

Taylor: Learning calm and confidence

Assessment:

Taylor feels anxious and frustrated in interactions with their manager, leading to emotional outbursts and time off work. They feel unheard and distrustful, which impacts their job satisfaction, home life and confidence in continuing their role.

Treatment goal:

To stay composed during conversations with their manager, and express concerns constructively without emotional outbursts.

Real-life
practice

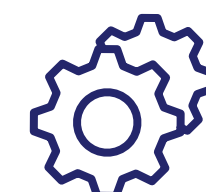
Taylor keeps a journal of situations that trigger strong emotions, noting thoughts, feelings, and physical reactions.



Taylor practices grounding before meetings and writes down key points to communicate clearly.



Taylor prepares and uses “I” statements in the next conversation with their manager.



Taylor schedules short breaks during the day and practices mindfulness after work.



Sessions
with the
coach



The coach explores Taylor’s triggers and negative thought patterns. They discuss the link between thoughts, feelings, and behaviours.



They review the journal and identify patterns. The coach introduces grounding techniques and reframing of thoughts.



Taylor stays composed with grounding despite feeling anxious, so the coach introduces assertive communication and active listening.



Taylor reports feeling heard and less reactive in their last meeting. The coach helps them set boundaries and plan selfcare routines to reduce stress.



Taylor feels more confident and less anxious. They recap strategies that worked: journaling, grounding, assertive communication, and self-care.

Outcome: Taylor feels calmer and more in control during interactions with their manager, without any emotional outbursts. Taylor reports improved work performance and better home-life balance. They feel hopeful about continuing in their role.