

INDEX – COACHING TRANSCRIPT AND NOTES

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A. Background notes:

This client is not a coaching student. She is a lawyer. She does not have much of a background in personal development. This was our first session.

The transcript has been slightly edited to make the reading easier. Edits made are identified with brackets [] .

B. Coaching transcript of coaching session with Anita the client

Michelle - Coach ([00:03](#)):

Hello?

Anita - Client ([00:04](#)):

Hello? Can you hear me?

Michelle - Coach ([00:06](#)):

Yes, I can. Are you able to use the video or not?

Anita - Client ([00:13](#)):

If you like

Michelle - Coach ([00:15](#)):

Yeah, will just makes it easier.

Anita - Client ([00:18](#)):

I better take my, eye mask off!

Michelle - Coach ([00:23](#)):

Okay. Note: this is being recorded .

Anita - Client ([00:31](#)):

Hello.

Michelle - Coach ([00:33](#)):

Good. Thanks for the opportunity, to coach you. It's a real privilege, I was just wondering, if you got the email about, the coaching agreement, what to expect [in coaching], confidentiality, the fact that I follow the code of conduct with the ICF, the International Coaching Federation. Do you have any questions about that or concerns?

Anita - Client ([00:59](#)):

No, it was all very well written and clear. Thank you. Okay. It's all good.

Michelle - Coach ([01:04](#)):

Okay. So, as you know, that this session is being recorded and that, it may be submitted to my supervisor for purposes of assessing my coaching skills with university. Are you're okay with that? All right. So, let's start Anita. How can I help you today? What is it that you would like to work on? Something that you would like to change.

Anita - Client ([01:39](#)):

I would like to, I have a couple of injuries in my Achilles and my shoulder, and I would like to put myself in a position to strengthen them. I must do all these things, but I'm not doing them. And I guess I just need to change the habit of not doing it, to the habit of doing it, for obviously in the long-term game. I understand the

[importance] of the long-term game, but I just can't seem to do it. You know, and I've been to physio, I go to massage, but it [will] take more than that for me to strengthen the muscles in order to progress. You know, not have the pain really, and be able to go back to the things that I'd like to do.

Michelle - Coach ([02:37](#)):

Okay. So I hear that you've got some injuries. You've actually been to some specialists like the physio, etc but you are [also] saying that the only way that they [the injuries] could be improved is if you do some other things in between those sessions, is that correct?

Anita - Client ([02:57](#)):

Yes. The physio gave me exercises to do right. And [i guess] there's no point going to the physio, if you're not going to do the exercises, [so] I guess so.

Michelle - Coach ([03:08](#)):

So what is the outcome that you want, if you were able to achieve something today, what would that be today? We've got 30 minutes

Anita - Client ([03:22](#)):

Sort of, I guess, a plan, a motivation. I guess I just haven't put a lot of thought into it, I suppose. So, I guess just being able to, you know, make it clear in my own head and verbalizing it might, sort of help with that motivation, I guess.

Michelle - Coach ([03:51](#)):

So what you would like to achieve in this 30 minutes is the ability to get a little bit more motivated in doing some of those strengthening exercises and create some clarity about why you want to do that; to have a bit of a game plan, [for] getting that done?

Anita - Client ([04:08](#)):

Yes.

Michelle - Coach ([04:10](#)):

And if you achieved that outcome, what would that do for you?

Anita - Client ([04:15](#)):

If I managed to [do it], it would strengthen [those areas and] eliminate or minimize pain.

Michelle - Coach ([04:22](#)):

Sure, Yeah.

Anita - Client ([04:24](#)):

[That] would [allow me to] be able to go on hikes and do everything I love to do, which I can't really do. Or if I do them [now], I'm in a lot of pain afterwards [and] for a long time. So, you know, I just want to not have to think about that. So I stop myself because of my shoulder and my ankle. And [when that happens] you can't even do alternate exercises because [the pain] pretty well [stops] everything. Right. [I then can't do] any sort of exercise. So that's where I'm a bit stuck right now.

Michelle - Coach ([04:59](#)):

So [you are saying] that if you did happen to be in a situation where you were able to reduce the pain in your shoulders and ankles, that would give you the opportunity to do more exercise and do more of what you love. ,What, would that be like to be able to do all of that? What would that give you?

Anita - Client ([05:19](#)):

Freedom? Um, yeah, it'd feel free enjoying life. Um, feel like that's what I would call productive for me.

Michelle - Coach ([05:36](#)):

Okay. Right. That would give you freedom and increase your ability to be really productive. Okay. And is there any reasons why you may not want this outcome?

Anita - Client ([05:54](#)):

Well, there's none. What [do I feel about that being] the end result? No, <laugh>, there's no reason why I wouldn't want it. Um, yeah, but whether strengthening is enough, is another thing. It might take more intervention, I suppose. But,[that it] hasn't really been identified [that my injuries} being anything more severe than that [and just requiring strengthening exercises]. Although it's been long term pain, you know, and long-term issue. And, but yeah, I don't know if injections or anything else would do [really fix] it, but at least [strengthening exercises] would get me, to the point where you [know you have] tried it, then, you know what next steps take, I suppose.

Michelle - Coach ([06:38](#)):

OK. So, what you're saying is that, by creating and implementing a [strengthening] plan, you' would at least know, what next. And if achieving that plan [did not work], you'd at least know what, would be the next steps are if that didn't work?

Anita - Client ([06:56](#)):

Exactly.

Michelle - Coach ([06:58](#)):

OK.

Anita - Client ([06:59](#)):

Yeah At least I would have been doing something about it.

Michelle - Coach ([07:02](#)):

Yeah. And so what would that plan look like? What does that plan need to look like? If you had clarity and had your motivation, what would the plan look like?

Anita - Client ([07:15](#)):

Probably the best way, I would start something like that would be a schedule some kind, I guess exercise] I don't really know.

Michelle - Coach ([07:33](#)):

So when you're talking about, a plan of action to help you with your, shoulder and ankle , what are the components of that plan. What are the things that you need to be doing? What [would it include] that you are not doing?

Anita - Client ([07:52](#)):

Um, probably [doing] five to ten minutes a day or maybe once or twice a day to do the strengthening exercises. I mean, it's not a lot.

Michelle - Coach ([08:13](#)):

Well, it is a significant amount. It's a significant thing [to do]. And so what's in the way? So if you were to do 10 minutes of exercises [say] once a day, would that be the thing that would make the difference? Or what else would you need to do?

Anita - Client ([08:33](#)):

I think so, because I started, when the physio gave me the exercises, I did them, but then they actually started giving me pain. So that's why I stopped doing it. But I think if I just sort of started and maybe not do as much as what he's recommended. [Instead] just start slowly. So I think, yes, if I just started with 10 minutes and then I could build on that if I felt, the level of difficulty could be increased.

Michelle - Coach ([09:04](#)):

Right. So it sounds like that there's been a lot of frustration for you because when you have done [exercises], there's been a bit of pain. And is that's the thing that stops you from doing more exercises?. Right? Yeah. You sound like somebody who when you decide on something, you are very, committed and you go full out. Would that be correct?

Anita - Client ([09:31](#)):

Yes. Until I run out of steam. And then there's yeah, generally that's exactly. Yes. Yes. I'm committed once I decide.

Michelle - Coach ([09:44](#)):

Okay. And then you've play full-out. Would I be right in saying that sometimes you go hard when you play full out?

Anita - Client ([09:53](#)):

Yes.

Michelle - Coach ([09:54](#)):

And then what happens [when you do]?

Anita - Client ([09:55](#)):

What happens? I try and do my best. I'm always [going hard], which is why I get in the pain, in the first place, because I can't half do something. I can't go to the gym or, or yoga, for example, and not do those things [hard] even though they always say, well, don't [push yourself] and only do as much as you can. [I] don't do this. [I] don't do that. I can't help it. I just do what everyone else does. And [when] I do, I try and [i like] to do it as well as everyone else, if not better. So <laugh>, yeah, that's the problem, because then I can't peg it down [even just] a little bit, which would obviously be in my better interest!

Michelle - Coach ([10:32](#)):

All right. So this is the approach that you have, which is: being really and fully committed; so you go for it, you go for it hard. Which is, you know, a really admirable quality. But like you're saying it has some downsides for you because it means that you are, sometimes pushing yourself too far? Is that what that means? And what are the consequences when you sort of go too hard, or push yourself too far? What are the consequences?

Anita - Client ([11:08](#)):

Um, for example, yoga, when I last did it, I had a migraine for about three hours because of my shoulder. Um, if I've walked too far I get Achilles pain, I can [then] find it really hard to walk for quite some hours afterwards and as I am in pain. So, um, yeah, it's, it's not good.

Michelle - Coach ([11:32](#)):

So is that a behavior, or that approach has been really working for you? Or [is it] not working?

Anita - Client ([11:43](#)):

For me [not] anymore, now that you mentioned it!

Michelle - Coach ([11:50](#)):

Right. So is that so?

Anita - Client ([11:51](#)):

I never thought of that. Yeah.

Michelle - Coach ([11:53](#)):

Yeah. So is that something that you think that you'd like to, um, you know change? Would you like [to have] a different approach?

Anita - Client ([12:03](#)):

Yes. That's a really good idea.

Michelle - Coach ([12:06](#)):

And if you were, [to have] a different approach, what do you think that would look like if it's not playing full -out, and going hard? What would that look like?

Anita - Client ([12:20](#)):

If I weren't [doing that]? I don't know, I've never [tried] Yeah. I mean, at the end of the day, if I did try and peg it back a bit and I still had an issue [after that] you at least [would know if the exercise worked]? If I'm trying different things and doing a process of elimination, well, then I can say to a specialist, okay, I've done this, this, and this.

Michelle - Coach ([12:53](#)):

yeah?

Anita - Client ([12:54](#)):

So I do need to know the next step [in treating these injuries] , but if I know I'm doing the exercises and I'm doing to [them] well, then I know I'm my own problem.

Michelle - Coach ([13:04](#)):

Mm.

Anita - Client ([13:05](#)):

If you know what I mean? So I wouldn't bother going to a specialist because it's within me that I probably could, maybe do something about it myself and then I need to eliminate that before I can progress, I suppose.

Michelle - Coach ([13:18](#)):

So, in a way you're saying that it's really hard to know what's the cause of, or what keeps inflaming or, continuing the shoulder and ankle problems, because you're actually not sure whether it's, the exercises that they [the physio] provide or whether it's your approach, [that is] , your full-on approach. Is that correct? Yeah? Okay. So, this approach of [yours] playing full-out, and going hard, is that something that is a pattern in your life? You, you mentioned that it's something you do with exercise?

Anita - Client ([14:01](#)):

Well, what I do as far as exercise, goes, i call it " intermittent training". I will go full-out for three months and then slow down for 18 months. <laugh> and then start off again for three months. That's what I call intermittent training <laugh>. But, yes, that's what I do. I go out full on and hard. Like I might do at Michelle Bridges online thing, and I have done. I'll do all the recipes; go exactly to the plan; do exactly what she says and, you know, I'll [then] lose the five kilos and I'll look amazing because I'm so fit and toned. But there's no way I can maintain that, you know, and then I go off it and I end up, you know, becoming a slob for 18 months. So, I think it would be beneficial [to try a different approach] instead of going all-out. I mean, this is how I got the Achilles problem in the first place and the shoulder problem, because I went all-out.

Anita - Client ([15:03](#)):

It's like during COVID I went all out and did the running and did this and did that. And really, I just [went], from virtually [doing] nothing to that [full-out] running. That's why I have the [injury] problem. I [also] went hiking every weekend. So, I think, you know, [an approach that involved] some consistency, especially with exercise [would be good]. As opposed to just going [full-out] as I do. [I do it] because I just get passionate about something for a while, but passion doesn't really last with me. I don't find a lifetime passion, you know, it's probably something I would like to explore, maybe on another session and try and delve into that a little bit. But [I think the problem is] that I can't seem to keep the consistency. So, I guess the problem is consistency - a slow burn as opposed to full out as I did.

Michelle - Coach ([16:00](#)):

Okay. So, what I hear you saying is that when you're doing the sorts of things like the Michelle Bridges [exercise program] or the activities you were doing during the lockdown, you play full-out. So, what happens is that you achieve your goal, but then after, you're burnt out?

Anita - Client ([16:20](#)):

Mm.

Michelle - Coach ([16:20](#)):

Either. Yeah [burn out] , psychologically or physically. is that what happened during the exercise that you did during lockdown?

Anita - Client ([16:28](#)):

Well, yeah it's not good, because I put [off or] I sacrifice things to do it. And you know, then real life is there, and you want to participate in real life, but that [full-on commitment] gets in the way. So, I guess that's right, I'm not really having a realistic lifestyle during that time.

Michelle - Coach ([16:52](#)):

All right. So, when you do commit, you sacrifice other things to be able to achieve that goal; which obviously you enjoy achieving goals, right? But it's like you said - that it comes at a sacrifice of other things? yeah? So, you're saying what would be really useful, is being able to do something that you could do consistently? And would you say to that something, in way that was sustainable?

Anita - Client ([17:28](#)):

Yes. Well, first of all, if I could exercise regularly, and be committed to that, as opposed to, as I say, play full- out. That would be a fantastic goal to have. That would be amazing because that's the key, you know, to health and being healthy over the longevity. Yes [the key] you know is, consistent exercise. Right?

Michelle - Coach ([17:59](#)):

Yeah. So is this one of the challenges [for you]?

Anita - Client ([18:02](#)):

Yeah. Well, one of the challenges at the moment is I can't really do anything because of the Achilles and stuff [pain].

Michelle - Coach ([18:10](#)):

Okay. So is the goal, in terms of being able to create the plan you're talking about, being able to create a balance?

Anita - Client ([18:21](#)):

Mm

Michelle - Coach ([18:23](#)):

Yeah. So [that is] being able to keep maintaining other things in your life, [whilst also], achieving something around, improving the ankle and shoulder?

Anita - Client ([18:36](#)):

And that requires long term commitment over time. Whereas I'm really good at [being] committed, committing to a goal [that] might be [only a few] months or it might be years even, - like doing a degree or whatever - but once that's done, it's done. I've never really had commitment over a really, really long time, for something that I don't love.

Michelle - Coach ([19:06](#)):

Okay. Right. So, if you are going for the long-term goal for say feeling well and healthy, and having a balanced life, what would that look like?

Anita - Client ([19:31](#)):

I would love to say, you know, hiking a couple of days a week, but you know, I work <laugh>, so I can't see that. And I'm [not] going to be able to achieve that even, not necessarily, even once a week. So, it has to be something a little bit more local and something that I can do easily. So, yoga, or going to the gym. I don't really care for the gym that much, or even long walks on the beach with my dog. You know, rather than just rush, [i could] try and get her to run around a dog park to exhaust her, you know, as opposed to just taking a really light, nice long walk, as a fitness thing, for both of us?

Michelle - Coach ([20:26](#)):

So, it sounds like that when you set goals, it's always about something being with a very specific outcome, that's not sustainable. So, what would be a goal [you could have] in terms of health and wellbeing, that is, something that does feel balanced and sustainable?

Anita - Client ([20:50](#)):

Well, I find I'm more motivated or more committed if I'm doing something for someone else. Okay. Like if it wasn't if it's not just me, for example, my dog. Like I take her out every single day, whether I feel like it or not, right. Because I'm committed, because I love her and I'm doing it, right [as] It's okay for her. So, I wouldn't do it for my own happiness or whatever. [In fact, I would be willing not to do it. If I don't feel like it, I won't, if it was just for me. I think one thing I was looking up was, you know, walks with dogs, but I don't know if that's actually a fitness thing really, because it's pretty social. I think, you know, things that involve her would be good, but with hiking, I enjoy regardless [of her coming]. So, I would do that. I don't think they have yoga for dogs and owners at this point.

Michelle - Coach ([22:05](#)):

laugh

Anita - Client ([22:06](#)):

Would be great. If someone came up with that idea

Michelle - Coach ([22:09](#)):

There is goat yoga. So, you can!

Anita - Client ([22:12](#)):

Like in summer we do paddle boarding and that sort of thing. So, you know, it's just, I don't really know what it would look like? I suppose [i could] just start at least taking my walks, at least a couple walks a week, and [just] being with Kimber [the dog], you know, [or something] that is fitness related? But [then] again, at this stage, I still need to do those exercises. So, I suppose that's [should be the] long term goal; building up to that sort of thing at the moment. I'd have to just to it.

Michelle - Coach ([23:00](#)):

I'm curious, you said in terms of fitness, one of the things that motivates you is, is doing your absolute best or doing it for somebody else like your dog. What would happen if you did exercise and did it just for you and looked after your wellbeing, [That is] if you were the main reason?

Anita - Client ([23:28](#)):

Very good concept. <laugh>, I, yeah, I know I'm not [doing this] as I would like. I can give up alcohol for 10, you know, or seven months or something [like that] which is for me. But [that] it is the same circle though, because once I'm off it, you know, then I'll be back probably drinking more than I had before. Okay. So, you know, it's like an all-in, or nothing, sort of thing.

Michelle - Coach ([24:01](#)):

All right. So this is your pattern. So, if come back to the plan to create a sustainable exercise plan, that will maximize your exercises that you're required [to do]; but [also] doing it in away that is actually not causing more injury or pain and was sustainable - what would that look like? What would it need to include in a day or over a week?

Anita - Client ([24:34](#)):

Mmm how much time would I allocate?

Michelle - Coach ([24:40](#)):

Yeah. What do you need to be doing? What does it need to look like?

Anita - Client ([24:44](#)):

So really, it's just something I can do at home, that I do the strength exercises. I just need a step up to do the [ankle] exercises. So that's all I need. And I need a floor to do my shoulder exercises, so it doesn't require equipment or anything.

Michelle - Coach ([25:03](#)):

Okay. So what would be a sustainable plan that would use a step, [and floor] for the shoulder and, ankle exercises. How often? How much time in a day?

Anita - Client ([25:21](#)):

I think I would start with maximum 10 minutes and build up. You know, just build up slowly. So i [can] continue doing it, [and to] strengthen it without pain - until I get to a point where I can load it a bit more and do it with a little bit more difficulty and for longer. Though the thing is they're so boring, as well. That's half the problem as well.

Michelle - Coach ([25:48](#)):

I'm just wondering if I hear that [old] pattern perhaps coming back in again - which is you [sound like] you are wanting to do the [exercise] and work really hard again; wanting to work on that goal so it ends up being [say] 20 minutes or until you can build it up higher? What if you were to not be playing full-out? What would happen if you only did a couple of minutes?

Anita - Client ([26:24](#)):

Yeah. Well, well, even to start, that would be good. I mean, I guess if a couple of minutes was all it took, and I felt it was improving. Well then, and that's all I needed to do. Fine because as I said, it's so boring to do what how much he [the physio] said for me to do.

Michelle - Coach ([26:47](#)):

Okay.

Anita - Client ([26:48](#)):

It's so boring. So, the shorter time, [would be] better in that regard. And he [the physio] just said then after that, [when able to] load yourself up with weights, to make it more difficult, to increase the strength, because obviously your muscles need to be loaded to strengthen, I guess. Right.

Michelle - Coach ([27:10](#)):

So, if you were to do create a plan that was motivating for you to do, and that was sustainable for the long term, how much exercise perhaps could you create in the plan?

Anita - Client ([27:34](#)):

I guess, it could be five, six minutes, per day.

Michelle - Coach ([27:47](#)):

Yeah?

Anita - Client ([27:48](#)):

And then that maybe could increase if I'm finding that really too easy. And I don't feel like it's improving the symptoms or anything. Well, then I would probably need to do maybe twice a day

Michelle - Coach ([28:04](#)):

Mm-hmm <affirmative>,

Anita - Client ([28:05](#)):

But stick to that length of time. And then, you know, I guess it really depends how your body responds.

Michelle - Coach ([28:16](#)):

So one of the plans could be to just do what you're saying - that is doing five minutes - and only five minutes a day and seeing how you go, getting the consistency up and then reassessing it the next week - to see whether what is working - in the plan - and take it from there. Depending on the strength.

Anita - Client ([28:40](#)):

Yeah. Maybe on a weekly basis do an assessment. Yeah. That's a good idea. So, um, yeah.

Michelle - Coach ([28:49](#)):

How does that plan of five minutes each day sound to you? How does that feel for you?

Anita - Client ([28:56](#)):

Yeah, well, it's a really good, good start. Yeah.

Michelle - Coach ([29:03](#)):

And what would be a time in which you could commit to doing that? How would that fit into your day?

Anita - Client ([29:14](#)):

Probably in the mornings, [i am] too busy at work. So, yeah, while I'm making a cup of tea or something, you know, just doing things while I'm waiting.

Michelle - Coach ([29:35](#)):

So you would get up and you'd make a cup of tea. And when would you do the, the five minutes?

Anita - Client ([29:43](#)):

While I'm making [the tea], you know, while I'm just doing that, putting the kettle on and everything, I could do it then.

Michelle - Coach ([29:51](#)):

So, while you're waiting for the kettle to boil you do your five minutes?

Anita - Client ([29:58](#)):

Yeah. Oh! While I'm waiting for the tea to draw. That's the time. I could use that time to do the exercises.

Michelle - Coach ([30:16](#)):

And how does that feel?

Anita - Client ([30:18](#)):

Yeah, that's doable.

Michelle - Coach ([30:22](#)):

Okay. So it sounds that the plan then, that you feel would work. [You] do five minutes of exercise - only five -related to shoulder and ankles - just choose whatever. And it's whilst you are waiting for your tea to draw and that there's no other commitments in there. No further action. The goal [here] is to just be sustainable for a week. And then to reassess. When would be the time that you would reassess?

Anita - Client ([31:05](#)):

Um, probably yeah, on the Sunday or something.

Michelle - Coach ([31:10](#)):

Okay. And then you would reassess to see whether you would increase or decrease the exercise and what exercises you would do?

Anita - Client ([31:20](#)):

Yeah.

Michelle - Coach ([31:21](#)):

Is there anything in the way from you being able to complete this task, this plan?

Anita - Client ([31:30](#)):

No.

Michelle - Coach ([31:31](#)):

Does it feel like that it's something that you could sustain and commit to for one week?

Anita - Client ([31:38](#)):

Yes.

Michelle - Coach ([31:39](#)):

So for every day, for one week. And how would that make you feel if you achieved doing that for five minutes every day for one week?

Anita - Client ([31:50](#)):

It would feel good. It would feel like I'm doing something about it, as opposed to just complaining about it all the time. So, you know, it sounds so simple, doesn't it - just to do that, but it's good to give a commitment and to someone else, you know, because once I say it, I'm going to do it. Then I keep my word. Right. So, it's like, I have to do it now.

Michelle - Coach ([32:20](#)):

Okay.

Anita - Client ([32:21](#)):

So that sort of helps.

Michelle - Coach ([32:22](#)):

Are there any other measures for accountability?

Anita - Client ([32:36](#)):

Well, I could write it on a schedule and submit it to someone, I guess.

Michelle - Coach ([32:47](#)):

I'm happy to be that someone. So you could, let me know you have just ticked it off. I'm happy to do that. - letting me know you've done the five minutes each day. I'm happy to do that. Though one of the other things that I'm going to hold you accountable for, is that you don't do more than the five minutes. You're not allowed to, so you are staying in the sustainable zone, rather than the full out zone.

Anita - Client ([33:18](#)):

Yeah.

Michelle - Coach ([33:19](#)):

Yeah?

Anita - Client ([33:21](#)):

Okay.

Michelle - Coach ([33:22](#)):

So coming back to what you started out in the beginning, was that you were feeling frustrated around the fact that you had these injuries and you just didn't ever feel like you could work out how to actually do something about it you were having motivation [issues] around that. And you didn't have much clarity about how to make it different. You've now created a plan and some accountabilities around that. You have identified some of the key barriers for you - that is you - overcommit in a way that is not sustainable. So, does this plan feel like that it's going to work for you in terms of keeping you in the sustainable zone?

Anita - Client ([34:20](#)):

Yeah. Yeah. it's good. It feels good that I'm being held accountable to it, and I've got a plan and yeah, that feels good. Thank you.

Michelle - Coach ([34:37](#)):

Thank you. I think, you've got some amazing skills. You've just got to bring it back into the sustainable zone and that commitment [for the sustainable long term] will take you a long, a long way.

Anita - Client ([34:49](#)):

Yeah. Well, that's the thing. I think it's also good lesson to learn for other areas as well. Right. You know, when I do get the strength [training] not to go full out when I can go back to exercising, right - for doing yoga and whatever. Yeah.

Michelle - Coach ([35:05](#)):

Learning to stay in the sustainable and balance zone. Yeah. Well, thank you so much, Anita, for sharing that. And I hope you feel that you got something out of this session?

Anita - Client ([35:19](#)):

Absolutely. Absolutely.

C. Copy of email sent by client after the coaching session, reflecting on the coaching session

From: **Anita** ----- <-----@outlook.com>
Date: Wed, Jun 15, 2022 at 12:38 PM
Subject: RE: Coaching Agreement
To: Michelle Burgermeister <michelle.burgermeister@gmail.com>

Hi Michelle

Thank you for the coaching session. I commenced my exercises! The tea tasted just that little bit better this morning :-)

It was a very helpful session and thought you really understood my issues and you managed to bring to light the crux of the issue - being that I was going 'too hard' and this in fact has been causing issues for me with my injuries and life in general. It is a pattern that you have now highlighted for me and what I will be mindful of in future.

Yes, happy to book in for the 4 sessions to assist with your accreditation.
In the meantime, I will report back to you on Sunday.
Thanks again and chat soon to book in the sessions.

Many thanks
Anita

D. My reflections of my learning and improvement opportunities

Coaching session.

Below is my overall reflective on my learning from completing and submitting this coaching experience using Driscoll's reflective model.

(Note: I explain Driscoll's model in my Assessment 2)

The what

The coaching session I submitted was one of my first coaching sessions after a hiatus of not coaching formally for several years. I had completed other coaching sessions but for one reason or other I could not submit them in time for the Assignment 1.

Completing a coaching session in 35 minutes and trying to hit all the markers was certainly a new and useful challenge. I felt the coaching session went OK. Usually after a session I know instinctively if the client got value out of the session. However, on this occasion after the session I was focused also on myself. I was unsure because of the "markers". How did I go with them? So, I decided to self-assess my coaching to see how I really did show up as a coach, instead of just guessing. Whilst the session did not feel the most flowing, I was surprised I met most of the markers.

The markers I noticed that were missing were around exploring emotions, the meaning and perception the client had about the situation/issues. I can see including more of this in the session would have enabled the coachee to reflect more into what underlies the behaviour she identified that was not working for her.

So What?

So what if I had gone down that line of enquiry about self-perception. The opportunity was there when the coachee mentioned that when she does an exercise class or yoga, she tends to like to do the equivalent or do better than others. Questioning around this may have expanded her self-awareness and connected some

dots more readily for her. It may have even given her that aha moment in the coaching session. However, having said that, the coachee did say in an email the next day speak about gaining a significant insight into herself and a lifetime pattern that was not always working in her best interest.

The actual process of practicing coaching against 37 or so markers was challenging. At first, I felt it “cramped my style” and flow. However, it helped me reflect on what was coaching and what was key to the practice of coaching. After all the competencies were developed by many learned professional coaches and refined over and over in the past decade. So, I got a renewed respect and interest in these competencies and markers. I totally got their value. Yes, it did make me a little bit more self-conscious, as I was fine turning my craft. It also meant I was a bit hesitate to ask questions related to emotions as I would say I am a transformational type of coach that can get to the core barriers quickly, and I felt concerned about going too deep due to time constraints.

The so what is that I want to be a transformational style coach and be a exemplarily ICF competent coach. I at first saw the ICF markers as keeping me in the “transactional” coaching space only. However perhaps that is not so true!

What next?

I would certainly explore with coachee in the next session she was interested in exploring the drivers behind her going hard in exercise and life. Or at least I would be ready to ask questions to explore this self-perception and her thoughts and feelings around this.

I am also have become aware that I have some blocks in my thoughts about the ICF markers/competencies and the “transformational” space of coaching, in short amount of time. I would like to be able to master combining this in short 35 mins sessions. So, I am now keen to focus on mastering this. I will do some more research, review my coaching more fastidiously and to work with my mentor coach on this.

E. My own self-assessment of the coaching session against the ICF markers.

Michelle Burgermeister

Anita

The following is a self- reflection of my coaching session that I have submitted. I completed this in order to deepen my learning and shape myself as a highly skilled professional coach. Using ICF markers and Drisoll's reflective practice the following is my reflection of myself as a coach in this session:

What

C1 - Demonstrates Ethical Practice	Observations	Notes
Familiarity with the ICF Code of Ethics and its application is required for all levels of coaching. Successful PCC candidates will demonstrate coaching that is aligned with the ICF Code of Ethics and will remain consistent in the role of coach	Observed yes Added value	00:33 seconds I referred to the email I sent to coachee with the coaching agreement, and asking permission to record session. I also included ICF code of ethics sent client. Asked if client had any further questions. Client said it was well written and made everything clear.
C2 Embodies a Coaching Mindset	Observations	
Embodying a coaching mindset—a mindset that is open, curious, flexible and client- centered—is a process that requires ongoing learning and development, establishing a reflective practice, and preparing for sessions	Observed yes Added value - yes	I demonstrated a client centred approach and coaching mindset with engaged how I engaged with client. I demonstrated throughout genuine interest, curiosity and flexibility. I asked loads of questions. I demonstrated learning and development approach to my coaching by including with my coaching transcript my own assessment and reflections – and how I could improve.
C3. Establishes and Maintains Agreements		
3.1 : Coach partners with the client to identify or reconfirm what the client wants to accomplish in this session.	Observed -yes Added value	1:04 – 3:51 Asked how can I help you? What is the outcome you want? If you wanted to achieve something today what would that be? We have 30 minutes.

		I clarify what coachee wants to accomplish by summarising it in a succinct way.
3.2: Coach partners with the client to define or reconfirm measure(s) of success for what the client wants to accomplish in this session.	Observed – yes Added Value - yes	03:22 & 3:51 & 4:59 Asked what the outcome the coachee wanted. And drilled down until it was very clear. 4:10 I also explored the higher motivation levels by asking if goal was accomplished in the session: “what would that do for you?” The coachee was able to be and recognise they were “stuck”.
3.3: Coach inquires about or explores what is important or meaningful to the client about what they want to accomplish in this session.	Observed - yes Added value - yes	4:59 I clarify this by asking: “If you did happen to be in a situation where you were able to reduce the pain the you should and ankles, that would give you the opportunity to do more exercises and do more of what you love. I ask about what gives this meaningfulness by asking “What would that be like to be able to all of that? What would that give you?”
3.4: Coach partners with the client to define what the client believes they need to address to achieve what they want to accomplish in this session.	Observed - yes Added value	5:036 I rephrase what coachee says would be meaningful which is “freedom and increase mobility”. I then ask: “is there any reasons you may not want this outcome?” 6:038 Clarifies what would be involved in achieving this – “the strengthening plan and if not achieved would know what steps next area if that didn’t work”. 7:02 I ask “what would that plan look like?” 7:15 I further drill down to what was needed to address this with the question: “so when your talking about a plan of action to help you What are the components of that plan? What are the things you need to be doing that you are not doing now?”

C4. Cultivates Trust and Safety		
4.1: Coach acknowledges and respects the client's unique talents, insights and work in the coaching process.	Observed - yes Added value – yes	9:04 Acknowledge the coachee talent by saying “You sound like somebody who when you decide on something, you are very committed and you go full out. Would that be correct”? (asking if correct adds value) 10:32 Being fully committed ... “you know is an admirable quality”
4.2: Coach shows support, empathy or concern for the client.	Observed - yes Added value - yes	9:04 I acknowledge the clients frustration in an empathic way. “so it sounds like that there’s been a lot of frustration for you....’ ,
4.3: Coach acknowledges and supports the client's expression of feelings, perceptions, concerns, beliefs or suggestions.	Observed - yes Added value.- yes	I acknowledge concerns about her pain, her belief about playing full-out through out the session. Show support with affirming mmm's and head nods. I also show concern about the coachees tendency for burn-out.
4.4: Coach partners with the client by inviting the client to respond in any way to the coach's contributions and accepts the client's response.	Observed - yes Add value - yes	7:33 I invite the coachee to consider the exercise plan taking into consideration of her injuries. 7:52 The coachee responds clearly with the mindset that got her the injuries. She responded with view of doing a lot of exercises. I accepted her response, instead of saying “I think that is your problem” instead I saw it as a clue to her mindset and patterns and set out to explore this with her.
C5. Maintains Presence		

5.1: Coach acts in response to the whole person of the client (the who).	Observed - yes Add value	I respond to the whole person because I often help her think beyond just the injuries but other things she wants. For instance I raise the idea of balance. I acknowledge
5.2: Coach acts in response to what the client wants to accomplish throughout this session(the what).	Observed - yes Added value	I constantly brought the discussion back to what the coachee stated she wanted in the first place – exercise plan and how to resolve the pain. I also added insight to how she could accomplish what she want by pointing out approaches that may be impacting on her desire to be pain free – that is her “playing full out” behaviour and other activities that maybe causing the pain. As done in 13:18.
5.3: Coach partners with the client by supporting the client to choose what happens in this session.	Observed Added value	3:51 I ask the coachee what she would like to achieve in the 30 mins. I could have asked as we got into the session, if she wanted to discuss this or that; or what would like to focus on. I did not give enough of this
5.4: Coach demonstrates curiosity to learn more about the client.	Observed - yes Added value - yes	I certainly did show a lot of curiosity. I showed I was interested to understand what she meant, what happens, what the consequences are, what the barriers were, what is in the way. I ask in 24:01 “is this your pattern”. At 9:54 I ask and then what happens?
5.5: Coach allows for silence, pause or reflection.	Observed - yes Added value	I often left spaces or pauses whilst the coachee considered the answer.
C6. Listens Actively		
6.1: Coach’s questions and observations are customized by using what the coach haslearned about who the client is or the client’s situation.	Observed - yes Added value - yes	9:04 I used questions based on what I was learning about the coachee. For instance I “you sound like somebody who when they decide on something, you are very committed and you go full out? Would that be correct?”

6.2: Coach inquires about or explores the words the client uses.	Observed - yes Add value - no	9:55 I did ask what she means by exercise and plan. However, I think I could have explored words more when the coachee said "I try to do as well as everyone else, if not better"." Can't peg it down".
6.3: Coach inquires about or explores the client's emotions.	Observed - yes Added value - no	9:04 I often ask coachee how that feels when.... The coachee rarely used any language involving emotions when describing anything. I reflected back to coachee asking if she felt frustrated by her situation. However I did not pursue it or delve in. I think I did this because I felt
6.4: Coach explores the client's energy shifts, nonverbal cues or other behaviours.	Observed – yes Add value -	I noticed at around 8:33 tht the coachee became fidgety. That is when I called out the emotion of frustration.
6.5: Coach inquires about or explores how the client currently perceives themselves or their world.	Observed - yes Added value - no	I raised questions about how the coachee sees themselves when around matters of pushing self, looking after well-being etc. However I think I could have asked more questions here to add value – if you are going hard when doing something, how do you perceive yourself to do that? Or what does someone think of themselves who does that?
6.6: Coach allows the client to complete speaking without interrupting unless there is a stated coaching purpose to do so.	Observed - yes Added value - yes	Yes I don't interrupt the coachee. Occasionally there will be moments when I speak thinking the coachee has finished and will step back and give coachee space to say what they were wanting to say.
6.7: Coach succinctly reflects or summarizes what the client communicated to ensure the client's clarity and understanding.	Observed - yes Added value	6:38 I paraphrase coachees previous words and check if this is correct? It is according to the coachee. I paraphrase and ask if correct a few times in the session.

C7. Evokes Awareness		
7.1: Coach asks questions about the client, such as their current way of thinking, feeling, values, needs, wants, beliefs or behaviour.	Observed - yes Added value - yes	13:18 It became apparent in what the coachee was saying is that she tends to push herself which may exacerbate the injury pain she is wanting to heal. So I put to her this idea of playing full out and if it was a pattern in her life? Whilst the coachee did not really respond in the coach session to the pattern in life. In a follow up email she said this was her aha moment. See bottom of transcript for the email. I believe I sowed the seed for possibility for exploring the deeper values, beliefs, needs behind pushing herself hard. However stayed with the initial goal of creating a plan to manage injury. 14:01 The coachee does acknowledge that this may be the issue with her exercise.
7.2: Coach asks questions to help the client explore beyond the client's current thinking or feeling to new or expanded ways of thinking or feeling about themselves (the who).	Observed - No Added value - Yes	I did not really ask a question about the who. I missed opportunities to ask "what is she thinking when she has to keep up with the others" to explore beyond the coachee's beliefs, values etc. As this is what is driving the behaviour Pushing hard behaviour that is causing pain problem. However I consciously chose not to do this. I find I am good at these questions which can get to the core of an issue and be quite transformational. However I did flag open up opportunity to expand her self – by raising if this pushing herself, was a pattern in her life. 13:18. She did not respond directly to life patterns just in terms of the injuries. This was my first session with the coachee. She is not

		experienced with personal growth, coaching or even counselling. So I wanted to keep it “safe for her” and focus on a transactional GROW approach for the first session.
7.3: Coach asks questions to help the client explore beyond the client’s current thinking or feeling to new or expanded ways of thinking or feeling about their situation (the what).	Observed - yes Added value	12:20 I ask “if you did it differently what who do you think that would look like if ‘s not playing full out and going hard? What would that look like? I asked many of these types of questions exploring the what.
7.4: Coach asks questions to help the client explore beyond current thinking, feeling or behaving toward the outcome the client desires.	Observed - yes Added value - yes	20:26 The coachee was locked into this narrow view about her injuries and exercise. That she needed to do more of the exercise and harder to improve the injuries. However I explored this a lot and had her considering what the goal was like if it was also sustainable and considered her own well-being. This got her thinking a lot and the coachee spent quite a bit of time answering and exploring this for themselves. d
7.5: Coach shares—with no attachment—observations, intuitions, comments, thoughts or feelings, and invites the client’s exploration through verbal or tonal invitation.	Observed - yes Added value - yes	16:00 I ask highlight to the coachee what I observed and that is coachee is good at setting goals yet burns herself out. I ask if this observation is correct. I did so without attachment or judgement. 16:28 This gave the coachee some insight into her self. She said “ I guess that’s right. I’m not really have a realistic lifestyle during that time.”
7.6: Coach asks clear, direct, primarily open-ended questions, one at a time, at a pace that allows for thinking, feeling or reflection by the client.	Observed - yes Added value - yes	I believe I asked clear, direct and open ended questions. I think I paced the session well, allowing the coachee to consider and reflect. Evidenced by the long Sometimes I asked more than one question at a time when a couple of questions together when I was trying to emphasise something.

		For instance at 25:48 I asked “What if you were to not be playing full out? What would happen if you only did a couple of minutes? “ This enabled the coachee to consider the topic more fully.
8		
7.7: Coach uses language that is generally clear and concise.	Observed - yes Added value - no	Language was clear and coachee understood. I think a couple of times my sentences were a bit clumsy. I used lots of mmm.... And some sentences could have been better formed. At the time I didn't as I sensed the coachee got the meaning (we were on zoom facing each other) – but nonetheless – it is better practice to complete full sentences!
7.8: Coach allows the client to do most of the talking.	Not Observed Observed	Yes. Most of my words were about paraphrasing what the coachee said and asking if that was correct. In the paraphrases I would bring a deeper listening. This was the only reason I said more than a sentence. I found this was valuable for the client as she was often caught in the detail of a story. The paraphrasing was used to help her notice develop deeper understanding of herself and behaviour.
C8. Facilitate Clients Growth		
8.1: Coach invites or allows the client to explore progress toward what the client wanted to accomplish in this session.	Observed: yes Added Value - yes	20:26 I ask questions about what a balanced sustainable goal would look like – now that it was established that her goals were not sustainable. 24:01 I ask a question that links the learning to the initial outcome the coachee wanted in the session. “So if come back to the plan to create a sustainable exercise plan, that will maximize your exercises that your required to do; but also doing in a way that is actually not causing more injury or pain and was sustainable – what

		would that look like? What would it need to include in a day or over a week?"
8.2: Coach invites client to state or explore the client's learning in this session about themselves (the who).	Observed - Observed	I could have asked so 'what did you learn about yourself' Though to be honest I was noticing the clock and session finished exactly on 35 minutes.
8.3: Coach invites the client to state or explore the client's learning in this session about their situation (the what).	Observed yes Added Value -	34:37 I state the coachee has some amazing skills and that the key from what we discussed was keeping her commitments in the "sustainable" zone. S 34:39 The coachee comes back with "I think its also good lesson to learnt for areas as well" Whilst the above demonstrates coachee's key learning, it still would have been beneficial to ask an open ended question to see what else the client may have explored. Having said that I was very conscious of the time because I knew the zoom recording was about to stop at 35:00!
8.4: Coach invites the client to consider how they will use new learning from this coaching session.	Observed – yes Added Value- yes	31:39 I check with coachee how they will use this information for the plan. I ask a specific question about this. Due to time constraints, I sent a follow up email I inviting them to another session – as this was implied with the accountability set up.

8.5: Coach partners with the client to design post-session thinking, reflection or action.	Observed - yes Observed - yes	28:16 & 28:40 I with the coachee come up with a post reflection in one week. I also sent coachee after the session a note congratulating her about her goal and commitment – and stating what it was and her accountability and some of the barriers got insight to in the session. I welcome reflection. This invited Coachee to write back with some feedback and reflection. See below for that email.
8.6: Coach partners with the client to consider how to move forward, including resources, support or potential barrier.	Observed - yes Added value - no	31:21 I explore resources and needs by asking: if there is anything in the way for the coachee to complete the tasks? I could have asked if needed other resources/support.
8.7: Coach partners with the client to design the best methods of accountability for themselves.	Observed -yes Added Value - yes	32:22 I ask if there are any measures for accountability? Coachee then lists some things they could do for accountability including telling someone. I offer to be that someone for accountability if they wish. So this was set up to clarify when and how and on what.
8.8: Coach celebrates the client's progress and learning.	Observed - yes Added Value - no	34:37 I say they have amazing skills – near the end of the session. However I did not outwardly celebrate or acknowledge the coachees experience.
8.9: Coach partners with the client on how they want to complete this session.	Observed - yes Added value - yes	33:22 To complete I do a summary of the session and what coachee originally said they wanted out of session and what she, the coachee came up with. I checked if that was and check if that feels like she had achieved what she came for.

