

Coaching Case Study



Chloe Masters

Coachee

New to coaching
Desire to progress career
Wants to build confidence



Nicola Callan

Coach

Qualified Coach & Mentor
Delights in helping others
fulfil their potential

How coaching builds confidence, resilience and perspective

Had you had coaching before, Chloe?

No, when I started coaching I didn't have a clear idea of what a coaching relationship would entail. I was anticipating structured sessions with possibly an agenda to each one. This wasn't the case. There was no formal structure and the session would go wherever I wanted it to. This was really important for me and I found the open conversations really helped me to get the best from each session.

What would happen in a typical coaching session?

We would start with reviewing what was discussed last time and how I'd been getting on with the actions I set myself. Then we'd

How did you feel after each session?

I found Nicola's style and approach very supportive, offering ideas to provoke my thoughts in ways I hadn't previously explored and I always came away feeling I had achieved something.

It was very easy to talk to Nicola. She was always professional, friendly and made me feel comfortable and in control of where I wanted my sessions to go. I found Nicola's style to be very much client led, making sure I got out of every session something I could use and apply further in my day to day like which suited me perfectly.

“Coaching has built my confidence massively, helping me to challenge myself and explore opportunities out of my comfort zone.”

move onto what I wanted to get out of the session and we'd agree 'what good looks like' by the end of the session. Sometimes we would just talk, other times Nicola would lead me through an activity and once we went for a walk.

How has coaching helped you?

My coaching sessions have given me an opportunity to explore my thinking in further depth and I was encouraged to look at things from different perspectives. It has built my confidence massively in the work place and in my day to day job, helping me to challenge myself. It has also provided me with great coping techniques for when I am finding things a little more difficult.

Who would you recommend coaching to?

I would definitely recommend anyone that hasn't had the opportunity to experience coaching to get in touch with Nicola. It is a great way to work through things that are bothering you and see them in a new light.

My sessions have given me a great confidence boost therefore anyone who is struggling with belief in themselves or their work, or anyone that feels they would benefit from a new outlook on how to cope in different situations would benefit massively from Nicola's sessions.