



CASE STUDY: RELATIONSHIPS

Case Study – Relationships

Case Study Construct

All case studies for the askacoach.com site have been compiled from real-life coaching sessions conducted by Master Coach, Noel Posus. That said, all identifiable client information has been removed, and where necessary, some specifics of the coaching process may have been edited to ensure anonymity of the client and/or to condense a lengthy coaching relationship into a smaller, more manageable format to read and study.

In some cases, a composite of various clients has been created to make a case study which covers more potential scenarios in one document.

These case studies are high level only and will not go into extraordinary detail regarding conversations (from either email or phone coaching) between coach and client. The purpose of our case studies here is to be able to identify the presenting objective and/or issues of the client, and how the askacoach.com coach and methodology supported the overall coaching process, and to explore the outcomes.

Client Overview

The client presented with the following relationship-related life coaching goals via an email coaching session:

- o The client identified she was concerned about her relationship and stated that her partner frequently ignored her and her needs.
- o The client wanted to learn new techniques to communicate more effectively with her partner, to be more assertive and confident.
- o She also indicated that she really loves her partner and wants to stay together. They have been together for over three years.

The client also shared that she was using the askacoach.com service because it was the only affordable option she could find in coaching and due to her financial situation would only likely to still be able to use it just the once for the time being, so she was hoping to get as much support and information as possible from the one email coaching session.

Methodology

The initial email coaching response first acknowledged the client for sharing the information they had and for the big step to reach out to askacoach.com for support at this time.

It was also acknowledged how much the client had shared of a personal nature and she was thanked for the trust she was showing. Additionally, her comment about wanting to get the most out of a single session was also noted and the client was advised that a number of documents would be attached to the email response in respect of that.

It's important to note that all askacoach.com coaching sessions, whether email or phone, result in a written response and a selection of relevant documents from our Resource Library attached.

In addition to the many questions and exercises within the body of the email, the following Resource Library documents were attached as they related to the various sections of the written response:

- "Foundations of a Successful Relationship" – to help the client understand more about setting policies and agreements in relationships, particularly around communicating needs.
- "Relationship Patterns" – to help the client identify some unhelpful patterns for both herself and her partner and to explore some strategies to address them.
- "Transactional Analysis" – to help the client understand the Parent-Adult-Child communication structure to support in developing Adult-Adult communication strategies.
- "Managing Communication and Conflict Resolution" – to help the client work on some more sophisticated and deeper skills in which to discuss emotions.
- "XYZ Statements" – to help the client with a very simple approach to make it very clear how behaviours in certain situations make the client feel.

The client was invited to contact askacoach.com again in the future for either email or phone coaching if they felt the need. They were also provided contact details for an organisation in their country which provides free coaching to the under-resourced.

Outcomes

The client only accessed askacoach.com for one email coaching session.

The client's response to the Coaching Experience Satisfaction Survey included the comments below (reprinted with permission):

"I nearly cried when I got my email coaching session in my inbox. I was overwhelmed in a good way with all the information I received. It was really obvious that the coach understood what I was going through. It was as if they knew me so well because the questions they asked were the perfect questions for me."

"All the documents sent had really great strategies to work with. I've already been using the XYZ statements and they've made a huge difference already. I did get some responses I didn't know how to deal with at the time, but I've also learned that I can say to my partner 'I hear what you're saying and if it's OK with you I need a bit of time to think about it so that I can give you an answer that respects both your needs and mine. Is that OK?' Wow, being able to say that and buy myself some time has already saved us from going into so many arguments."

"It'll take me some time to work through everything you've sent, and I am really looking forward to it. I don't know what the future will hold but I feel more positive about it now than when I wrote in the first place. Thank you!"

Contacts

If you have any questions regarding the askacoach.com service, please direct them to Noel Posus, Director and Master Coach as per the details below.

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PLEASE NOTE:

This document is written in Oxford English versus American English.