Notes from ZM/S4: 5 May 2026

Summary

Session held in person at office. Lasted for 70 minutes.

Biggest achievement in this session for me was to use some simple prompts that opened up the narrative.

Most impactful: After a long monologue, I returned to a phrase I felt was meaningful. She said she had been working in 'relative uncertainty'. I asked “Tell me more.” It triggered a very long, emotionally rich narrative about:

- uncertainty
- organisational experience
- identity as a manager

Halfway through the session I mentioned we had three threads. I asked “Where would you like to take this?”

It shifted the session into coachee-led agenda and opened the second half of the session.

I used a question "How does it feel when you actually speak out that story?" which I would never have used before I started this course. Pleased to be applying these techniques and question styles.

What?

- Did I learn
    - Continuing to learn to trust the client and the subject matter to present opportunities to explore key themes without my needing to prepare or guess what might be most important.
    - Sat with my back to the clock. Should make sure I am facing the clock in future (and don't have glare from window)
- Was I trying to achieve?
    - Helping client to prepare for difficult conversations and build confidence in holding these conversations.
- Actions did I take?
    - I did lead the conversation once or twice. Towards the end, but I still shouldn't have done it.

- Was good/bad about the experience?
    - Good was to see us talk through more problems, new problems (or new scenarios anyway) and to see growth, learning upon learnings.
    - Bad was that I let the conversation get into the weeds a bit at the end. Could have led more strongly and used the white board to write out ideas and brainstorm. Kept it safe when it might have been a good time to experiment.
- Feelings did it evoke in others?
    - Client said she ended feeling more confident and positive about the difficult conversations she was about to have.

So what?

- Does it tell me/teach me/imply about my learning/attitudes/methods?
    - I get a lot of pleasure from seeing someone else thrive.
    - I could do with working out how to provide a bit more structure to the final third of a session, so it wraps up more purposefully.
    - I'm learning, but could do with learning about and trying some new techniques as I feel a bit stagnant in the way I run my sessions.
- Could I have done to improve it?
    - Been a bit bolder and tried using the whiteboard to see what might happen
- Is my new understanding of the situation?
    - It was a good conversation and was helpful to client, but there is scope for me to grow here.

Now what?

- Do I need to do to make things better/improve in the future?
    - Get myself through the online learning to units 13 and 14 as soon as I can.
    - Keep listening to podcasts for ideas, and ask the other apprentices what they have used.
- Might be the consequences of changing something?
    - Hopefully better coaching conversations, deeper understanding for my client and a growing confidence for myself in leading positive sessions.