

Case Study – Life Coaching Communication

ID-COMMUNICATION20080414

Overview

The client presented with the following communication goals:

- o How to avoid conflict situations
- o To be a confident speaker in business situations
- o To be able to say what's important to me instead of holding back for the sake of others

Additionally, the client is a new manager who has inherited a large team which historically has had a lot of personnel challenges.

Methodology

Our initial sessions were focused on measuring the client's current communication skills levels through a combination of self-assessment and 360 degree feedback from peers, managers, direct reports, friends and family members.

With these results, we were able to identify a number of specific areas to work on:

- o Learning to say "No"
- o Being open to other people's perceptions, and want to understand (empathy)
- o Being an effective listener
- o Negotiation skills

First we used the Perceptual Position model of 1st (I), 2nd (you) and 3rd (we) to identify needs, and used that in combination with the Content-Process-Relationship model of communication and negotiation.

This included a series of exercises and field work over a number of weeks to raise awareness of communication models, triggers and issues and learning to respond better in the moment, versus emotional reactions.

We also worked on a number of speech confidence exercises, which were complimented by some physical posture exercises, and use of Neuro Linguistic Programming (NLP) techniques such as reframing.

We also explored the following models (generically titled here):

- o Body Language in Communication
- o Communication Patterns
- o Effective Listening Principles
- o Breaking Agreements and Consequences
- o Coaching before Conflict
- o Conflict Resolution
- o And Keys to Improving Conversation Skills When Nervous

And we completed exercises to help the client identify their personal and professional values; how they're measured, what are the rules and conditions, and what behaviours must the client learn to demonstrate with integrity and consistency in order to positively influence others.

We worked together weekly for six months, and then moved to monthly meetings for another six months. We completed another 360 degree assessment with the same respondents as before at the six and eleven month mark.

Outcomes

At the end of twelve months, the client was a far more confident manager in the workplace, as well as socially and with the family.

The client identified that they even felt physically different as a result of the coaching and that they stood tall more often, and found that when they did, people also listened more fully.

The client also joined a Toastmasters group and has become quite skilled in presentations, which has helped them accept a promotion at work which involved a significant amount of presentations to staff and clients.

Contacts

To discuss your needs, please contact Noel Posus, Director and Master Coach for Incredible Awareness.

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