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Case Study

Name: Karlene Francis-Downes

Programme: Think Positive

Outcome: Able to actively seek work

Karlene suffers from depression and anxiety, so coming onto the Think Positive programme was a big step for her.

She did want to work and get herself out of the situation she was in, so she was looking for support to help her towards employment as well as ways to cope with her nerves.

Karlene was amazed at the support she received from the programme adviser. When she had to leave for personal reasons half way through, but the tutor kept in touch to help support her and this encouraged her to return and continue with her personal development. She completed the programme.

She is now less nervous and in a much better place, she has felt confident enough to start looking for work, with the support of the TCHC adviser.

“It has helped me take the right steps towards future employment and made me feel less nervous in certain situations.

“The Think Positive programme and the people who run it are brilliant. It has definitely made a difference to me and the way I look at myself.”

The adviser was so pleased with her progress and can see how determined she is to find employment. This is a world away from the nervous person she met on day 1. Karlene has had several interviews and is very optimistic for the future.