

Case Study

MSc Coaching & Behavioural Change



Sophie Austin

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How did you come to be on the programme?

'As Head of Talent in my company role, I was doing an amount of personal and professional coaching, but I began to feel that I wanted more rigour, more credibility as a coach. So I looked at a variety of courses and found Henley. As I recall, I only got my application in at the eleventh hour, and didn't even speak to the tutors. I just signed up, albeit just for the Professional Certificate in Coaching.'

So what were your expectations?

'I don't think I had any particular expectations. I knew of Henley's reputation, and I just wanted to develop my technique.'

Were there any surprises then?

'Oh yes! It was fairly immediately apparent that the professional certificate in coaching was more than that was more than just some tools and techniques – I knew it was going to challenge me personally and intellectually, which was amazing – although not always easy!

'And the whole programme just blew me away, to the point that I ended up doing the Masters programme.

'I learned way more than just new practical tools and techniques; I learned an incredible amount about myself, which I'd never imagined to be a priority. I especially enjoyed the second year, which was, for me, more intellectually-challenging more psychologically stimulating. It was an amazing experience.'

What impact has it had on you, both professionally and personally?

'The end of the first year was a bit of a wake-up call for me; it really opened my eyes to who and what I am my aspirations and motivations, When I came back for the second year, other people in the group were astounded by the change in me. I was a different person. I looked, spoke, acted and felt different. Looking back, it was a real epiphany. I felt far more confident and focused. My life had been turned upside down by some of the decisions I'd made, and I felt liberated by the programme.

'At work and socially, the change was evident too. I found that I was able to build good relationships more easily, I was more reflective and I was comfortable operating at a whole new level.

'At work in particular, the word spread! I was aware that I became much more valued for the coaching service I was providing.'

So what advice would you offer to anyone considering the MSc programme at Henley?

'Whilst I can't compare the programme to any other, the setting at Henley is peaceful and calming – a wonderful learning environment.

'The programme is very practical, which suited me and my learning style. It also felt really substantial. It challenges, questions why, and is very functional. You'll develop a far greater understanding of yourself, your drivers, and the impact you have on others. It's an intelligent, informed perspective, focusing on values and beliefs, and recognising the underlying reasons for a range of behaviours.'

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