**WOOP Stories from Human Service Participants and Staff**

Julissa, *employment services participant*

I believe that WOOP has been very beneficial in my life. Visualizing the goal, outcome, and obstacles help to really determine what the challenges are. Building on the visualization component, I feel that writing my goals down makes them more concrete and compelling. I have used the WOOP method to become more assertive in my life by learning to say “no,” a task I have struggled with in the past. I attribute this struggle to not fully understanding what obstacles were preventing me from telling people “no,” and I give WOOP credit for assisting me in determining the obstacles and overcoming them so that I can have more control over my life.

Sarah, *employment services participant*

WOOP has been a very positive experience and a huge motivator. I used WOOP to improve my well-being by changing my habits to be healthier. With the help of WOOP, I was able to reduce my consumption of sugary drinks and increase the amount of water I was drinking each day. I admit that the process was tough at first; it forced me to get to know myself on a deeper level. However, I now feel that the goal-setting process comes naturally and easily, and that WOOP has given me a much better understanding of who I am and what I want.

Sandy, *human services counselor*

I use WOOP with my daughter, Taylor, on a regular basis. Taylor is a competitive swimmer, and for most of her career, she has struggled to land on the podium during her various events. We began using WOOP as a way to help Taylor overcome the obstacles standing in her way, such as fear of failure and fatigue. We walked Taylor through the WOOP process and utilized the visualization component, and she realized that the emotions generated by the outcome of winning far outweighed the fear of defeat and acted as a motivating tool to push through the fatigue. Taylor established an action plan to follow if she began to feel exhaustion setting in or felt as though she was falling behind the other swimmers. With this plan in place and the emotional motivation in her mind, she was able to overcome her obstacles and win the first trophy of her swimming career.

Mary, *human services administrator*

At first, my staff and I were nervous about how clients would receive WOOP because it is so different from a typical workshop, but our concerns were quickly erased when we saw how responsive the clients were to the WOOP instructor. They were engaged and attentive throughout the entire session, and provided a lot of positive feedback. Many of the clients from this initial trial session expressed interest in using WOOP on their own, in addition to the group setting, and have made it clear that they feel the process is beneficial. With such great feedback from clients, we decided to pilot WOOP with a group of case managers who handle home visits, and continued to receive positive feedback from those doing WOOP at home as well.

Tham, *human services counselor*

I use WOOP when first meeting with clients as a means of developing a relationship with them, and to better understand their goals and obstacles. One memory of WOOP that stands out most to me is a client who had numerous obstacles standing in the way of her goal, which left her feeling overwhelmed. I guided her through the WOOP process, and the client realized that the perceived obstacles were not the true challenges holding her back, but were the result of the real obstacle. In the end, the actual obstacle was much more manageable to overcome than the other issues it created. In using WOOP, I was able to help the client determine the actual obstacle preventing goal achievement and the plan to overcome it.

Karen, *human services counselor*

For me, using WOOP has helped to change my perspective as an instructor. WOOP made me realize that as a coach, I can’t always solve my clients’ problems immediately, and that patience is a necessity. WOOP is about providing the clients with a space where they can safely concentrate on themselves, without the coach telling them what to think or what they need, and therefore the clients feel more connected to their goals. I not only use WOOP with my clients, but in my own life when dealing with a challenging situation, as the process gives me a way to focus on a small goal that can be accomplished in the short term. I recommend that everyone use WOOP in their personal and professional lives, as it can truly drive change.

Margo, *human services counselor*

I tend to use WOOP in a group job search with my jobs clients, and use either a written WOOP or verbal WOOP depending on the specific client. I try to use WOOP with my clients on a weekly basis to help them set smaller goals, ones they can accomplish within 24 hours to a week. If a client has a bigger goal that they would like to tackle, I help them to break it down into smaller, more achievable steps that can be completed on a weekly basis. Overall, I’ve received a lot of positive feedback on WOOP. Many of my clients have downloaded the app and enjoy doing it on a weekly basis as they believe it makes goal attainment more feasible. I’ve even had graduated clients come back just to tell me that they’re still using WOOP in their daily lives to make sure they keep achieving their goals.