

**Title:**  
Consultant, Director of  
Implementation, IT & Healthcare

**Coachee Location:**  
Seattle

**Company Size:**  
6,500 employees

**Industry:**  
Professional Services,  
Healthcare & Consulting

## Success Story

### From Crisis to Clarity: Coaching as a Tool for Self-Advocacy, Boundaries, and Objectivity



Kate worked with a Reverb Leadership Coach to help her move away from her crisis mentality by building new skills including boundary setting, prioritization, perspective-taking, and self-advocacy.

*Due to the confidential nature of coaching, the coachee's name and company have been changed.*



Kate has been a healthcare consultant for two decades working in IT, and is the Director of Implementation at CSI Healthcare. Her current client is Evergreen Hospital. After a series of unfulfilling projects and unsatisfying outcomes, she took a step back to ask herself 'What is and is not in my control?' She was struggling with boundaries, loneliness, and a lack of mentorship, and wanted to be able to bounce ideas and decisions off someone else.

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#### SOLUTION:

**Kate started working with a Reverb coach and began to address her need for better boundaries, clear priorities, and the reality of loneliness that came with consulting.**

As a consultant who has been with a number of large organizations over the years, Kate built lots of experience over her career. However, she never stopped to reinvest time or money in herself. She realized she didn't have many mentors along the way, so working with a Reverb Coach helped compensate for a pervasive lack of support. Coaching also offered her a much needed third-party perspective.

In her own words, "One of the lovely reminders that my coach kept talking about was really having boundaries for what you do, and letting other folks have their boundaries as well." Before starting coaching she felt that her company was either in the greatest place in the world, or the wheels are falling off. She struggled to balance these extremes and find a middle ground.

Through coaching, she realized that objectivity and perspective-taking are key. "So often we get stuck in this world of work and negativity breeds negativity, so when my coach could look at it and say 'Okay, given that set of facts, I probably would have done something differently or asked a different question' it was so helpful."



#### RESULT:

Kate began advocating for herself when she and her coach talked through the differences between reality vs. her perception. Kate's coach helped her recognize that these can be two very different things. "I started creating boundaries around how I work. I learned that boundary-setting and perspective-taking will make the biggest difference. Now, when people are throwing things at me I can confidently prioritize, triage, and really understand that this doesn't mean I'm always supposed to catch them."

**“ I would absolutely recommend working with a Reverb coach. Working as a consultant can be lonely, and coaching was an opportunity to bounce ideas off someone and dive deep into my own boundaries and priorities. Coaching helped me reaffirm that this is what I should be doing. This was beneficial ten-fold, for me as well as for my company. ”**