



Momentous Coaching 10b Goldhawk Mews London W12 7BB

Case Study 1:- “Paul” – Senior Manager – Corporate Finance

The Brief

Paul’s boss, Bill, asked if I would work with Paul because there had been some issues around communication. The feedback was that Paul’s body language was sometimes perceived as negative, for example in meetings. What he intended as a “straight, direct, tell them like it is” approach was not having the desired effect and in one case resulted in upsetting a colleague from a different team. He did not appear to have a particularly positive attitude. In other areas of his work Paul was performing well. The relationship between Paul and Bill was positive, open and honest. Paul had accepted the feedback and was positive about doing something about it. Bill, Paul and I that sessions with Paul would be confidential and Bill wanted any information, he would get that from Paul himself.

Our Approach

I discussed the situation with Paul. He told me he was feeling somewhat frustrated and stressed as he did not have a clear understanding of his role, his boss was younger than he was, he wasn’t sure he was in the right job. Every now and then he would feel dissatisfied and think about changing role/company. He did want to have a positive input into the project his team was working on, but felt he wasn’t being particularly effective in that area.

Paul’s aim was to change his style of communication and improve his influence skills. He wanted to get improved feedback from the team.

We decided on an initial 6 sessions over a 4 month period, and then a further 4 support sessions over a year.

Looking at his goals and values helped Paul to get more clarity in what role he wanted and to realise he could take more control of his career.

We used Myers Briggs to help understand the differences in how people think and act, so that he could work out how to flex his behaviour to best advantage. I also introduced some elements of NLP to help Paul get a different perspective on things and also to enable him to change patterns of behaviour. He very quickly learned and recognised how to use a variety of techniques to communicate more effectively, adjusting his behaviour and style to create more understanding in the team.

He also started painting again, as a way of using different thinking and also releasing stress.



The Results

One month after the programme - Paul said:

"The sessions really helped realise the potential in myself and understand that we are all capable of great things.

The aspects of NLP helped – anchoring, chunking up/ down, envisioning, circles of excellence, time line, etc.

Changes I have noticed are: more confidence, more aware of my environment and other people around me, especially the impact I can have on people. Also I am more aware of body language.

18 months after the programme - Paul said:

"Coaching helped me reprioritise, made me think about my approach and helped me to deal with business life on a daily basis. The tools and techniques helped me a great deal and, going forward they support me in overcoming day-to-day business challenges

I have changed approach: When I look back I was negative disappointed and unresourceful, where I saw doom and gloom, I now see opportunities. I have more tools to play with; this allows me to look at things in a different light and to take a different tack. The changes have been systemic, I'm still using it, it helps me to coach myself long term. Practically I've used some of the techniques in the last couple of weeks.

It could be easy to go back to the old ways and patterns, but I keep constantly breaking the mould."