



Crystal Clear Coaching

**Marion Morley – Life Enrichment Coach**

**Case Study - Building Self Confidence**

## **Introduction**

K answered an advertisement that I had placed on the notice board at work. She had just obtained a degree in Business and had specialised in Business Legislation and Strategic Management. K was working as a temp in the Facilities Management team in the local NHS and is a single mum with 2 children.

The first step was to carry out a mind mapping process with K to see where she needed to focus and what areas of her life she wanted to work on. K wanted to re-connect with her children she felt that as she had been working and studying she had not given the children the attention they deserved. Grandparents had been helping out with childcare and K felt that when she joined in family activities she was treated as another child and not as the mother of the children. By asking K in this process what was important to her she was able to prioritise the areas that she wanted to work on and decide on her goals.

K wanted to build her self confidence and have a better work life balance so that she could re-establish herself as the head of the family. K also needed to find a permanent job that would provide for her family as she was the sole provider.

K's three main goals were

1. Job security, in a job that would give her room to develop, move up the career ladder and give her a better work life balance.
2. To move to a nicer area
3. To be healthier and more confident

K also wanted to plan a family holiday and do some research to write a book. She needed to change some self-limiting beliefs about herself and to improve her self confidence.

K felt that if she worked on her confidence and self belief then the rest would follow.

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## Discovering your Strengths

I asked K to write down a list of her strengths she came up with the following

1. Committed
2. Loyal
3. Dedicated
4. Helpful
5. Reliable
6. Objective

By asking K to list these it gave her the opportunity to focus on her strengths and use these at every opportunity. Working to your strengths helps you to be good at what you are doing. You will enjoy the task more and have confidence in what you are doing. From this K worked on what she felt were her weaker points and she was able to improve these and change them to strengths.

One of her weaknesses was that she got embarrassed easily, this made her step back and go quiet especially in meetings particularly when there were stronger people attending she found it difficult to voice her opinion.

I suggested to K when she next attended a meeting to put her 'observer hat on' and watch the other attendees, see how they acted and communicated in the meeting. I asked her to see if there was anyone there she could use as a role model, watch and see how they conducted themselves in the meeting. How she could use this to help her in meetings? When I first started to attend meetings, there was a manager who never said very much but it was what she said that was important. She would actively listen to what was going on and then add to the meeting. I used her as my role model as she was someone I greatly admired and this helped to build my confidence when I was a very new manager. K tried this and meetings became much easier for her and she felt she was able to contribute and looked forward to attending rather than dreading them.

I asked K to congratulate herself when she felt she had done a good job, to sit back and enjoy the feeling of accomplishment and to tell someone what she had achieved, and how well she had done (even if this was just to herself in the mirror). K learned how to receive and accept praise for the work she was producing, meeting deadlines and providing complex reports. It is very important to allow yourself to accept praise and compliments as this builds self-esteem.

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K learned to be more assertive especially with her children's grandparents so that she felt less excluded on family outings and more in control with the decision making with her children.

### **Self-Limiting Beliefs and 'The Delete Button'**

We all have self-chatter that goes on in our heads, often negative thoughts that damage our confidence, and stop us from trying anything new, telling us we are not good enough. K tried the delete button exercise which is one of my favourites. When a negative thought comes in to you head, for example 'I don't know why I am even applying for this job, I know I don't have a chance,' say to yourself 'delete, delete, delete', and then change the thought to something positive such as 'with the experience I have, there is a good chance I will be successful at interview'. This works with all thoughts not just work related, they could be anything from 'I am going to be late' to 'I have plenty of time' or 'I look awful in this dress,' to 'I look great and I love this dress'. K tried this and had great fun with it, and passing the tip onto some of her friends. It is important to be in charge of your thoughts and not let negative thoughts overtake you and diminish your confidence.

Throughout the 6 sessions I had with K she used the exercises suggested to build her self-confidence working on herself to achieve the 3 main goals she had set out at the beginning of the process

### **Summary**

During this time K had 2 promotions at work therefore gaining a much higher salary, this gave her the security to afford to move to a nicer area. She has been on holiday to Italy with her daughter, and is re-establishing herself as the head of the family. She is happier and healthier because she now has the confidence to do things and not hang back, this includes a Zumba class. It was a pleasure to work with K and see her confidence grow over the 6 months we worked together and she now has the tools to continue to grow.

I specialise in helping people to build their self-confidence and find the motivation to achieve and live happier successful lives.

What would you like to achieve? Book your session now

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At the end of our sessions I asked K for her thoughts on how Life Coaching had changed her life below are her comments.

It is amazing to think how much all areas of my life have changed for the better! Marion Morley's (Crystal Clear Coaching) unique approach in providing personal life coaching has helped me to identify and focus on key areas of my life for development. This in turn has enabled me to take control of and achieve my goals. Since starting with Marion six months ago, I have progressed up the career ladder twice as well as having been on my dream trip to Italy with my daughter which were dreams I never thought possible in such a short space of time. These positive outcomes have had a ripple out effect and made it possible for me to achieve a good work/life balance and build strong and positive relationships with friends and family. This truly has been a life changing experience and I would highly recommend 'Crystal Clear Coaching' to anyone seeking new opportunities or direction in their lives."

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