put these feelings into context.

6. Ideas for next session?

I might introduce the coaching wheel but will see how things go with the haikus first.

Coach Reflection

Name: Emily Wild - reflection

Date: 11 June 2026

Session information (duration, issue, theme etc.): This was the 2nd session with JR and took place in the IQ café. It was an hour long. We had three possible directions to explore from our initial discussions last week, and this focused mostly on her writing and feelings of imposter syndrome, but also on her life and where she wants to be in her future.

What 3 words best describe the session?: Relaxed, friendly, emotional.

How did you build a rapport with the coachee?: I already have a good rapport with JR, and before we started the session, we got a cup of tea and discussed general work issues to get those out of the way.

What went really well?: JR is a very open person, and it was very easy to discuss her life and various issues that she is dealing with. She went into more detail about her writing and her past and is very aware of the obstacles she is facing, such as self-confidence, time, finances, and opportunities.

She spoke about having imposter syndrome, but we also talked about the many achievements she has had in her life, such as her daughter finishing university, rescuing horses, getting her PhD, and teaching creative writing workshops.

One of the key aspects in JR's life is her horses and understanding what they mean to her and the part they have played in her life was really important.

Did you do anything completely new?: I introduced the idea of her writing a haiku to try and express how she felt about her life and what direction she wanted to take it in. She decided to take this as a task for next week and to write three on her past, present, and future lives.

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.): I found it quite emotional when she talked about her life with her daughter and difficulties of letting her go and live her own life, but also missing her and worrying about her. I think maybe having children of a similar age and similar character affected me.

I also identified closely with her feelings about having missed the boat or done things at the wrong time, despite having very different life experiences. Perhaps this is a really common feeling.

Coachee Reflection

REFLECTIVE LOG - Coachee

This is for your own reflection as a coachee, picking up immediate thoughts and feeling about your coaching sessions.

Date of session:	11/6/2026
My goal:	To gain confidence in moving forward with my writing and teaching and contact various people/places where I can offer
My action(s):	my services. To write Past, Present + future Italians
My deadline(s):	
Date of next session:	26/6/2026

3 words that describe today's session

Fulfilling, Reflective, Healing.

What went really well?

finding a goal and realising that maybe I haven't really missed the boat. Talking about my horse and thinking about my daughters achievements.

What went less well

Discussing my present work situation - stagnant.

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.)

How other people may perceive me as very different (positively) to how I see myself.

What did I learn about myself today?

That I doubt myself too much? May be too hard on myself.

Was anything challenging or uncomfortable? Why?

Thinking about the image of missing the boat.

What did I like about today's session. Why did I like it?

Felt comfortable and having the go ahead to talk about my own wants, needs dreams? is good. :)

On a scale of 1 – 10 (1= low, 10 = high), how motivated am I to change?

8?

Any other general reflections? Missing the Boat Haiku.

- 5 Mist swirling on shore
- 7 Lights and Laughter sail away
- 5 Waiting getting old.

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Appendix 5: JR 30 June 2026

Coaching Session Summary

Date: 30 June 2026

Coachee: JR

1. Key messages you took from the coaching session?

JR seemed to be more positive and confident, and more focussed on what she wanted to do than the previous two sessions.

2. What do you think are areas for development?

Working on self-confidence and managing the projects she has ongoing

3. Goals/actions identified.

To work on her writing work.

4. What tasks were agreed to do before the next session?

To work on a gratitude visualisation and what achievements JR has made since 2013.

5. Any other points or comments?

JR is still quite frustrated with the role she has been given in the restructure, as it is taking her further away from library work and in particular books which as a writer she loves. It also means that she can never work from home, which would give her a bit of a break from her long commute journey, and mean she could sometimes be on hand for her elderly parent. I can't see a way to improve this situation, but if other things came together in her life this might be less of an issue.

6. Ideas for next session.

To discuss her gratitude visualisations and whether it can be a positive thing to look at her life pre and post 2013.

Coach Reflection

Name: Emily Wild - reflection

Date: 30 June 2026

Session information (duration, issue, theme etc.): This was the 3rd session with JR and took place in one of the student meeting rooms in Y Fforwm. In the last session JR had decided to write 3 haikus on her past, present and future lives.

What 3 words best describe the session?: Positive, relaxed, frustrated.

How did you build a rapport with the coachee?: We have an established rapport and are very comfortable with each other.

What went really well?: JR had attempted the haiku task and written a really depressing one which she wasn't happy with. She decided a better task for her to do was to write a short story which she completed and is really happy with. JR is considering submitting it for publication.

Writing the short story boosted her confidence immensely. She has not written anything recently and instead has been working on getting her second novel published. Doing this task reminded her how good she is at what she does, and she was so enthusiastic when she related the story it was really lovely.

Did you do anything completely new?: It was a new experience to record the session. We recorded the first 30 minutes and during this time I did feel more cautious about questions and felt more self-conscious, although JR did most of the talking. Being recorded is not something I usually worry about, however, in situations where I am being recorded I am very confident in what I'm saying.

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.):

It was really lovely to see JR enthusiastic about her writing, the first two sessions she has been quite down about it. I felt a bit helpless though when she talked about the barriers she is facing due to work, and how she is feeling about her new position. Many of these issues seem to be immovable so I felt it was difficult to know what to say, other than that I understood how she was feeling.

Coachee Reflection

REFLECTIVE LOG - Coachee

This is for your own reflection as a coachee, picking up immediate thoughts and feeling about your coaching sessions.

Date of session: 26/6/28

My goal:

My action(s): To write a gratitude visualisation

My deadline(s): 21/7/26

Date of next session: 21/7/26

3 words that describe today's session

Positive, thoughtful, interesting.

What went really well?

Having a chance to talk through my ideas to someone who listens not judges. Seeing my ideas either fall into place or not, but realising their potential.

What went less well

Thinking about my current work situation.

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.)

Becoming more accepting of my own situation, and achievements.

What did I learn about myself today?

That I have achieved quite a bit and need to be thankful for my own efforts.

Was anything challenging or uncomfortable? Why?

Admitting I have achieved quite a bit, because I am quite critical of myself.

What did I like about today's session. Why did I like it?

It helped me to feel positive about myself and what I have achieved. Gave me things to think about that could potentially benefit me.

On a scale of 1 – 10 (1 = low, 10 = high), how motivated am I to change?

I am motivated to a 10 to continue to be thankful and practice gratitude to my own

Any other general reflections? achievements.

To attempt to be less critical of myself and to be kinder to myself.

document

Appendix 6: JR 21 July 2026

Coaching Session Summary

Date: 21 July 2026

Coachee: JR

1. Key messages you took from the coaching session?

JR seemed much happier than when we first started the coaching sessions. It seemed like she had turned a corner and managed to reframe some of the things that she has been struggling with.

2. What do you think are areas for development?

JR now has got back some momentum in her writing work and to continue this is her main aim right now.

3. Goals/actions identified.

She has contacted two publishers and an agent, so is making a lot of progress in publicising her work. She also has a trip to Anglesey planned where she is planning on researching 3 more of the Tarot cards

4. What tasks were agreed to do before the next session?

This was the last session, but JR seemed positive with the steps she'd taken so far and looking forward to building on them.

5. Any other points or comments?

This was a really nice session. It felt like the coaching sessions had come to a natural end and JR was looking forward to building on the things she'd started.

Coach Reflection

Name: Emily Wild - reflection

Date: 21 July 2026

Session information (duration, issue, theme etc.): This was the 4th session with JR and took place in the outdoor booths in SA1. This was the final session, and it felt like a natural end to the coaching sessions. I think the theme was gratitude and JR felt as though she had managed to reframe the way she was thinking about various things in her life.

What 3 words best describe the session?: Relaxed, optimistic, creative.

How did you build a rapport with the coachee?: We have a good rapport, but this was helped by being able to sit outside in the shade on a sunny day.

What went really well?: This was a really positive session; JR had so many things to say about what she had done since the last session. She had been making plans for her future writing and travel.

Did you do anything completely new?: At the end of the session JR read her short story to me, which she said came directly out of things we'd discussed in her coaching sessions

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.):
What surprised me was how quickly everything had changed and how positive JR was feeling now about the future without anything substantial changing. She spoke about how the change in herself had crept up on her and she was feeling much happier and more positive now about the future.

Coachee Testimony and Evaluation

Coachee Testimony and Evaluation

Have the coaching sessions helped you move forward?	
☒ Yes / ☐ No	
If yes, in what way? If possible, please specify the actual outcome(s) achieved:	
Has helped me reconnect with my own self worth, even though work is very negative I am learning to keep positive things moving forward in my own interests and work.	
What specific issues have your coaching sessions helped you to address?	
- to begin writing again - to keep my positivity and not become consumed.	
What would you say have been your key insights/learning points during the coaching sessions?	
My writing is important to me - writing helps to ground me and raise my positivity when feeling overwhelmed.	
How useful have the coaching sessions been for you?	
Very useful during a difficult period at work.	
If not useful, how can these sessions be improved:	
Signed: <u>[Signature]</u> Date: <u>18/08/2026</u>	
Name: <u>Julia An Reng</u> Role: <u>Digital Support Specialist</u>	

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Appendix 7: AT 5 July 2026

Coaching Session Summary

Date: 5 July 2026

Coachee: AT

1. Key messages you took from the coaching session?

AT has a complicated working situation and several areas of this that could be improved. There seems to be no structure or boundaries in the organisation. When AT started her 3 day a week contract as an assistant curator, there was no curator in place. She worked overtime during their busy period and has accrued 6 weeks off in lieu but has had poor communication from her manager. She has also not had one of the 3 monthly PDRs despite being there 10 months.

2. What do you think are areas for development?

Communication with her manager, clarity in her working contract and obligations.

3. Goals/actions identified.

To clarify what jobs she is expected to take while there is no curator in place. Her current role is assistant to the curator.

4. What tasks were agreed to do before the next session?

To email the director of her institution and request the time in lieu and to arrange a PDR which scheduled for every 3 months, but AT has yet to have one since she was appointed in September 2025

5. Any other points or comments?

There is a lack of structure in the organisation AT works for which she struggles with. Finding ways to combat this and how to communicate these issues with her line manager, although it is still not clear who is her line manager, would be a good start.

6. Ideas for next session.

It might be useful to map out the structure of the organisation as AT sees it and to clarify what she would like to achieve in her position. There is a gap between exhibitions at the moment so now would be a good time to get some boundaries in place.

Coach Reflection

Name: Emily Wild - reflection

Date: 5 July 2026

Session information (duration, issue, theme etc.): This was the introduction session with AT and took place in my garden on a sunny Sunday afternoon. We scheduled 30 minutes but the session lasted 50 minutes. AT completed the coaching wheel, selecting her own areas to rate, and completed the coachee self-analysis. She will complete the reflection sheet before the next session.

What 3 words best describe the session?: Relaxed, friendly, thoughtful.

How did you build a rapport with the coachee?: The relaxed setting of my garden helped to create a calm quiet atmosphere to talk. AT and I are friends and neighbours, and we help each other out with feeding cats when either of us goes away, so we already have an easy rapport. I wondered if this session might change our friendship dynamic, and be at all awkward, but AT was very open to the concept, and the session was really good.

What went really well?: AT is a very open and thoughtful person, so going through the coachee self-analysis was interesting as she was able to articulate clearly what her issues were. Discussions about her work situation was good as it gave me a clearer picture of the different places she is working, and the situations she is facing in each place. AT knows what type of organisational culture she works best with, these have a clearly defined structure, defined rules, and set boundaries. She knows she doesn't work well in very loosely structured institutions and finds it hard to understand unwritten rules or workplace etiquette. We discussed that in our future sessions we would focus on AT finding ways to overcome these obstacles, set her own boundaries and improve communication with her managers.

Did you do anything completely new?: The coaching wheel was a new tool for me to use and also holding the session in my own garden. Both of these I would do again as they worked well.

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.): We discussed colours and I would have typed AT as a green, she is a very calm, kind, and thoughtful person, but during our discussions she said that she wasn't always like this but much more outgoing and energetic, and moves from one thing to another quickly, which may be why she has so many jobs. She is probably neurodiverse and has learnt to mask some of her characteristics, so is probably more of a yellow. This connected to what we discussed in class after Anita's talk, around ND people being difficult to colour type due to masking. Having these deeper discussions and asking questions has given me a greater understanding of AT and can point to some of the issues she is having with work situations.

Coachee Self Analysis

5 July 26

Coachee Self Analysis – How appropriate is coaching for me?

The following questions are designed to assist identification of development needs and whether coaching is the most appropriate tool. Use the questions as guidelines to help identify characteristics of an Ideal coach and develop awareness of own objectives and goals in having a coach.

How could I benefit from having a Coach?

To have time + space to reflect on my current work situation + having someone to talk things through + having a dedicated space to work through work situations.

What can I gain from coaching that is different from another development option?

In the arts this is useful as these work differently to corporate institutions. This is self reflection rather than learning new skills.

What are my objectives?

Building confidence in communicating my needs to the team. I tend to hide of others rather than myself to the detriment of myself + this leads to me not working as well as I could.

How can I best use the skills of my Coach?

Finding ways to word things for example asking for things in my work place

How supportive or challenging do I need my Coach to be?

Perhaps both depending on the situation.

What skills do I have that can make me a successful Coachee?

How: Positive minded?
Flexible and resourceful?
Self-aware?
Non-defensive?

....am I?

I am very self reflective - this can sometimes be negative
Also optimistic but this can also be negative at work
if I'm not seeing the bad things
I like feedback but I can be very self critical
I find it hard to quantify work - how much I should do
in a day + ~~how~~ I can do too much.

Coachee Reflection

REFLECTIVE LOG - Coachee

This is for your own reflection as a coachee, picking up immediate thoughts and feeling about your coaching sessions.

Date of session: 5 July 26

My goal: Email line management for cred time and request the appraisal.

My action(s): To email the director with a TOL request and discuss my role and responsibilities in a meeting.

My deadline(s): By the end of the week.

Date of next session: 23 July 26

3 words that describe today's session

~~reflective~~ interesting, focus, needs

What went really well?

Identifying some of my main issues with the current role and putting a plan in place to

What went less well

Nothing!

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.)

That I hadn't really reflected on what I need to communicate well in work settings

What did I learn about myself today?

That I need to understand how to communicate my needs better at work.

Was anything challenging or uncomfortable? Why?

Not really. Just that confidence plays a huge part in my work situations.

What did I like about today's session. Why did I like it?

Emily's style of facilitation

On a scale of 1 – 10 (1= low, 10 = high), how motivated am I to change?

8

Any other general reflections?

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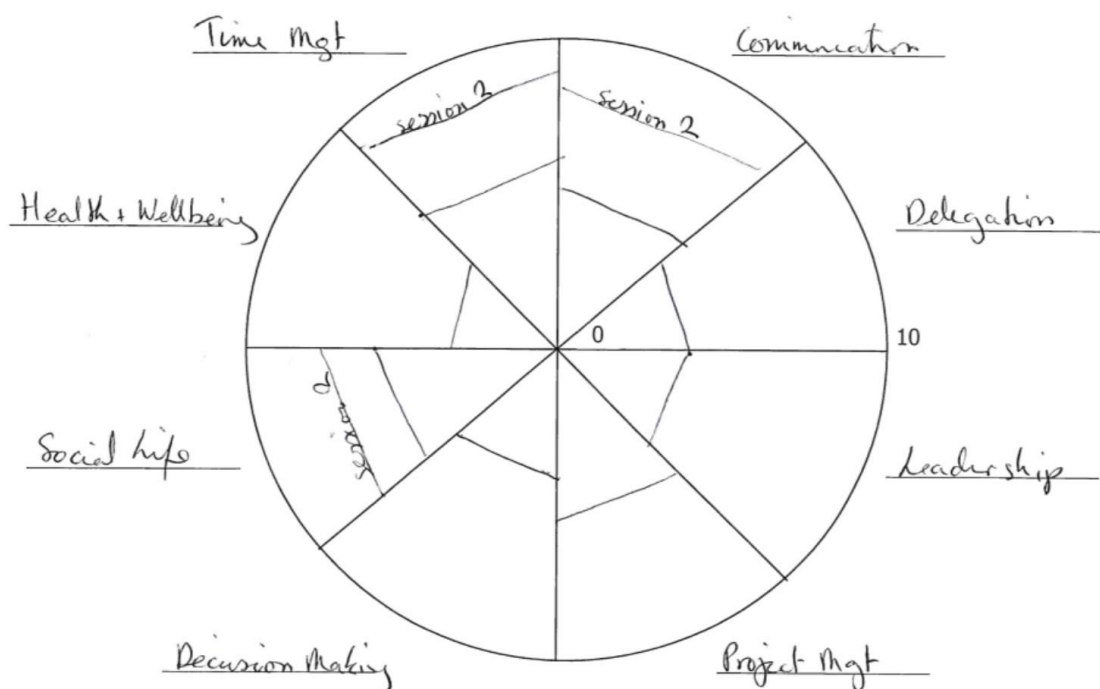
Coaching Wheel Analysis



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

NAME: AT

DATE: 5/7/26



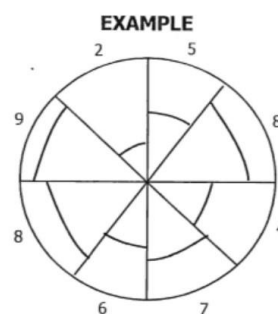
COACHING WHEEL INSTRUCTIONS

The 8 sections in the Coaching Wheel represent balance.

Instructions: Identify 8 categories that are significant for your development and record them against each of the 8 segments, above. You can choose your own categories, however, examples you *could* use are provided, below, although there are other suggested categories overleaf:

Management	Leadership
Conflict management	Project management
Communication	Innovation and creativity
Leading change	Delegation
Motivating teams	Decision making

- Please ensure categories are meaningful for you and, if not, rename any so that it represents a balanced life for you.
- Next, taking the centre of the wheel as 0 and the outer edge as 10, rank your **level of satisfaction** with each area out of 10 by drawing a straight or curved line to create a new outer edge (see example)



Appendix 8: AT 23 July 2026

Coaching Session Summary

Date: 23 July 2026

Coachee: AT

1. Key messages you took from the coaching session?

This was a difficult session as there had been some really disappointing news for AT regarding her contract. However it highlighted how she is a very positive and proactive person, as despite initial disappointment she had already taken steps to improve her situation.

2. What do you think are areas for development?

Her professional profile and professionalising her art practice. Maintaining her boundaries particularly regarding her current employment.

3. Goals/actions identified.

Finding new work opportunities as a freelancer artist working with communities.

4. What tasks were agreed to do before the next session?

To complete her online profiles and to map out and document organisations and funding streams for community art projects.

5. Any other points or comments?

This has been a really tough couple of weeks for AT and to me it highlighted again the poor management and leadership of the organisation that AT works for.

6. Ideas for next session.

To help to plan next steps.

Coach Reflection

Name: Emily Wild - reflection

Date: 23 July 2026

Session information (duration, issue, theme etc.): This was the 2nd session with AT, and she came with really disappointing news about her contract being cut from 3 – 1 day a week from September. This came out of a meeting that she had arranged as part of a task from the last session to reclaim time in lieu owed to her, and to arrange a performance development review (PDR).

What 3 words best describe the session?: proactive, positive, determined.

How did you build a rapport with the coachee?: We conducted the session outside again which helped to create a relaxed atmosphere and good rapport.

What went really well?: What went well was seeing how AT had reacted to the news of her contract being cut. She was completely blindsided by the news, but after a few days reflection, started to plan her next steps.

Did you do anything completely new?: We revisited the coaching wheel and made a couple of adjustments to how she was feeling

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.):

This session was so disappointing with the news about her contract, however the way AT reacted to it was amazing. I felt so proud of the way she had quickly pulled herself together and started to proactively take steps to find new work. She had been so downbeat about her situation previously this was a real turnaround, and I think she had started to see more clearly the way this institution works and how damaging it has been for her mental and physical health.

Coachee Reflection

REFLECTIVE LOG - Coachee

This is for your own reflection as a coachee, picking up immediate thoughts and feeling about your coaching sessions.

Date of session:	23/07/20
My goal:	To establish a more established professional practice online. To look for opportunities with other organisations outside of my network -
My action(s):	creative time. Online profiles. Using the studio to make while having time off
My deadline(s):	2 weeks time
Date of next session:	

3 words that describe today's session

affirmative, positive, proactive

What went really well?

Helping structure ideas around how to move forward my current working situation. Thinking about how to balance multiple priorities that need to happen quite quickly because of finances.

What went less well

Nothing! (my work situation!)

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.)

I wasn't prepared for a change in circumstances in terms of my work contract and hours. I realize that I need time to respond when things happen situationally.

What did I learn about myself today?

I learnt I'm more proactive than I previously thought.

Was anything challenging or uncomfortable? Why?

Just my work situation and how to make decisions under pressure.

What did I like about today's session. Why did I like it?

Again, Emily's facilitation and asking the right questions to shape the conversation and my thinking.

On a scale of 1 – 10 (1= low, 10 = high), how motivated am I to change?

8

Any other general reflections?

document

Appendix 9: AT 21 August 2026

Coaching Session Summary

Date: 21 August 2026

Coachee: AT

1. Key messages you took from the coaching session?

This was the final session with AT and I felt that AT was feeling much more positive about the future, despite the recent setbacks. She is focusing on channelling her anger at how she has been and is still being treated into creating opportunities for herself and looking at how she wants to progress in her career.

2. What do you think are areas for development?

Continuing areas for development are maintaining boundaries. This has been difficult for AT as she is a very conscientious person, who hasn't been managed very well and has been putting in far more work and hours than she is being paid for. She specifically chose to work part-time for health reasons, which has suffered as a consequence.

3. Goals/actions identified.

To clarify her new contract with her employer before she signs it, and to prepare for her MA course in Art, Health and Wellbeing.

4. What tasks were agreed to do before the next session?

There are no more sessions, but she is planning to chase up the emails about her contract. She is also going to stick to her 1 day a week contract and not start the tasks she has already been asked to do, as they are beyond what she is contracted to do and she has yet to see her new contract despite requesting it.

5. Any other points or comments?

I feel very proud of AT for getting onto her MA course. She had delayed this partly because of her unreasonable workload last year. I'm also pleased that she has started the dialogue with her line manager, and hopefully the boundaries she needs to put in place will improve her working situation.

6. Ideas for next session.

This was the final session; however, AT does have some ideas as to how she is going to progress in her work going forward.

Coach Reflection

Name: Emily Wild - reflection

Date: 21 August 2026

Session information (duration, issue, theme etc.): This was the final session and was 1 hour long. It was a good opportunity to catch up on any progress that AT had made with her line manager and with her MA application.

What 3 words best describe the session?: Positive, Determined,

How did you build a rapport with the coachee?: We conducted the session outside in my garden again and began the session with a chat about what we'd been up to for the last few weeks. Our rapport has been consistently good, partly due to our friendship and the location of the sessions, but also because AT has placed a lot of trust in me as her coach and I think that has led to the sessions being very productive.

What went really well?: I was proud of AT for enrolling on her MA course, and for taking all of her days owed to her in lieu of the overtime she'd put in earlier in the year. It seems that she is focusing on herself more and is preparing to put clear boundaries in place should she accept her new contract. Situations that she hadn't questioned previously she is now seeing through conversations with other work colleagues and friends are not normal or ethical.

Did you do anything completely new?: No, we didn't do anything new. AT had a lot on her plate this month, so we didn't set any tasks but used the session as a final closing session to see where she was after her previous setbacks.

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.): I was surprised and pleased that despite being absolutely let down by her employer, AT has proved to be resilient and has used this setback in a really positive way. After having her contract cut from 3 days to 1 day she decided to use the extra time she to enrol of the MA in art, health and wellbeing. This course will help her to develop her skills and build on the many years experience she has in this field. I am impressed that she has managed to turn this situation around and used her initial upset and anger in a positive way.

Coachee Reflection

REFLECTIVE LOG - Coachee

This is for your own reflection as a coachee, picking up immediate thoughts and feeling about your coaching sessions.

Date of session:	21/08/26
My goal:	To apply for the MA in Arts, Health and Wellbeing. To address the issue of my new contract for Artes Mundi
My action(s):	I've applied for the MA. I'll email the director for additional information for the new contract. I plan to inform him of my current roles and responsibilities and that my current workload is below that.
My deadline(s):	First week of September, before my current contract ends.
Date of next session:	

3 words that describe today's session

Conclusive

Positive

Motivational

What went really well?

Helping me to realise the timeline for decision making is becoming more urgent, so I need to have a clear idea of my plans for the future.

What went less well

Nothing I can think of!

Did anything surprise you? (For example, about something you discovered about yourself, working with others, the way you reacted to anything that happened etc.)

Perhaps that I hadn't made a clear decision but through discussion I can see that my situation has kept me in the job so far and that if I was financially secure I would have stepped away from the role.

What did I learn about myself today?

That I will put better boundaries in place for future working situations.
That I've achieved a lot in the Arts Mundi role that I previously hadn't thought myself capable of.

Was anything challenging or uncomfortable? Why?

Just that putting boundaries in place can be uncomfortable but that no one is going to advocate for me so I have to be more proactive with establishing healthy working practices.

What did I like about today's session. Why did I like it?

That Emily steered me in making decisions for the future. That I reflected on what success I'd had in the role and the skills I had acquired.

On a scale of 1 – 10 (1= low, 10 = high), how motivated am I to change?

10

Any other general reflections?

Again, Emily is really great at steering the conversation and guiding me to think about the next steps and future needs.

comment

Coachee Testimony and Evaluation

Coachee Testimony and Evaluation

Have the coaching sessions helped you move forward?

Yes/No

If yes, in what way? If possible, please specify the actual outcome(s) achieved:

I'd applied for the Arts and Health MFA. I shifted my focus to moving forward rather than staying with the situation in an unhelpful way.

What specific issues have your coaching sessions helped you to address?

How to advocate for myself and to question decisions from management.

What would you say have been your key insights/learning points during the coaching sessions?

That I rarely set boundaries in the workplace for my own wellbeing and prioritise the comfort of others over my own health.

How useful have the coaching sessions been for you?

Very useful. Having a space to focus on my work situation and a conversational aspect to decision make was really

If not useful, how can these sessions be improved: beneficial

Useful!

Signed: SA. Fichene

Date: 21/08/26

Name: Amy Fichene

Role: Assistant Curator of Public Programmes

Appendix 10: Personal Development Plan

Areas to be addressed	Activity to address this	Resources/ Support required	Completion Date	Measures of success	Review method / Review Date
To improve my active listening skills.	To practice then when I am in conversation with students and colleagues to gain a deeper understanding of various issues.	No resources required, but support from colleagues would be useful.	Ongoing.	Receiving positive feedback from colleagues and students.	January 2027.
To applying coaching models more consistently.	To apply the OSCAR model to my working situation, and to pinpoint areas for improvement.	Support from my line manager would be needed.	End of first term.	I resolve any issues I can find.	January 2027.
To increase my reflective practice.	I plan to spend more time reflecting on my Infoskills sessions and 1-1 student meetings.	Support from my line manager would be needed, although it is also something I could do without support.	To start around November after the first student sessions have started.	To have reflections to look back on when I am planning future sessions and 1-1 enquiry sessions.	January 2027.
To encourage team coaching sessions.	To meet with colleagues from the coaching course and set up a regular meeting.	A room, Teams meeting link.	October 2026.	To meet and to plan a next session.	January 2027.