



## Client Profile

**Coach:** Susan Morris, M.Ed., CPCC, ACC

**Client:** Program Director, biopharmaceutical company

The client, a program director for a small biopharmaceutical company, responsible for an annual drug development budget of >\$40 million, turned to coaching to help her deal with her biggest workplace frustrations: lack of recognition and navigating politics in an organization whose senior leadership was all male.

The coach, Susan Morris of Morris Consulting Group, LLC, gently but firmly helped this client see where she was getting in her own way. Like many professional women, the client expected recognition for good work and didn't like to toot her own horn. Through her work with her coach, she learned that she could claim her accomplishments and make others aware of them without being arrogant.

The client also learned not to discount certain accomplishments. She is an inventor on two patents. She learned that even though the patents were not directly relevant to the work she was doing as a Program Director, that they still represented both skill and achievement that are important in her industry.

The client also increased her comfort level in initiating conversations with her CEO. She started to take responsibility for her job satisfaction - asking for what she wanted in terms of projects and responsibilities - and found that she frequently got exactly what she asked for.

On a more personal level, the coach helped this client look at her work-life balance challenges from a new perspective, asking practical questions that helped her see how she could relax her standards and ask others for help.

Overall, she says that working with a coach helped her mature more quickly in the work world and learn the value of challenging her assumptions. Have these changes been long lasting? The client says yes. While she will occasionally slip into old thought patterns or behaviors, it's hard to stay there because her level of awareness has been permanently raised.

*This client worked with her coach, Susan Morris of Morris Consulting Group, LLC, from 2002 through 2004 and again in 2005. Susan is part of the team that will be providing coaching for AWIS members.*