

What Cisco Employees Say about: Health Coaching

Healthy Heart

Person:

57-year-old female, Cisco employee, WPR-Facilities

Initial Problem:

The onsite health screenings showed that I had very high cholesterol. I was surprised because I am thin. I did not realize a thin person could have high cholesterol.

Reason for Participation:

When Matria contacted me after I took the health assessment, I decided to try it.

How the Coach Helped:

My health coach taught me about food and eating. You do not have to give up what you love – you just cut it down and make tasty substitutes.

I love cheeseburgers and my coach did not make me give them up. She just said I could not eat them every day. Now, I am down to ½ cheeseburger a week and I don't miss them. I also learned about fat free sour cream and now it is my favorite food!

I really liked my coach – she was mellow and up. And, she worked around my schedule. I really enjoyed our conversations and looked forward to them.

Results and Plans for the Future:

I went to the doctor in April and my numbers were much lower:

Measure	Before Coaching	After Coaching
Total cholesterol	263	211
HDL cholesterol	64	62
LDL cholesterol	179	130
Triglycerides	105	93

My coach helped me so much. It is just amazing! Now that I have conquered cholesterol, I'm going to tackle smoking next.

Get in Shape

Person:

34-year-old female, Cisco employee, CMO Business Unit

Initial Problem:

I gained a lot of weight during my pregnancy – I think about 25 pounds – and I needed to lose the weight and get back into shape.

Reason for Participation:

When I found the email about the personal health assessment, the timing was perfect. I thought, “Cisco is willing to pay me to do what I know I need to do, so why not.”

How the Coach Helped:

I think the Get in Shape program is very good for someone like me. I needed someone to talk with – someone to get on my case and tell me the right things to do. Although I wanted to lose weight and knew I had to do it, I needed guidance – I needed a coach and mine was great.

Because the assesment showed I was overweight and depressed, I was afraid the coach would think I was a sicko – but she turned out to be so understanding and that was a great relief. She gave me advice, was always nice and listened to me.

She helped me figure out how to use the EAP and helped me with my depression as well as with nutrition and exercising. She also pointed out that the Get in Shape program is ongoing and that I can always come back and ask her any questions if I need to.

Results and Plans for the Future:

To date I have lost 15 pounds. I know I still have 10 pounds to lose and I am extremely optimistic that I can do it over time. What I have learned from this program is to lose the weight slowly and that being healthy is more important than the number on the scale.

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Weight Loss

Person:

36-year-old male, Cisco employee, Sales

Initial Problem:

I have been overweight, actually obese according to the charts, since soon after my first child was born. I found myself at 300 pounds at age 36 even though I tried several diets. I would lose about 25 pounds, get the flu or a cold and go off the diet.

Reason for Participation:

I had been searching for something to help me break through the failing pattern. I started another diet program I had heard about on the radio and shortly afterward also enrolled in Matria's health coaching program. Fortunately, both diet plans were similar and reinforced and encouraged me to continue with my newfound friends, fruits and vegetables.

How the Coach Helped:

My Matria health coach was very knowledgeable and encouraging. She always had tasteful suggestions for food preparation and tips for reading the nutrition facts.

At every session, she challenged me with goals to accomplish prior to our next meeting, such as eating broccoli three times during the week, cardiovascular exercise three to four times a week and a weight goal. This helped me really feel a sense of accomplishment. And, even though I had a minor setback around the holidays, being held accountable got me back on track.

Results and Plans for the Future:

After six months, I have lost 90 pounds and am feeling great. I am eating foods regularly that I would have never tried before and I am able to participate in activities with my kids that 90 pounds ago I could not do.

It sure is nice to tie my shoes without losing my breath and to get on an airplane without seeing that look of fear from the passengers that I may be sitting next to. I have already sustained my weight for three months and am confident that I can press on toward the goals that are set before me.

Fighting Diabetes

Person:

51-year-old female, Cisco employee, Operations

Initial Problem:

I work long, crazy hours, am constantly at my desk, developed bad habits and put on 40 pounds. The screenings at the Cisco Health Event showed I was a prime candidate for diabetes if I continued down the path I was on.

Reason for Participation:

I needed to change my eating habits, which were terrible. And, I needed to start exercising. Some of my teammates said good things about the Matria programs and I saw the results every time I looked at them. And, the \$200 was a great motivator – it definitely influenced me.

How the Coach Helped:

My coach is just phenomenal. She shed light on things I did not realize. Now, for example, I am making time to exercise – even on very busy days. Because of my coach, I am more in tune with my body.

My coach never made me feel deprived when I could not eat something or do something. Instead, I have learned to make choices – choices that keep me healthy and are satisfying. With the help of my coach, I learned how to take all the tools available and incorporate them into my every day life. I have some bad days, but now I know better how to deal with them.

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I actually look forward to the next Health Event so that I can have them check my progress!

Results and Plans for the Future:

I found this program to be both successful and informative.

I feel better and although I have only lost about four pounds, I have lost inches. I am very confident that I have the skills to continue losing weight in the future and I know I will lose more.

I just finished the fighting diabetes program, and just enrolled in Matria's stress reduction program.

Stress Relief

Person:

47-year-old male, Cisco employee, Systems Engineer

Initial Problem:

I am in the sandwich generation. I take care of my adolescent kids, age 11 and 14, older parents and in-laws and even my 85-year-old neighbor. Then, my job can be stressful. I took the health assessment and was eligible for three health coaching programs: weight loss, exercise and stress. I started with stress.

Reason for Participation:

Matria reached out to me and that worked – I needed the human interaction. I also thought that I could use the \$300 (\$100 for completing the PHA and \$200 for completing two coaching programs) and that motivated me. The reality is that the value of using Matria is worth a lot more than the \$300!

How the Coach Helped:

The live interaction with my coach was great. She had the right balance of knowledge and empathy. She was positive and reinforcing and I guess I do not get a lot of that in my life.

I had to be accountable and commit to my coach – I did not want to let her down. She was enormously understanding. She was so motivating to me. She told me stories and even shared her own struggles. She was a sane voice in an insane world.

Because of the bond I had with my coach, the knowledge transfer meant a lot and I have been able to sustain it.

Results and Plans for the Future:

I am so much more in control of my life now. I really am better able to manage my stress levels.

Other people are noticing – my wife and those I work with, too. They say I am calmer and “chilled out”.

Cisco is giving us the tools for good health and I am going to use them.

Smoke Free

Person:

40-year-old male, Cisco employee, Sales

Initial Problem:

I wanted to stop smoking.

Reason for Participation:

What really captured my attention was the \$100. I was thinking about quitting smoking and thought “if they want to pay me \$100 to do this, why not!” So, I took the PHA and the coach called me.

How the Coach Helped:

My coach did not put pressure on me but checked in periodically through conversations to see how I was doing. What was so different and extremely helpful was that I now had someone to talk to about my smoking and my desire to quit. I felt as though she had no vested interest in anything other than helping me.

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At first, I was not successful. My coach reassured me that this is normal and that I should not give up, that I needed to keep trying. She offered different alternatives to see if they would help.

The program itself is pretty structured. We identified what caused me to smoke – the triggers; what was preventing me from stopping – the barriers; and then my coach used various techniques and attitude tools to help fight those failure thoughts and dangerous situations.

What was so important was that she explained how to deal with various situations and that she was realistic – she did not make it out to be easy and, in fact, knew it was quite difficult.

Results and Plans for the Future:

I have not smoked for five months. Now, I am thinking about the fitness program. I did gain some weight, but it is not directly related to my stopping smoking – I was starting to gain weight before.