

THE WHEELS OF LIFE



CASE STUDY –
KNOWLEDGE AND LEARNING WHEEL
NOEL POSUS
SARAH HUE-WILLIAMS
CLAIRE STRETCH

Case Study – Knowledge and Learning Wheel of Life

Case Study Construct

All case studies for The Wheels of Life 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 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 Wheels of Life tools supported the overall coaching process, and to explore the outcomes which can be both directly and indirectly related to the use of these tools.

Client Overview

The client presented with the following knowledge and learning-related life coaching goals:

- o The client identified that although they felt they were quite knowledgeable in their career/industry field, they were not recognised as an “expert” in the field; something that was incredibly important as the client saw it, for the future career progressions.
- o In addition to career related knowledge improvement, the client also wanted to improve some of their pleasure (vs professional) knowledge pursuits, such as in the areas of cooking and art.

The client also identified that they viewed themselves as very intelligent and excellent at studying and applying what they learned. Their big challenge as they saw it however, was dedicating the time to these pursuits, and in some cases finding it difficult to validate that they “should” spend time on pleasurable knowledge areas.

Wheel Scores

Below are the measures the client in this case study identified for themselves. Please note that in some situations, not every "pass" of The Wheels of Life tool the coach and client worked with, was necessary to complete. In such cases, that "pass" column will be left blank and a comment within the case study referencing that will be included.

KEY:

SP Satisfaction Pass

PP Positivity (attitude, energy and/or effort) Pass

NP Negativity (attitude, energy and/or effort) Pass

RP Resourcefulness (internal strength and return on investment) Pass

IP Importance Pass

NA Used if the client identifies the category is not applicable

Environment	SP	PP	NP	RP	IP
General Health	7	7	4	8	8
Learning Environment	7	6	4	10	8
Openness to Learning	9	7	1	9	8
Active Seeking of Knowledge	7	6	3	8	10
Implementation of Knowledge	8	8	5	9	10
Personal Development	4	4	8	9	10
Professional Development	6	6	8	10	10
Receiving Knowledge from Others	6	5	6	9	10
Sharing Knowledge with Others	7	5	5	10	10
Gratitude	9	2	2	9	10

Methodology

This has been a very unique client experience for a few key reasons, summarised below to also help understand not only this client, but the themes and approaches of our coaching together:

- The client is very positive, proactive and inspired (desire driven) versus motivated (fear driven).
- The client acknowledge that they have access to everything they need to learn and grow, including physical resources like the internet and human resources like mentors, coaches, teachers, etc.
- The client freely admits that it is their own responsibility to be accessing their resources more effectively and consistently, and at no time do they really “blame” anyone else, although there are some awkward challenges. (See next point)
- There have been a few “too many” (client’s words) times of late where the client has asked for mentoring and guidance from others and has been let down by the lack of follow-through from those who said they would help.
- The client knows that when they personally follow through on all of the categories of this wheel, they always get a huge reserve of resourcefulness and can accomplish amazing things. Therefore the Resourcefulness Pass scores are very high as the client is referring to what they get when they invest positivity and reject negativity.
- It was also acknowledged that in some situations, like Gratitude, it takes very little positive energy to maintain high levels of satisfaction. The client identifies Gratitude as one of their core values and speaks highly of what they have achieved and have access to for their future.

All of the above points came out in the Satisfaction Pass, and unlike in some other Wheel of Life models, the client and I went through all passes of the Knowledge and Learning Wheel of Life in one coaching session over two hours.

The outcome of this intensive first session was significant for the client. As they put it, they were able to work with someone dedicated to their knowledge and learning (the coach) in such a focused way that they were inspired and clear-thinking about exactly their current state, and what responsibility they had to make the necessary changes.

Therefore the client was given the following homework assignment after session one:

- o In a spreadsheet (the client's preferred method of documenting), create a table with all of the Wheel categories down the left side. Create columns representing the scores as identified in the various passes. Then create a column called "Ideal State" where the client is to write what the perfect situation would be for each category. Create another column to the right of that called, "Strategy Option One", and then another column "Strategy Option Two" and another "Strategy Option Three". The final column is to be called, "What I'm Committing To".

Work through each environment of the wheel and after identifying the ideal state (the conceptual goal), brainstorm up to three strategies which could increase the overall satisfaction by at least one point to get closer to the ideal and/or to outright achieve the ideal. After consideration of all of the strategies for the entire spreadsheet, then go and determine what commitments to make.

The client worked on this spreadsheet for two weeks and then came to the next coaching session "fired up" (client's words) and ready to discuss the commitments.

The methodology at this stage included introducing the concepts of "pace" and "1st, 2nd, 3rd and relational priorities" to the client. The client originally wanted to commit to numerous strategies all at once, and although that may be admirable in terms of commitment, it wasn't necessarily practical or wise.

Through our discussion, we created a timeline of when various strategies needed to be implemented. We used a project management approach where we picked an end date and then worked backward to determine which strategies needed to be implemented in which order so that the relationship between the various strategies was more effective and efficient in both the short and long term.

Once established, our coaching relationship turned into a project meeting framework in person, over the phone and via email over a six month period.

Outcomes

The client maintained their six month project plan and celebrated numerous achievements along the way including the following:

- Being promoted to Divisional Director at work
- Delivered a keynote address at an industry conference
- Developed a relationship with the company Marketing and PR department to get more involved in media interviews, including print, radio and TV (The TV appearance didn't occur until after our coaching relationship ended, and the client ensured they called me ahead of the broadcast to share the news)
- Took a life drawing class over six weeks
- Started carrying their digital camera with them everywhere and started building their portfolio of art images
- Secured a mentor at work for company specific professional growth. Included negotiating an agreement about each side following through with commitments.
- Secured a mentor external to work for industry specific professional growth. Included negotiating an agreement about each side following through with commitments.
- Subscribed to a number of professional and personal blog sites to continuously feed various knowledge areas. Part of this achievement also involved regularly contributing to some of those blogs, raising their own profile, confidence and knowledge
- Created a succession plan for their own team, which involved regular coaching and mentoring. Included negotiating an agreement about each side following through with commitments.
- Volunteered as a mentor for young people entering business. Included negotiating an agreement about each side following through with commitments.
- Planned a trip to tour India on an Indian Cooking Course (taken six months after our coaching relationship)

We concluded the coaching sessions by completing the Health Wheel of Life tool. The results are on the next page.

Environment	SP	PP	NP	RP	IP
General Health	9	9	1	10	10
Learning Environment	9	9	4	10	10
Openness to Learning	10	10	0	10	10
Active Seeking of Knowledge	9	10	2	10	10
Implementation of Knowledge	9	9	2	10	10
Personal Development	9	10	2	10	10
Professional Development	9	10	3	10	10
Receiving Knowledge from Others	10	10	1	10	10
Sharing Knowledge with Others	10	10	2	10	10
Gratitude	10	2	0	10	10

Contacts

To discuss your ongoing development needs and/or any questions, please contact Noel Posus, Director and Master Coach for Incredible Awareness, which The Wheels of Life.

Noel Posus

E: noel@thewheelsoflife.com

W: www.thewheelsoflife.com

W: www.incredibleawareness.com

W: www.askacoach.com