

Transcription details

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Transcription results

Eileen: 00:00:02	Karen, thank you so much, I really appreciate you taking some time away from your schedule in the UK to talk with me about your coaching experiences. So, thank you for that. And to people who'll be watching this brief video, I would like to introduce Dr. Karen Gubb to you. I think many of you will know Karen. Karen has an incredible CV, I'm completely in awe of it. So, she has a Ph.D. (topic, psychosomatics with mind body connection, she's a clinical psychologist, and before she did that, she was actually in computer science and was at Accenture or Gemini?
Karen: 00:00:50	Accenture.
Eileen: 00:00:52	Worked for Accenture, so she was a consultant. She's now a member of both the HPCSA, Health Professions Council and South Africa, as well as the HCPC in Britain and the British Psychological Society. And you can gather from that that Karen is now living and working in the UK, and I wish you such happiness there.
Karen: 00:01:24	Thanks Eileen.
Eileen: 00:01:25	Miss you terribly, but I wish you so much happiness there. Karen is also a clinical supervisor, and I don't know if you still are, but an external examiner for Wits?
Karen: 00:01:39	Not anymore Eileen, it's been a year.
Eileen: 00:01:40	Not anymore, wow, ok. And my reason for asking Karen to join us is because Karen and I have known each other for something like 15 years, we shared offices. we've known each other for longer than that but you've shared offices, rooms with us and I was quite heartbroken when you went and set up in Sandhurst 4, that's a long time to be together and good friends. We've really walked on this coaching journey together. So, I'm really curious to hear from you about some of... You know, I think it's good if people really engage with why should psychologists think about learning coaching and add it to their skill set? And I know it's a difficult thing to wrap your head around, but maybe if you could share some of your journey.
Karen: 00:02:44	Well, Eileen, when I have a coaching chemistry session and I tell people how I got into coaching, you are always part of the story.
Eileen: 00:02:55	Okay, I didn't know that!
Karen: 00:02:57	So, I, as you said, I had management consulting experience and, I just I really hated the work. I just felt life I had no meaning, and I would work very hard and get someone their replenishment reports weekly instead of monthly, but my question at the end of the day was, "What have I done for the greater good?" So, I always had an interest in psychology, and I left consulting to go back and finish my psychology qualifications and I did the clinical training at Tara and Bara, and then I met you and you and Debbie invited me to join your practice. And then there was a particular lunch where you said to me, "You've got

	<p>business experience and you're a psychologist, and how about coaching?" And I said to you, "What's is coaching?" And that was really how I got involved with it. So, it was from you explaining your own experience with it and telling me about what it means to you. And you also had a business background, same as I did which is different to a lot of psychologists. So, I was intrigued, and I went to learn more, and I did my first coaching courses, and initially I wasn't convinced. I was a bit like, I felt it was a little bit like I was a technician checking on checkboxes and doing this thing called coaching, and I didn't get that whole being a coach idea. So, I had a bit of a love/hate relationship with it for a while. I think I was doing it initially because it felt like a way to work smarter rather than harder. I think we all know coaching rates are more than therapy rates, but it took me a while to actually develop a love for coaching and that came from doing, particularly your courses, because the thing that I felt was missing in coaching courses before doing yours was a theory. It felt like you get taught 'this is what you do'. And there's no real thinking of why do you do that and the meaning and what guides this thing that you do? And being someone who likes theory and psychologically trained where we train a lot for many years before we're allowed to be in front of someone, that idea resonated with me. And then I started changing the way I felt about it and started to say, 'well there is actually something important here.' I did have to do my own internal work and marry my own theory, which is I'm psychoanalytically trained to make sense of what's happening in the coaching room and just in terms of the theory and the practice that I understood and when I was able to do that, I am still busy doing that, I could really, really change the way I felt about it. And now I can really honestly say it's a transformative experience. It's incredibly meaningful, meaningful for me now. And I love it, I still do both, and I like to do both. I like long term psychoanalytic slow work, and I like a few punchy six session coaching interventions where a real difference is made, and real transformation happens. Usually in the client, but sometimes</p>
Eileen: 00:07:18	<p>OK. That's... the thank you. I think some of that mirrors my experience because I mean, I really messed up when I first started coaching because I didn't kind of have the theory of this. So, I think for a couple of years or so, I was pretty bad coach.</p>
Karen: 00:07:38	<p>I was too.</p>
Eileen: 00:07:39	<p>Yeah. And then I started doing some coaching training and actually found, okay, I get this now, I get why business likes it. I get why people like it. And I remember coming back from England, we had done a coaching training and saying to everybody, every psychologist I could find like, "Watch out there's a zeitgeist coming here." People are going to prefer to go and see coaches to seeing psychologists because I can see why they would enjoy this, it's more fun. And I was quite concerned about that. I thought that psychologists who have, I mean we spent so many years, depending on what you're doing, but it's so many years, training and somebody goes along and does a short course or two or three short courses, and I must say very important to say this, I know many, absolutely brilliant coaches who are not psychologists, they have no background in psychology, but they have</p>

	put in the hard yards and they really are very ethical coaches. But you and I both know some of the stories about, about short courses and people jumping in and doing life coaching, and it shouldn't happen this way. It really shouldn't. There should be, there should be more boundaries and there aren't. It's the way that the system works. And so, people are taking work on that is in many cases outside of their remit and getting paid more than a psychologist. And in some times actually doing harm.
Karen: 00:09:45	Yeah, I agree I would like to give them the benefit of the doubt and say they don't know what they don't know.
Eileen: 00:09:53	Yeah, they don't.
Karen: 00:09:56	But I think when you have gone through the selection process, the training process, as a psychologist, do you understand that sitting in front of someone, as an expert, as a chosen person, as someone that they are paying, or their organization is paying is automatically something that is set up. You are the expert. Even if you say, no, no, we're going to co-create these things together, you will have a hundred stories where people said, 'Oh, but my coach said.'
Eileen: 00:10:29	Mm-Hmm. I do have a hundred stories.
Karen: 00:10:32	You have to understand that being in that position, you hold a power that you have to hold gently, and you have to use wisely. And I don't mean a power and a differential meaning that you are superior, but a power in that you, you hold importance, you know. It's the same as when someone goes to doctor and they say, 'the doctor said.' They'll do what the doctor said, they'll do what the coach said. And, and perhaps, as I say the people who don't know what they don't know think 'we co-create and this is fun, you know, this idea came from, from my client,' but they don't, they don't have the gravitas or the extra training, as you say, for people who haven't got psychology training, they haven't done the work to understand that it's a privileged position to be in and you have to understand the meaning of that.
Eileen: 00:11:37	And they don't know what they don't know.
Eileen: 00:12:47	So, for me there's two things here. It's like actually getting an avenue open or making coaching training more accessible to psychologists, so that can add to the skill set like you did. And if they love it, then taking it further. It's hard work to take it further.
Karen: 00:13:08	It is hard work. But people invest and that within psychology, we do CPD all the time and we, you know, we are part of reading groups and that kind of thing. And I think if you take coaching as seriously and see it as a profession and do the hard work, it can be incredibly rewarding.
Eileen: 00:13:29	Well, I think what is rewarding is when you get into that transformative space as opposed to the transactional stuff, which is what it seems like at the beginning. This is all about action and results, but actually it isn't. It's about profound identity changes when it's well done. So, I think that's important, to understand that.
Karen: 00:13:53	I think for me, what had to happen, while I absolutely understand that there's a difference between coaching and therapy, and I understand that you have to contract at the beginning, we're doing this kind of

	work: 'This is what it's called. This is what it looks like. This is what it's going to do. This is how long it's going to, to run for. This is what the outcome is, and this is what it's going to cost.' I think for me, what I needed to do was stop kind of saying, 'Okay, I'm putting my coach hat on, I'm putting my therapist hat on.' I had to understand that I have to be me, and that comes with the years of psychology training, and it comes with years of coach training. And I do a different thing in the room, but I don't be a different thing in the room. That was that was a real, I can't say an aha! moment because it took a long time to click, but that was a real important understanding to develop.
Eileen: 00:15:01	Karen, can I ask you if your understanding and learning of coaching because you're a professional certified coach level in the International Coaching Federation, which means you've got a lot of coaching hours, now where was I going with this important question?
Karen: 00:15:22	If my understanding of coaching, you were saying.
Eileen: 00:15:24	Has your understanding of coaching influenced you in your therapy practice at all?
Karen: 00:15:30	It has. It has. I didn't think it would happen that way, but it absolutely has. I currently am working in an inpatient setting and it's short-term work and there's lots of times where I'm posing, posing with the most lovely coaching questions. You know, you're trying to move something or do something to achieve something. And it's been interesting to me in a new setting how I've actually reached for that, opened that toolbox and those are tools that I dusted off and took out sometimes more than the therapy tools because it's a completely different environment and it's not the kind of therapy I've known before. So, absolutely.
Eileen: 00:16:27	I mean like, coaching is perhaps most similar to solutions focused therapy, except when, when coaching is really working and it's quite identity based, then maybe it's gone something a little bit past that.
Karen: 00:16:45	Yeah.
Eileen: 00:16:46	I'm not sure. What would your biggest tip be for anybody contemplating actually doing this kind of training?
Karen: 00:17:02	So, this was another, another learning of mine. When I was feeling quite frustrated with coaching and not feeling very good and feeling incompetent, I asked myself, 'What did I do to become a better therapist?' The answers were quite simple. I went for supervision. I got therapy as well. And I kept learning about it. So, I would say the same for a coach. If you are trying to train yourself and become as professional in it, keep investing through the courses. Do the time in supervision or mentor coaching. Get input on all on your skills. And go for coaching yourself, understand what it's like to be to be in the other chair. If it works for you, learn from that, learn from the experience.
Eileen: 00:18:06	Thank you. I know that you are as really keen as I am to see more psychologists enter the space.
Karen: 00:18:18	I really am. I think I think we have the skills that are needed in an industry that is growing and there's, there's lots of low hanging fruit that's ripe for the picking. If we could, if we could get ourselves trained and get ourselves positioned correctly, we could do really good work. There's so much. Following the year that the world has

	<p>had, there's so many people who are going to need help in that way with all the changes that come following that year, so not just the pandemic itself, but the consequences of different ways of working; people who need to retrain or rebrand themselves if they lost their job or if their job suddenly no longer relevant, there's so much work to be done. And as I say with, with our skills and our knowledge and the experience of probably a lot of the psychologists will come with, they could be great coaches.</p>
Eileen: 00:19:27	<p>Thanks, Karen. That's a good note, just to end with at this point. Thank you for your time.</p>
Karen: 00:19:35	<p>Any time.</p>