

Getting to Know You

Create a profile

Video 5 - What's important to you: good days and bad days

Transcript

[Helen Sanderson and Andrew Cozens are sitting on a sofa discussing one-page profiles.]

Helen Sanderson: So we've looked at your morning routine and we've used it as a way of starting some conversations. Another good one to look at is hearing about someone's good day and bad day. Now you can start wherever you want to, you can start by going through a whole good day and then a whole bad day, or a bad day and then a good day, or whatever way makes sense to you but if we can start there and then we can see what else we can learn.

Andrew Cozens: A good day starts with a good night's sleep for me and generally I manage to sleep very well but sometimes I have a disturbed night, but not very often but so waking up feeling not refreshed is sometimes the start of a bad day. I might sometimes leave something important behind and that will start the day off badly if I'm going out. If it's wet then I think about my routine, I wouldn't necessarily go for a walk that day and therefore I wouldn't get exercise and I wouldn't have the opportunity to have a quick look at the garden. Transport arrangements not working, missing the train or if you do get the train then finding that this is the one day when there isn't a seat and those sorts of issues, so things about personal comfort are quite important. A good day is also a day in which I get nice surprises, meeting somebody new that perhaps I haven't met before that's actually more rewarding than I might have expected and a good day might be when you see something that you've been sort of arguing for or working with other people to achieve, suddenly starting to happen, particularly because I do a lot of work in policy areas. You begin to see an idea that I might have thought about three or four years ago suddenly finding fruition. There's elements of that for me at the moment in the way, reform of care and support is going. There are lots of positives as well as other things to worry about I think. A bad day is a day when I do a lot of chasing to find people that I want to talk to; I much prefer to kind of set things up so that I know I am going to talk somebody who has made themselves

available to me; and I've made myself available. That works really well. The other things that are important to me are that if I have gone away to work is the chance to relax on the way home and read, read the paper or read a book or something and obviously if the train is rammed you've got the prospect of an uncomfortable journey home and so on.

Helen Sanderson: So should we start with the way a good day starts with a good night's sleep? Tell me about sleep and how that works for you, what help do you need to get a good night's sleep?

Andrew Cozens: I'm blessed really with the ability to just turn over and go to sleep even though if I've quite a lot on my mind ... you can sometimes be disturbed during the night if you're not feeling particularly well, you wake up earlier and those sorts of things. It would be less something on my mind and more something that had happened externally. A bad day for me would sometimes be not sleeping at home but sleeping away somewhere that's not comfortable. So sleep is quite important and feeling rested.

Helen Sanderson: You mentioned routine there and I also heard some things about not being in a rush. One of the things we really want to learn about in one-page profiles is about the rhythm and pace of life. So I'm hearing that a pace that isn't rushed is something that matters to you so tell me a little more about that.

Andrew Cozens: I don't mind lots to do and in fact I thrive on being busy but I don't ... I'm less comfortable when there is a massive disruption caused ... life is full of disruptions but actually there are sometimes things that are disruptions that you can't plan for. Certainly like a big unexpected piece of work because someone else has failed to do something.

Helen Sanderson: Are there things that other people, either work colleagues, or business partners or anybody else, could be doing to support you around that?

Andrew Cozens: People I work with are doing similar sorts of roles, therefore they have learnt that they too need to be organised.

Helen Sanderson: You also said a bad day is missing a train, do you organise your own travel as well?

[Andrew Cozens nods.]

Helen Sanderson: And on a good day you're very well prepared the night before, what is it that you prepare?

Andrew Cozens: I've thought through if I can the day before what it is that I am going to be doing the next day and I've prepared for it.

Helen Sanderson: So being prepared the night before clearly sounds like

something that's important.

Andrew Cozens: Yes, definitely.

Helen Sanderson: And is there anything else that either your wife or anybody else can support you with around that?

Andrew Cozens: I am quite self-contained in that respect I think because if we're doing things together I'm kind of recognising that actually I have worked out a schedule and I'm always happy to help other people if I can but sometimes if I do that at my own expense then that can mean that I put myself under undue pressures.

Helen Sanderson: So in a bad day if something sneaked into your diary either that you weren't expecting or it didn't turn out in the way that you thought it would.

Andrew Cozens: It's usually somebody's either not said fully what they want from me and been explicit about that or I haven't kind of found out enough about it and was in a hurry and the life of least resistance was to see them.

Helen Sanderson: So what could help that not happen?

Andrew Cozens: I think it's always helpful when people say upfront what they want and even if it's, they want something from me for nothing, which is usually the way, then to say that and to say we want to pick your brains about X, Y and Z would mean that I can think about it and prepare. From my point of view, just not putting myself under pressure by putting something in that then turns out to be quite problematic.

Helen Sanderson: So, from hearing about your good day/bad day and our conversations about this, some of the things we have talked about is six hours' sleep is important to you, about the pace of your life sounds like being busy and you being prepared but also being flexible as things change is important as well. Being prepared the night before and that extends to clothes as well as what's happening next and managing your diary. And feeling like and knowing that you're having an impact in the work that you do, also sounds like is important to you.

[Andrew Cozens nods.]