Participant 3 – 25 June 2019

DT: Hello. So thank you very much for taking out some time for me today. Could you just confirm that you're happy for me to record this interview please?

P6: Yes, I'm happy for you to record this interview.

DT: Great. Thank you very much. Okay, so umm why don't we go back to your placement search so almost sort of 18 months ago. Umm could you tell me a little bit about your placement search umm the process that took you to your placement here?

P6: Yeah. So umm I was probably one of the first people to send off a umm application umm I sent off a variety of applications from UK to international, umm across a spectrum of everything in marketing umm media umm umm I think I might have applied for about maybe 25 to 50 different jobs. Quite quickly, I noticed when I was in the interviews that I didn't want to work for place that umm didn't sound genuine, umm that's probably from previous job I'd had umm still continue to have. But with that, I did have one interview umm asked one question umm I, the way she responded was clearly a lie to me. Umm so I, I then got into a habit of starting to throw interviews umm that I knew I just didn’t want a job offer from, to me the mentality was that the second I get a job offer, I'll start to relax. Umm I'd be in a job that I wasn't happy with. Umm So I kept trying, umm then ended up getting this job considerably late actually, umm around March umm (pause) and I didn't set out to work for a company like XXX or had an overwhelming knowledge, your interest in technology. I've always had an interest in it, but not enough to think oh I want to go work at a company. Umm with it was I submitted my CV, I remember submitting my CV because it was it was one of the applications where I didn't need to write a cover letter (DT: laughs). Umm and so they got back to me and said Oh, sorry umm you know there is no more applications or no more spaces. Umm then about two weeks later, umm, it they started all over again was like, hey, we've still got some space. Umm I didn't do it at first. I waited about the entire weekend, I think before resubmitting it. Umm (pause) I thought I'll just be a bit of fun, I won't actually get it. Umm, but it's just experiences just of life. Umm and yeah, well, five, five interview stages or six Interview stages later, umm I was at the assessment centre, umm and the next day I got told I had the job.

DT: Fantastic. (P6: Yeah). So it sounds as though this was never a company that you were particularly interested in beforehand before you started search?

P6: No, it wasn't umm I just, so something that I've learnt being a PR intern umm throughout the working year on a variety of subjects has been XXX is perceived to be a company that has this giant wall around it or this one that lives in a bubble. Umm something that we're trying to tackle here is diversity and inclusion. Umm it's not something that know you know, maybe isn't seem quite often. Umm I guess that's the way I'm probably perceived it at first, I thought everyone there is probably going to look at me umm go, maybe not and it was, it was from learning sociology umm A levels as well. Umm all the stats that I had to remember for my exams, then I was like, Well, if it takes a black person, you know (pause), on average, twice as many interviews, then I was like oh well might as well just apply for anything. But also, (pause) I think it was just, it was also self-doubt, insecurity, vulnerability oh and being I don't think I could work at a company like XXX, I think it'd be incredibly intelligent people. Umm and of course, it's just normal everyday people.

DT: Yeah, that's it. Umm and I think in all honesty, most students when they're applying for placements, feel quite vulnerable and nervous. It's a natural feeling. Umm, but yeah, It’s great that you took the chance umm and then got the role. So, if we look at your first week, at XXX, umm can you just tell me a little bit about what you have to do in your first week?

P6: umm the first week was really formal onboarding. It was umm a week to just sort of settle into the company with three days of onboarding with umm that was organized by HR. Umm and it was really intense, it was about all the different umm organization that XXX is made up across the UK, and then the other two days, the (pause) first actual day with my team actually was a day with the CEO, XXX, and umm I got to go to one of her school visits and see umm what she does, umm it was nice to be out of the office with two members, with my line manager then and my previous intern, and sort of just have a casual conversation. Umm then the Friday was a day with umm my previous intern bring me up to date on all the tools that I need to use umm how to set up meeting rooms umm that sort of thing.

DT: So how did you feel about the job and the company at the end of the first week?

P6: Umm I thought it was amazing. Umm that that was the way after reading reviews on Glassdoor umm and sort of building it up in my head to be gosh, I can't, can't believe I'm working at probably one of the world's biggest tech companies. Umm it was yeah, it was I felt really excited about what the year held for me and all the opportunities and activities I could get involved in

DT: Wonderful and so did you have a longer handover with the student before or was it just for one day?

P6: It was essentially two weeks long. Umm and I'm doing the same thing now. Umm but because it is PR because its communication, a lot of it is actually concepts. Whereas some other interns in more technical roles have had three month onboarding so overlaps with their previous interns. Umm some of them have to do exams some of them have to study. I didn't have to do any of that.

DT: Nice. (both laugh) Yeah, definitely. Nice. Umm so, umm so you're excited after your first week you were looking forward to it, your placement. Were there any particular things that stand out for you on that first week that made you feel either comfortable or excited?

P6: (Pause) I think I was just excited. Umm I was, I think one of the reasons why I'm so excited is because on really the first day, what was the first day with my team I’d already met the CEO. Umm I was like, this is insane. Umm so, yeah, it was it was really cool to just see everything else that would continue. Umm never in my wildest dreams did I think work for XXX, at 20 or 21. Umm, so, so just thinking, I'm so excited for all the other PR events that are coming up and I was told what events was coming up and which ones would be cool getting to work on XXX. Yeah, exactly. Yes. So it's just yeah, I think overwhelmed umm ecstatic for everything that was coming?

DT: Umm the CEO you met. Did you have much of a chance to talk to her or she sort of went to school did you say?

8.56 P6: yes, so I talked to her for grief bit while we were was waiting to be registered into the school. Umm it was it was really great. But yeah, it was it was nice. Umm I guess you got to see her in action in the school. Yeah, definitely. She did a two hour talk on our talk on why tech is important umm why it's, you know, incredibly important to encouraging young girl’s umm young women into tech because there's a gender gap in, in technology.

DT: Yeah, absolutely. So was that quite inspiring as well, listening to that?

Definitely. I think this as with everything, umm it was, I guess the thing that the things that I would say needed improve one was just from my age into this, in particular, she was talking to Yeah, umm nine girls, umm it was incredibly catered towards their age. Whereas I guess to a certain extent that didn't really do much for me, inspire me because I'm not in, yeah, eight or nine, umm I'm not 30 yet so so to some extent, it was really cool to see what she does. Talk was interesting umm informative. But in terms of inspiring me to work in a tech company, I’d say because of the seven year gap in this sort of target audience, it didn't really connect with me as much as it could have.

DT: That makes sense. Yeah. So tell me a little bit about your job role Umm what you were doing initially, so maybe your first three months in a row,

P6: okay. So being in PR means that we look after the representation of the company overall. Umm it's really cool because PR spans everything from a service called XXX, umm no other team or very few teams managed to stretch across the entire business. So to sort of knowing the art have that view or perspective of the company at the end, was really interesting to see. The first three months I think that I, that's a good question. I did a lot of sort of simple tasks, I guess. It was sort of one thing about PR that a lot of people don't realize is that it's really fun when you get to the event in the background is really just event organizing, you know, lots of organizations skills umm columns. Umm, umm I think that's regardless of what company you're at, yes. Umm so it was a lot of doing bits of research umm things, I mean, talk about finding people that we needed for an event. So for example, if I was to run an event or do a product release for kids, maybe it's that we want an illustrator there, or something of the sort, researching any specific equipment we want. So I remember I spent a long time hunting for like a 3d printed event, which was, which was interesting. Is, is interesting. Umm I sort of researched umm sort of gone through the history of influences e.g. this umm all that sort of thing. So yeah, that's umm I'm still studying quite a bit of that today.

DT: So how's the role changed over your period XXX,

P6: I would say that I'm still doing the things that I started doing at the beginning. I think I've taken on more responsibility to keep up the daily rhythm of business for the team in general. Umm simplifying guy, it just means keeping on top of team meetings umm any meetings that come through my in my managers inbox where I'm CC, umm just letting him know that he's missing one. missing them know that registration for something is closing, that we all need to be umm I've just taken on more responsibility to make sure that the whole team is in know about certain things.

DT: Wonderful. Umm did you do that off your own back or were you asked to take on more responsibility?

P6: I wasn’t asked to take on more responsibility, but it was something that I saw just needed to be done. Umm and of course, it would make my managers happy, umm as soon as I realized that, you know, it's not me being bossy, if I tell you that you've missed something or forgotten something, umm or that you need to do something because the deadline is approaching. Umm once I understood that and got over that sort of hurdle, umm it was a lot easier to sort of progress in that and help them, help me help them pay off me (giggles)

DT: So what parts of the job role do you enjoy the most?

P6: Umm, again, another good question. Umm coming out of this year, I would say that I wouldn't want to go into PR. (DT: Okay). Umm (pause) so it makes that question sort of challenging to answer. Umm, (pause) Just I would say just do organization that takes to go into an event. I've always been a very organized person, I really like, umm it's, it's physically and mentally or vision wise. I've always liked, umm being given all the facts and then trying to make everything fit into a timetable. Same way, like pack packing a bag and you know, I love I love to play Tetris, regardless of whether it's physical or verbal, umm an event or timetable. Umm so I got to do that for I think, what is our biggest event in Europe to some extent, umm, and umm I did it for a certain sort of program and I help someone with it. But that's definitely a career highlight of the year I've been here. It was, it was really cool to sort of reach out to different people and sort of saying, I need this. I need that. Can you help me with this? That doesn't work, and sort of being alone couldn't be, I don't want to say being in control but in control? (DT: Yes – both laugh). Umm sort of umm being able to own something.

DT: Yeah, absolutely. So do you feel in here that you can be in control of your job role? Or is it very much things coming at you? I must admit, I don't know enough about PR to know how much control you can have.

P6: It depends. Umm there's, there's two sides of PR, to some extent, a lot of PR is the events and making sure that the way we come close in in the media umm and to everyone externally is that you're controlled by us, if we have an event we can make sure to give influences within time. Umm that is all controlled, right? (DT: Yes). We, we can, you know, work back how much time we need to do that. To some extent it's not you've always, always going to have budget issues, so to some extent it's not there's always going to be something that doesn't work out. When it comes to things like media and talking to umm, or like say a there's a negative story in the media one day. Umm you can't control that people, people always do what they want and you can probably see that most of them video gaming umm people saying that video gaming is addictive and bad. Umm (pause) but one thing that XXX has done that is that I don't think many other companies have done is umm continuously try umm help parents to understand video games, and they've held briefings with people, journalists umm influences and all sorts so that they get the information out there that XXX is doing as much as physically possible at this time to educate others on (pause) how to control the settings on on an XXX and umm how to umm you know, make sure that your kid isn't spending too much time know your kid has limitations on how much money they spend, that your kid doesn't interact with strangers that your kid doesn’t' and the list goes on. So you only have to type in and the information is there.

DT: Absolutely, so do you feel that you have control over your job role or is there a lot of autonomy within your role as a placement student within the department do you think?

P6: Umm (pause) I would say that a lot of it and I’m, I’m a critical person. So I'd say a lot of it is probably, I could have done better by, so I could have done better. Umm (pause) In terms of autonomy, there is to some extent, sometimes I still rely on people because I need a certain thing. So, for example, for the past two days, umm, I've been asked to do a task, I can do the task without them sending me this photo, but by sending them, by them sending me this data, that cuts down my workload in almost half. Now (pause), I haven't got a day to go through this entire list so I'm waiting on them to send a photo. So that I can spend three hours instead of an entire day which I have already done, going through this list to do something. So it's, it's a bit of toing and throughing, we do work as a team and I work with a PR agency a lot. So they're not based here. So it does mean a lot of communicating over emails or instant messages umm that sort of thing. Umm sometimes it just means it's a little bit harder. Just there is this, there's always something else I can I can find or do by myself. It's, it's just, you know, being intuitive umm intelligent.

DT: Umm, do you think your feelings from XXX are have stayed the same or have they changed over the period you've worked here?

P6: (pause) from an external point of view, if someone was to say, x company is better than XXX, I would say I would probably defend XXX a lot more. Umm and say look at all the amazing things this company's done. Umm, at the same time, (pause) and I try not to be biased with this or try to be biased, is that when, umm I was having this discussion, I live with three other interns. So we're having this discussion yesterday, which was, you know, is the things that we understand about XXX are they negative because it's the only place we've worked because we don't have a good understanding of the outside world and what it means to work at other companies. Umm and that sort of thing. So (pause) I understand, you know, work politics now. (DT: Yes). Umm, is it specific to XXX? I highly doubt it. (DT: No – both laugh), umm, umm so on some other day on somethings it’s higher than I ever thought it would be. Something like XXX umm everything I must have just done with the XXX, which is a controller for people that aren't as able-bodied or, you know, don't have full dexterity in their hands, I think is absolutely amazing and I think this company is brilliant. When it comes to other things, of course, there's things that they could do better in.

DT: Umm I think you're right in terms of frames of reference. You haven't got a lot to compare it against.

P6: Yeah.

DT: So yeah, that only comes with time umm experience.

P6: Exactly, exactly. Brilliant. Thank you.

DT: And what sort of what skills and competencies do you think you've been improved on or developed over the time you've been here?

P6: Umm, (pause) So I guess just to put into context, before I worked here, I was an outdoor pursuits instructor, which meant that I had taken on a lot of responsibility, I had taught kids from from about 10-11 years old. I've been teaching kids, essentially how not to fall off a rock climbing wall and hurt themselves. Umm so responsibility, and an eye for sort of detail, umm being aware of everything has I've had from a really young age. Umm so when I came here, I felt really competent. But I realized, I quickly realized there's still a lot to learn. Umm so I've learned a lot about umm, (pause) sort of just how to be better managed in my time. I was I was doing a task once and someone said, Okay, so if you know, it takes you 30 minutes to do this, if you haven't done it in that time, move on to another topic, say that task takes you an hour, umm then you move on, you know that you haven't finished a task before maybe return to that task, maybe you'll have a different point of view on it. Umm I thought that was absolutely amazing. I've, I’ve never thought about that. Because the skills I've learned from being a student is, if I don't feel like writing my assignment, I won't. Umm I've always done well in my assignments, but to say it's, it’s something completely different from being a student, classical or at university if I don't want to do something, I've just not done it. Whereas now I have to do it (both laugh). So, so I think it's just being umm sort of being more aware more conscious of my time. Umm sort of how to talk to people, when to talk to people. Umm it's, it's, I think, overall, it's been a lot of people skills, umm, a lot of soft skills and that's what you need in PR and comms. It's a lot of relationship management here.

DT: which I think you can use throughout your career. Even if you move away from PR is there still really important skills to have.

P6: Definitely, yeah.

DT: Do you think feel that your confidence has grown whilst you've been here?

P6: to some extent, umm (long pause) I've, and loads of people can prove this and I've umm I was warned about this. My line manager was particularly, (pause) he, loads of people say that he's, he can be very strange. Umm I quickly learned that umm he can be very (pause) imposing, I guess it's the word. Umm and so if I have questioned about something and I don't have all the facts, and he pushes me on it and pushes me on it and pushes me, I then start to stutter. Umm I've started to realize I've actually started to stutter more than I did before I started, umm which is obviously going backwards, which I'm not overly happy with. Umm, but it's something to take on and I'm sure I’ll figure it out sooner or later and say, I don't remember what your first question was about (DT:confidence). So when it comes to confidence in some things umm, so for example, so talking to people that are more senior than me, I now get more nervous than I ever was.

DT: I wonder why that is?

P6: Umm I guess it stems from my manager.

DT: Possibly, yes.

P6: Umm so, umm he does it to everyone. So no, it's not just me. Umm I've talked to other people, and umm specifically someone double my age, completely different background to me, and he still feels the same. So I know it's not my age, it’s not my experience. It's just what it is.

DT: It’s just them isn’t it;

P6: Yeah, exactly. So it's not great. But it's something to take on board and something that I'll know now for the future. Umm, at the same time, I think I had a lot of confidence umm coming into this. At the age of 14, I was telling adults you know, how to put on harnesses, you know, I was telling, you know, sort of sassy 18 year olds what to do and what not to do when I was 14, umm and leading groups. Umm so I had a lot of confidence. But what I didn't realize is that I was confident because I knew everything I possibly could. Umm when, when you are rock climbing instructor, you need to know everything umm both good and bad and I knew everything and I still do and I'm very confident going back into that role. Umm I go back into that world every summer. Umm I can go an entire year without doing it and I can do it like I did it yesterday. I came into this role and I knew absolutely nothing. Umm I was all of a sudden very uncomfortable. Umm it's something that's been picked up throughout the year with my managers that (pause) I feel that need to know everything. Umm and that's I think that's fine. But in PR you don't you can’t always know everything and so that's what's led to me understand that maybe this role isn't for me. I I'm someone that likes to know all the facts before making a decision umm not sort of on a whim or sort of just hoping it goes well, umm I often do that, but I wouldn't want to do that for such a large company. Umm and so this year I'd say one of my downfalls has definitely been not being able to just accept what I know. It has been sort of, I always need to know more. Umm and I, well, I can't do anything about that. But yeah.

DT: I can relate to that because I have similar I like to know everything and as I get older, I learned that that's not always possible. Yeah. Yeah. But the first time it can be frustrating.

P6: Agreed

DT: Yeah, no, I can understand so, you mentioned the opportunity to work with this CEO umm early on, have you had the chance to work with any other quite senior members?

P6: I've continued to see her throughout the year. Umm I (pause) I did a presentation to her last week, actually and I've met her throughout the year as well and I have to say, I’d say she's very close to the PR team. So that's why that opportunity has arised. (Interruption at the door) So, yes, so I have to say that I haven't met as, (pause) or worked with many senior people. Umm I've generally do work with the PR agency umm and (pause) that's just what the role is.

DT: Yeah, absolutely. Umm the more senior people you work with, do you think they find you placement students? To the placement students feel valued? I know it's hard to talk for everybody.

P6: (pause) it depends. I've (pause) living in a house of interns means that I know everything that's going on across the business, umm it's different to everyone in different teams, umm and different parts of the business and so, I guess, for me (pause), when I have interacted with senior people umm, it's, I would say it has 100% been a positive experience. So that then comes down to what was I doing in comparison to what other people doing. So it was generally sort of when they was umm getting ready for meeting and catering need to be ordered. Umm then I would send out an email saying, hey, do you have any dietary requirements, or anything necessary? Umm umm they might not respond first few times, but you chase them and they eventually do. Umm then they're very grateful and it's always it's always been a positive experience.

DT: Good (pause). So looking back at your placement and I know you've got to put all do you have to put together a Mahara portfolio?

P6: No, no

DT: Something in the other faculty. But looking back over your placement, what do you feel you'd be remembered for, Is there anything in terms of your contribution you think well, I ordered that process umm now it's more efficient? Or is it you mentioned earlier about sort of being the person who goes to your manager and umm prompts him on things? Is that what you'd be remembered for do you think?

P6: Not necessarily. I think if I was to be remembered for something, it's always just been friendly and helpful and willing to help. Something more specific, perhaps will be, (pause) hopefully, I'm working on a presentation on that, which I've got to deliver in about two hours, which is about you know, how to use one of our programs more efficiently and how that makes our team more efficient. Umm and we're trying to adopt it as best as possible, but hopefully they will be able to take this forward. Umm and sort of, you know, continue working on it and hopefully I will be remembered for that as well.

DT: Excellent, good. So as you know, my umm study, is about psychological ownership, what does ownership in the workplace mean to you?

P6: (long pause), I would say ownership in, in what sense?

DT: Well, I've left it deliberately broad. But it could be in the sense of your ownership within the company, your team,

P6: Umm, I’d say that ownership is owning a specific task and having a positive outcome out of it. Umm (pause) Yeah.

(updated comment from student - I would add that, ownership is also about taking responsibility for when something goes bad or wrong as well

DT: Do you think you own your job role?

P6: No, I'd say that a lot of people could do it, umm, but I think a lot of the time it is, there's an intern that can do it. Umm to some extent, I feel like a glorified admin person or pa umm that is under qualified all at the same time. It's very strange. Umm, I would say that I've, when I've, I've seeked other opportunities to fulfil me to having the ability to own something.

DT: Okay. So is that the sort of XXX volunteering?

P6: Yes, that's that's the volunteering side of it. Umm which has, in turn been a negative thing. Umm no one has really appreciated it, but It's not say again, but but I would say that it gave me what I needed. Umm because I couldn't do that in my own role.

DT: Umm so what did you do?

P6: Umm, so we're supposed to take on, so 20% of our internship or 10% is supposed to be umm sort of volunteering, It's not really volunteering to work on a project. Umm I chose to work on a social impact project. So mine was called generation code. Umm so we wanted to, so the aim of that was to help disadvantaged kids from disadvantaged backgrounds, umm and bring them into a tech company and show them that technology is amazing and that there's a place for you here too, umm you know, regardless of what other people say, regardless of your background, regardless of your qualifications, umm XXX is a really open company willing to take it, anyone that is willing to do the work. Umm so umm, in the first month of that project starting there was about team of seven or eight of us and the person, I, I’ve have had people said, I'm a natural leader, I don't think so. But the person that was team lead, I didn't want to be to lead, the person that was team lead, umm wasn't doing a very good job, so umm so I sort of just did it. Umm I wanted to, I had the time to, I don't think the team was utilizing me as best as they could have and I found the time to do it. Umm so I did and that eventually ended up with me becoming the team lead of this team. Umm and sort of just kick starting events. Let's do this, let's do that. At the end the year we organized five different sort of events at XXX for in seven, like different youth clubs across the south of England into the company. You know, we've reached over 260 kids, umm we helped the organization that we work with, to run a hackathon. Umm and all of that sort of thing and sort of, they said, Can you do this umm it was sort of me thinking, we can do that umm more, umm I could, I could get none of that. Umm I don’t know just gratifying experience in my own world. It was it was very much can you help me with this, umm then it was one to ask umm then I'd give it back and then wait about two three days to get another task. So I took that on because there was always something else to be done, to find work for myself umm that I understood because we will see it was an intense interest. Whereas it's very hard to be included in meetings for some reason, it's very hard to catch up on something that's already been organized, you know, a few months in advance. Umm and that's sort of the way that my internship worked. It worked on rotations through different teams so I was never with one team for more than three months.

DT: Okay, that must have been quite challenging for you. (38.23)

P6: Yeah. So where a lot of interns have had the opportunity to develop and find a place within their team. I've constantly struggled to make connections and understand what I'm doing. Umm you I mean, when you think about XXX, and you think about something commercial to businesses, they're two separate things. They exist in two separate worlds. So I couldn't take what I learned from XXX and just transfer it over to something on the commercial team. It was starting again from the bottom, umm it's It wasn't something that I wasn't, it was constantly just an upheaval of throwing away everything I'd learned before, and sort of starting again. Umm so I ended up doing the monotonous tasks, those monotonous tasks that spanned across all teams, umm which then I could do one thing for a whole day, umm for the entire year, umm I've probably done that on every single team.

DT: So that was not particularly satisfying for you.

P6: No, no, no.

DT: But has the voluntary work given you satisfaction or the project has not given you some satisfaction?

P6: It did in the beginning. It became a negative experience when umm my managers weren't happy with my involvement in it. Umm It meant that I started too regarded as something incredibly, umm (pause) sort of, I don't know, just just negative in general. Umm it meant that I started to take a backseat because my managers weren’t happy with me doing it. Which to the other interns in the team resenting me, umm, which I think this all sounds worse than it actually was. But it was great and then it wasn't great, because I needed to take a backseat, because my my manager said to me that, I think this was about six months in, that if I wanted to grad role here, I wasn't on track for it and that is every interns essentially goal to come back as grad. Umm now we're at this stage where everyone's trying for grad roles, not everyone wants to grad role. So that's absolutely fine and I don’t umm.

DT: What do you want to do, do you know yet?

P6: I have, it's changed every single week for the past three months, and I feel like I'm 10 years old again. Umm and it's really irritating umm, I have gone through a lot of options umm for four to three weeks now, which is pretty impressive for me (laughs) I've stopped at design. I want to go into design, be a junior designer, umm perhaps at a PR agency, perhaps at one we're working on that now. Umm, but I've always been interested in design I've just never actually recognized as design doing project design the GCSE doing, always go the extra step at uni. Umm to say that, you know, you need to create a video. I've always got an extra step and added animations or text or done editing that was unnecessary. Umm I needed to create a post last year and a lot of people just created a poster from a template where it was like let's just drag some stickers onto it and add some text, umm, I created it from scratch, I downloaded my Adobe sort of program, I created it from scratch. Umm I made up mock designs. I, I went the whole, the full mile and I didn't need to and I did really well. Umm and I think that that's something that I'm interested in.

DT: Sounds like it.

P6: Umm that's the that's the next thing, right? I've said this to a few people now. But if if I ever spend another week in front of the computer where all I have to do is type, I think I might just go crazy. Umm and I've just realized, typing in front of computers, not for me.

DT:Well, I think we've probably also been unlucky with the job role and so the opportunities haven't quite been there for you. So that sometimes when you're in front of a computer, umm it's things you're really interested in, is not so bad.

P6: Maybe Yeah.

DT: So finally It feels to me that you've probably shown shown ownership in the past. So when you were the climbing instructor, for example, would you say that's true?

P6: Yeah, definitely. I umm, I've continued to do it every summer. With It's a family run business. There's, umm you know, I was at uni and I was their main instructor. Umm it's a small business. Umm and I'm regarded as one of the team is very (pause) family orientated. Umm I helped them with something the other weekend and they got told from a teacher that had worked with a lot of sort of group activities like that, that we were by far one of the best teams that she's ever worked with. Umm, so that's hugely rewarding, umm and I find it umm the reason why I'm, I'm still there, they've always liked me is because I've always because I understand it, I've always been able to go that extra mile, see something that needs to be done, see something that needs to be changed and just do it. And they've encouraged me and empowered me to go and do that myself was I don't think I've always had that here. It's it's been a lot of hand holding, which is fine. I mean, I've been there for 10 years this summer, so it's understandable. Umm, but it's, it's, I get that ownership there. If I want to do something, they trust me to go and do it. Umm and it's incredibly rewarding as well. Yeah. So yeah.

DT: Brilliant. Thank you very much for your time. Really appreciate it.