

**What were your outcomes for attending this programme?**

My outcome at the start of this programme was to learn more about myself, and 'understand why I can't have the same confidence in myself as others have in me'

I explained that while I push through it, it is a very uncomfortable experience. An additional outcome I was looking for (although I only realise this in the present) is to develop the belief that I can achieve something earlier in that process, and not just realise that I can do it in retrospect.

**How / have your outcomes changed?**

Yes, my outcomes now are unrecognisable to me.

My outcomes now:

- To understand what I do, and what leads me to do it (in everything I do)
- To understand the same for other people, so I can embrace and appreciate qualities in others

**To what extent do you believe you are achieving your outcomes?**

I believe I am on a journey. My outcomes could change, but what is different is now view everything I can learn on that journey as a gift.

I shared in training that there is a restructuring programme and work, and I am in progress with applying for a role in that structure. There was a time this week that I was feeling very unconfident about the interview and more specifically in my own ability and if I am good enough.

I reflected on the beliefs of excellence

1. There is no failure/only feedback learning
2. Behind every behaviour is a positive intention

I considered the positive intention aspect, it led me to think about what is the intention? I think it is about cost savings and organising ourselves differently to service our customers in the way they wish to change and evolve. By looking at it from this angle, I was able to dis-associate myself from the process. By disassociating myself, I could embrace the intention is good and this allows me to reframe the experience.

After some reflection, I believe now that bringing everything that I am is enough. If it is not enough for the role currently, then that is OK. In the same way businesses change and evolve, so could I. This process will give me the gift of bringing to my awareness what I can learn to develop different skills and if I am not there now, choice to find out how I will get there in the future.

I noticed that after the interview for the first time in my life I did not spend time analysing everything I said and beating myself up about it! I felt peaceful and in a state of acceptance.

**What practice have you done either independently, with others in the group, with others?**

In learning about the filters, we could have on the world, I am able to identify that I have a matching preference. I can see that I often use this preference to build rapport, which is helpful to me in the career I have chosen. What I have noticed is less helpful to me is the way that I do that. I have noticed a pattern where I choose to match with a person by sharing how I am like them. By doing

that I take up my time with others scanning what I assume they are saying, and then talking about myself... cue the 'self' filter! This often does not get the outcome I am looking for.

I am currently testing the use of open questions, and it's a revelation! So often my assumption on what is being said initially could not be further from the reality. I am finding that I can still build rapport with people, because by understanding them better, I can change meet them where they are rather than where I imagine them to be!

**What plans do you have to practice further?**

I plan to just try it out! Beyond that, it will be to try it out some more.

I can't see a future where this will not play an instrumental part.

**What is the most significant learning for you to date?**

That the beliefs of excellence are where I could spend my time to help me understand what I want for myself.

The tools are great, but they are vehicles to help me learn how I can get the best from myself and others. And to build on that, I can see that there is no right or wrong way in that, I can find the ways that work best for me in different situations and flex that over time to get to the outcomes I want.

**How do you think you are doing against the criteria?**

If anyone asks me how I have found this course, the response from me is that I believe it has changed my life forever. For me the criteria how I am doing against the criteria is not where I am at. I value the tools shared with me, but those are things that I will try on and learn from forever. What has changed is how I view myself and others.

**What might you need help with to develop?**

Myself, others, and a curious mind 😊