



## Case Study

Hazel Chapman

HCMA

“The course helped me to gain more confidence, learn more about myself, and grow as a person.

Hazel Chapman

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**Project:** Community Grants

**Location:** Hertfordshire

**Outcome:** Enrolled in training courses

Harmony Coaching and Mentoring Avenues is a social enterprise specialising in the development of people. The project received a grant from the Community Grants project which is managed by TCHC and funded by the European Social Fund. HCMA has centre status from the Institute of Leadership & Management and runs a course called 'Experience Counts' which is specially designed for people who are over fifty and unemployed.

Hazel Chapman was alerted to the programme through the Women's Employability Network. This is another programme run by HCMA which she was attending, designed to help women develop their employability and self-employment skills. She had suffered from depression, and a lifelong illness had caused her to leave her previous job. This had resulted in a loss of self-worth, low self-esteem, lack of confidence and the feeling that she was out of touch with the world.

The 'Experience Counts' programme began with Neuro-Linguistic techniques to 'design' her career. Sessions were intended to help identify her skills and develop them as part of her career. There were also career profiling, 're-design your life' sessions and networking workshops.

The programme helped her gain more confidence, learn more about herself, and grow as a person. Following the advice and confidence she gained from the programme, she is enrolled in courses at North Hertfordshire College, studying literacy, IT and drama. She also writes poetry and is seriously considering self-employment.

Since the programme, she has evaluated her life, gained enormous amounts of confidence and now has control of her destiny. She is ready to take the necessary steps to get where she wants to be. She is continuing with her programmes, mentoring through the HCMA and attending networking events run by the Women's Employability Network. She is now much closer to employment than she was before and is able to move forward.

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