Are Career Termination Concerns only for Athletes?

A Case Study of the Career Termination of an Elite Female Coach
Abstract

This paper presents a case study of an elite female coach and her career termination from a 20+ year career following a critical life incident. A novel autobiographical approach was adopted whereby the participant undertook expressive writing to describe her experiences prior to, during, and following coaching an athlete at the 2012 Summer Olympic Games. Thematic analysis indicated seven phases related to the participant’s experiences of the critical incident: Build up to the event, the event, the aftermath, recovery and reflection on the event, sampling of new avenues, enlightenment, and career re-birth. The findings reinforce the high demands placed upon elite coaches, the subsequent threats to physical and mental well-being, and the importance of having robust psychological skills and suitable social support to cope with these demands. Implications for preparing and supporting coaches for successful career transition are discussed.

Keywords: career termination, coaches, critical life incident, social support, expressive writing
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A Case Study of the Career Termination of an Elite Female Coach

Competitive sport at the elite level has experienced an “arms race” in recent years as athletes, coaches, sports organizations, and national governments invest increasing amounts of money and resources in their attempts to be, or produce, elite competitors (e.g., De Bosscher, Bingham, Shilbi, 2008; Fletcher & Wagstaff, 2009). Today, elite level athletes across non-professional sports are amateurs in name only, and they are committed to achieving sporting success in a full-time capacity, often supported by scholarships or government funding (Ryba & Stambulova, 2013). Athletic careers in many sports last until participants are in their late twenties to mid-thirties (e.g., Wylleman & Lavallee, 2004). If athletes have not prepared for retirement, they may experience negative vocational, psychological, social, and even physical consequences (Park, Lavallee, & Tod, 2013). In recognition that retirement represents an inevitable, yet major, adjustment in most elite athletes’ lives, a considerable volume of research has been undertaken regarding sport career transitions, spanning a range of countries and cultures (see Stambulova & Ryba, 2013 for a comprehensive review). In practice, many national organizations and sport governing bodies have implemented career assistance programs to support athletes successfully negotiate each step in their career pathway, up to and including retirement (Stambulova & Wylleman, 2014).

Despite the fact that knowledge, awareness and support of athlete career development is viewed as the key to the success in many sports (Gordon & Lavallee, 2004; Hawkins & Blann, 1996), it is surprising to note that given the significance of the coaches' role in athlete development, research focusing on coach career development is lacking (cf. Dawson & Phillips, 2013). Although researchers have devoted considerable attention to elite athletes, there has been less work focusing on elite sports coaches and their career transition experiences, despite acknowledgement that these can be a significant and long lasting event.
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for professional coaching staff as well (Gordon & Lavallee, 2011). Results from the limited number of published studies indicate that the findings from the athlete population may be paralleled in elite coaches. Specifically, cross sectional questionnaire-based studies by Lavallee (2006) and Hawkins and Blann (1996) exploring coaches’ retrospective views of transition, and specifically the retirement process, have implied that like athletes, the majority of coaches do not consider the end of their careers or believe it is important to plan for retirement despite acknowledging job insecurity. Indeed, there is chronic job insecurity associated with working in high performance sport environments where evaluation revolves around cyclical events (e.g., 4 yearly Olympic cycles) and employment can often be susceptible to rapid turnover or changes in executive personal (cf. Wagstaff, Gilmore, & Thelwell, 2015). In addition, coaches may be so focused on maintaining and building their coaching careers that they fail to engage in career planning and involvement in activities outside of coaching. This behavior is an important consideration since coaches may suddenly find that they are no longer able to make a living in their profession as a result of poor performance, deselection, injury, illness and burnout for example. Unless they have planned for such events, coaches may therefore experience similar difficulties to athletes in contending with a non-normative, unplanned transition out of their sport and potentially their coaching career as a whole (e.g., Warriner & Lavallee, 2008).

In light of the lack of knowledge regarding elite sports coaches’ career transition experiences, the aim of the current paper is to present a case-study examining an elite female coach’s career termination from a sport she coached for over 20 years. Given that research on the topic of coach career transitions is at an embryonic stage, there is a need to understand and describe the experiences of such individuals. In this respect, qualitative approaches offer a meaningful way to advance our knowledge. More specifically, a case study methodology, was adopted for this study, as it allowed for a holistic, in-depth exploration of the experience...
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of an individual over time (Feagin, Orum, & Sjoberg, 1991) and offered insight into the underlying mechanisms that drive actions and events surrounding coach career transition experiences (Tellis, 1997). Further, examination of in-depth case studies that are rich in data, allow practitioners to comprehend the way in which significant factors influence the phenomena of study (i.e., the coach transition process), highlighting potential points of leverage for future intervention with clients (Andersen, 2005).

In the current study, the coach career termination experience was studied through the lens of Stambulova’s (2003) athletic career transition model, which has been used to consider the transitions of athletes across various stages of their lives. In Stambulova’s model career termination is the final transition encountered during an athletic career. Like all other transitions throughout the lifespan of an athlete, career termination is seen as the process of coping with a specific set of demands, the effectiveness of which is contingent upon the balance between an individual’s coping resources (knowledge, competencies and skills, social support) and the barriers that confront them (lack of certain competencies and skills or lack of financial or social support). This dynamic produces either a successful transition (effective coping) representative of a good fit between transition demands and the athlete’s resources or a crisis transition indicative of ineffective coping and need for intervention.

The primary focus of the case study presented in this paper is in relation to a critical life incident associated with an elite coach’s career termination. A critical life incident refers to a single event, stressor, or series of demands in an individual’s life that is perceived to be critical to that individual (Stambulova, 2012). In the present case study, the specific critical incident was the elite coach’s involvement in coaching an athlete to compete at the 2012 Summer Olympic Games, and the athlete’s subsequent failure to medal. In order to illuminate the role of critical incidents in the transition experience, in line with Stambulova’s (2003) model of career transition, we sought to consider the following questions in the interpretation
of the findings from our data: 1) The various challenges or demands faced by the coach
during this transition period; 2) The resources available to /deployed by the coach in relation
to these demands experienced; and 3) The outcome of the transition process in terms of its
relative success (i.e., effective coping or crisis transition).

Method

Case study context

This case study describes the reflections of an elite female coach on career termination
from the sport she coached for more than 20 years, at the same time as leaving the
employment of the National Governing Body (NGB). At the time of the initial data collection
the coach had been working in sport for 24 years. During this time, she had coached a
number of elite swimmers to compete in the Fédération Internationale de Natation (FINA)
World Championships, the Ligue Européenne de Natation (LEN) European Championships
(2012). Within the elite swimmers she coached, there were world record holders, national
record holders and Olympic finalists. Additionally, this coach was recognized as the "Coach
of the Year" twice at the National Centre of Excellence in Sweden. In the context of the
critical life incident, the case study describes the coach’s experience of taking a two-time
world record holder in two events to the London 2012 Olympic Games and the athlete
subsequently failing to not only medal, but not even make the finals.

In addition to the description of the case it is also important to acknowledge the
background and experiences of the academic team involved in the project in order to provide
an indication of the capacity of these individuals to contribute in a meaningful and credible
manner to the research process. The respective authors’ backstory was as follows: The first
author is employed as head of sport psychology by the Sport Confederation of the nation of
the coach (and was at the time of the initial data collection), with around 20 years of
experience in research and practice in applied sport psychology. The second author has over
15 years of experience in research and practice in applied sport psychology practice with
professional and Olympic sports and organizations, particularly with a background of
research in qualitative methods. Lastly, the third author, a former competitive swimmer, has
over a decade of experience of practice in applied sport psychology with Olympic sports, and
whose doctoral thesis is focused on retirement from elite sport.

**Data Collection**

The origins of the study began when the coach contacted the first author following a
presentation at a conference organized by the national sport psychology association. The first
author made contact with the second author regarding this initial approach from the coach
and it was decided to discuss with them the potential for their collaboration in a research
project as a means of making sense of their experiences. At this stage, the third author, whose
doctoral thesis focuses on career transition, was invited to contribute to the project. Prior to
the study proceeding ethical approval was first sought and gained by the ethics committee of
institution of the second author. The coach was then contacted and formally invited to
participate in the study.

Following discussion among the project team the primary method selected for data
collection was that of a novel autobiographical approach via the use of expressive writing,
with the coach encouraged to describe her experiences of the critical incident in the form of
written letters\(^1\). Expressive writing is a simple technique that encourages individuals to write
freely about their thoughts and feelings regarding an important stressor they are facing, or

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\(^1\) To clarify, the two letters were not the sole data sources collected throughout the duration of the
project. Numerous informal electronic and face to communications were held between the first author
and the coach. The letters (and their subsequent analyses) were selected for inclusion in this paper to
represent the beginning and end respectively of the coach’s transition process in relation to the critical
incident experienced. We also chose to ‘play down’ the involvement of the first author with the coach
in this paper in order to focus on the novelty of the methodology adopted and protect the Coach’s
anonymity.
have faced (Pennebaker & Beall, 1986), and can lead to physical and psychological benefits (Gortner, Rude, & Pennebaker, 2006). Although the use of letters and personal correspondence as a primary data source has attracted little attention in the qualitative methodology literature, such sources have been argued to be highly worthwhile as a means to investigate the character of self-representation (Harris, 2002). Letters have value as empirical material because they are obtained through an unobtrusive method of data collection whose generation is not directly influenced by the researcher’s interests (Charmaz, 2006). Letters, in contrast to diaries, have certain points of difference as personal texts. Whereas diaries are written for oneself or an imagined other, and play on the satisfactions of monologue, letters are written to a certain particular other and implore a dialogue. Writing a letter enables time for reactive thought prior to putting pen to paper, providing opportunity for the participant to shape and reshape their stories before being told (Kralik, Koch, & Brady, 2000). As the writer shapes their thoughts into a written text, complex and recursive patterns are elicited, moving back and forth between thinking and writing, writing and thinking, creating a web-like pattern that reshapes initial ideas into a new meaning (Merle Sorrel, 1994). To our understanding this study is the first of its kind in the field of sport psychology to adopt the use of expressive writing, through written letters, as an explicit data collection technique.

Following the provision of consent, the first author contacted the coach and asked her to write a letter reflecting on her experiences of the critical incident (coaching an athlete to compete at the 2012 Olympic Games, and the athlete’s subsequent failure to medal). In line with standard processes for expressive writing (Charmaz, 2006), no formal prompts or guidance were given to the coach other than to request her to merely reflect on her own experiences and write whatever she wanted, expressing whatever she felt was appropriate and salient to her specific situation. The coach was then re-contacted 2 years later and asked to reflect on her subsequent experiences in respect of the critical incident since she had written
the initial letter. The decision to request the coach to write a second letter 2 years following
the first was based upon the ongoing correspondence between the first author and the coach
themselves. Specifically, this time frame represented the end of the coach’s transition period
out of their sport and into a new formal full time role with another sport, thus signifying the
start of the next journey in their coaching career. Similar instructions regarding letter
composition were provided for the second letter as to those given for the first.

Research which uses correspondence for data generation, requires that participants be
literate and physically able to correspond. For the current study the Coach was experienced in
writing research and development reports spanning most of the sport science disciplines, and
had attended numerous coaching and sport psychology workshops over their career, with
invitations to present at national academic coach programs and sport psychology conferences.

Data analysis

Letters were translated into English from the native language of the coach, by the first
author, who was bilingual in both languages. The second author was then presented with the
translations, and subsequently undertook an inductive thematic analysis (Braun & Clarke,
2006) comprising six stages. First, the letters were read over repeatedly in order for the
second author to become familiar with, and immersed in, the data. Second, the text was
divided into quotations comprising words in a sentence or several sentences bound together
by their content. Next, the quotations were condensed and labeled with a code that retained
their original essence. Codes were subsequently organized into similar sub-themes, and then
sorted into themes. Lastly, the first and third authors were presented with the original letters,
themes and table of extracted data to offer critical feedback and reach agreement on the
results (e.g., key themes that emerged).

Methodological rigor

Given that no universal criteria exist regarding the judgment of the standards of
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Qualitative work (Smith, Sparkes, & Caddick, 2014) we sought for the methodological rigor of our study to be considered via the processes of trustworthiness (cf. Sparkes & Smith, 2009). A number of steps were taken to establish trustworthiness in this study. Peer debriefing was employed to facilitate researcher triangulation (Lincoln & Guba, 1985), taking place throughout the research process via regular formal meetings and informal discussions among the team. Specifically, the first and third author provided the second author (i.e., lead investigator) with on-going guidance on the research process, critical evaluation of the data, and challenged the researcher’s assumptions. Here, dependability was addressed by attempting to achieve consensus regarding data extraction, data coding and theme generation among the research team. To enhance credibility, dialogue was maintained with the coach to solicit their views on the fairness, appropriateness, and believability of the researchers’ interpretations of the data and analysis (Smith & Sparkes, 2012). Lastly, a ‘critical friend’ not involved in the project was consulted to offer a more independent and critical evaluation of the results, with the aim of enhancing transparency. This individual had extensive experience working as a sport psychologist with professional and Olympic coaches, and was therefore asked to comment critically on the findings in relation to their knowledge and experience of such contexts.

Results

In total, the two letters represented some 1400 words of text. Thematic analysis resulted in a total of 58 quotations from the letters, organized into 25 sub-themes. Seven phases or periods of change were subsequently identified (Table 1) related to the coach’s experience of the critical life incident that was coaching at the 2012 Olympic Games. These phases included: the build up to the event, the event itself, the aftermath of the event, recovery and reflection on the event, sampling of new career avenues, enlightenment regarding career opportunities, and career re-birth. The phases are discussed in the following narrative.
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supported by relevant quotes to illuminate themes of interest.

**The build up to the event**

Two main themes were noted surrounding the phase of the build up to the 2012 Summer Olympic Games, namely the demands of being an Olympic coach and the psychological skills or strategies developed and deployed to cope with these demands. In relation to the demands faced as an elite coach three sub-themes were evident. The first of these was the challenges to the mental (cognitive and emotional), physical and social well-being of the coach:

My heart rate has been elevated at the races - the tension has created havoc inside me and yet I have always tried to be cool on the outside. Just like the athlete waiting for selection for The Games I have also waited for news from the National Olympic Committee to see if I can go or not. As a coach, like an athlete, you also need to be ready, have time to prepare yourself to be in your peak performance condition when the time comes to perform at The Games.

Further sub-themes related to the demands of the elite coaching role were the experiences of isolation from family and significant others. Indeed, the isolation from family and significant others was closely related to the challenges to the work-life balance the coach faced because of the demanding commitments of her role. Specifically, the coach noted, “Friends and family have had to be put aside many times, although I have worked hard to try keeping the pieces of the puzzle of life together.”

In relation to the second theme, in the build up to the Olympic Games, a range of psychological skills or strategies were developed and deployed to cope with the various demands of the elite coaching role. In particular, goal setting and planning were noted:

In four years I have planned, lived and thought about the London Olympics during each training session. I have told myself, ‘I will be there, in London, it will happen!’ Most of
my work at the edge of the pool has been undertaken with that goal in mind - one athlete, two distances, six races - trials, semifinals and finals. The reward … an Olympic medal!

A further sub-theme related to the use of psychological skills by the coach was the description of enhanced level of emotional control, developed through increased self-reflection and awareness:

I have trained myself in mental skills. Not to be a good counselor or sport psychologist, but first and foremost, to become a better coach to my athletes. The result - I have become a better coach! Not that my physiological, biomechanical and technical knowledge is better, but because my mental skills training has taught me so much more about myself, and improved my self-awareness. … My reptilian tongue has become more well-trained (i.e., less immediate emotional responses – authors note), and sometimes I actually think before I act!

The event itself

The second phase related to the critical incident described the event itself; the 2012 summer Olympic Games, and the coach’s experiences of working with her athlete during this specific time. The time phase here comprised the pre-games holding camp, the beginning of the games and the athlete's competition itself. In particular, a number of negative affective experiences and anxieties were reported by the coach following the failure of her athlete to qualify for the finals in the competition of their respective event, thereby not achieving their expected performance target.

Olympic race day – early breakfast, stay alert, be on time to the warm-up. At last, a walk to the call-room, marching in to the arena, presentation of the participants. Now it is time to execute a perfect race. It's over! The athlete did not even make the semi-finals! What happened? I feel a big void, what do I do now? Can I go home, or do I
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have to stay in the Olympic village? ... My thoughts and anxieties, everything is the same as my athlete is experiencing.

The aftermath of the event

In the immediate aftermath of the critical incident the coach’s experiences were represented through three themes, including emotional distress, threats to self-identity, and a lack of perceived available social support. In relation to the emotional unrest experienced in the aftermath of the event the coach described in her first letter the extent of the uncertainty and anxiety that was present:

What happened? I feel a big emptiness. What do I do now? Can I go home, or do I have to stay in the village? Surely there is someone who needs my accreditation pass better than me?

The level of distress experienced at the time was further emphasized by the coach in the latter of her writings:

2 years ago I was at a loss. What do I want to do? How much of myself am I willing to sacrifice to continue in this career? 2 years later I still remember with sadness how exhausted I was and how "unsuccessful" I thought the Olympics were.

Related to the emotional distress reported were expressions of low self-esteem, and low self-efficacy towards her ability to carry out her role successfully. These feelings were characterized by an overall threat to her identity as a coach. The following excerpt from elements of both letters sum up the coach’s state of mind at the time and the various doubts and foreboding she was experiencing:

Do I have the energy to continue? Am I motivated enough to commit this much time for another four years? Am I able to give a level of commitment on par with what my competitors are doing? Am I good enough? What did I do wrong? Could I have done
anything differently? I have so many questions, but no one asks them to me or even seems to think that I have any concerns or worries.

The final theme in the aftermath of the failure of the athlete in competition reflected the lack of social support the coach felt was available, or provided to her, to help her cope and make sense of the various anxieties she was experiencing. Specifically, the coach indicated that she perceived there to be a lack of support provided by from her governing body, Olympic committee and National Sports Federation following her involvement in the Games:

I wish the (National Governing Body), the (National Olympic Committee) and the (National Sports Federation) had helped me on the journey, instead of leaving me without support. They could have asked me about what kind of support I needed.

**Recovery and reflection on the event**

Following the aftermath of the event two themes emerged from the coach’s writings regarding taking time-out from work and the social support received from family and friends. In the first theme, a clear period of separation or disengagement from the sport was noted by the coach. Initially, this activity came in the form of planned time out away from the sport, “My only plan was that I would take time off for at least two months before I started a new job. A real break where I could do whatever I wanted and when I wanted.” In relation to the second theme, during this time away from the sport, the coach also noted how the availability of social support from significant others was helpful to her, not only in her recovery from the disappointment of the Olympic Games and her own performance, but also in helping her to make sense of the incident and reflect upon its meaning. Specifically:

I was fortunate enough to have family, friends, and a manager, who had been through the same thing themselves, they listened and asked me the right questions. Questions whose answers led me to conclude that I was finished in the sport and very happy with my career as a swim coach! I had experienced and done everything I had on my own
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personal agenda and on list of goals, the one I never revealed to anyone. I am done as a
swimming coach!

Sampling of new career avenues

Following a period of elected time out away from work and sport that involved rest and
reflection the next phase of the experience of the critical incident described how the coach
began to explore or consider the possibility of new career opportunities outside of her own
sport. In particular, the sampling of a new job led to a rediscovery of her identity and re-
affirmation of her-self through an overall increase in mental well-being via changes in
feelings of competence, confidence and esteem.

I started working at the National Para-Sports Federation, a temporary position of 12
months as a high performance manager. What a boost in self-confidence. I discovered
how competent I am, and also that my experience and skills were appreciated. As a
swimming coach, I felt that I was taken for granted, and when someone said well done
to me it was more out of proper etiquette rather than to express true appreciation for a
job well done.

Enlightenment regarding career opportunities

In the penultimate phase of the transition the main theme of writing from the coach
reflected an enlightenment regarding the critical incident she had experienced. Specifically,
this phase reflected description of an element of closure in dealing with her perceived failures
and that of her athlete at the summer Olympic Games and a sense of efficacy regarding future
career opportunities:

I do not think it would have been so if I did not realize that I was finished and satisfied
as a swim coach, and had the courage to take a step into uncertainty and be curious
about something new.
In expressing her feelings towards potential new career opportunities and avenues the writings also indicated the formation of a new identity for the coach in this respect. Here she wrote about her efficacy regarding the transition to a new role and career when her temporary position within a sports federation as a high performance manager came to an end:

I knew that from April I would be without a job, but the difference this time was that I knew what I wanted to do. To work with coaching and development of coaches and athletes! Within or outside of the sport it does not matter.

**Career re-birth**

In the final phase of the transition process the coach’s writings indicated a return to a positive state of mental well-being, indicative of feelings of positive affect surrounding herself and her new job, and career. The writings also suggested a clear degree of closure and perspective regarding the critical life incident experienced in terms of how she viewed what she had achieved in her former coaching role in the sport, “I'm proud of myself, proud of the choices and decisions I have made. Swimming is still the sport I am passionate about, but from now on as a spectator.” This degree of closure and perspective was further emphasized in the following quote when the coach realized that she would do the same coaching journey all over again if possible:

Recently, at a dinner, the question “what would you work with if you were given a chance to start over?” went around the table. The answer came to me instantly and very clearly. “I would do it all again, because I have enjoyed it so much, but I would have quit after the Beijing Olympics!” (Four years before the London Games).

Lastly, in the final aspects of her writings the coach also indicated a degree of confidence in her ability to undertake her new career position in a new sport, expressing a degree of motivation to towards commencing the upcoming role:
On September 1st, I start the new job, a new challenge for me in a new sport, the world I'm passionate about and am good at. I'm proud of myself, proud of the active choices I have made. I have more confidence today.

**Discussion**

This study adopted a novel approach in sport psychology by using an auto-biographical account, via letters, to understand a relatively unexplored facet of the career transition literature in sport; that of coach career termination. Our findings illustrate the various stages in the road to a coach’s successful transition out of a sport and suggest this experience may be comparable to the current conceptual view regarding athletes’ career transitions (Stambulova, 2003). Specifically, a sport transition is characterized by a process of coping with a set of demands, the effectiveness of which is contingent on the balance between an individual’s coping resources and the barriers that confront them. This dynamic leads to a successful transition, representative of a good fit between the transition demands and that of an individual’s resources, or crisis transition indicative of ineffective coping and need for intervention.

Our first research question sought to interpret the study findings via the various challenges or demands faced by the coach during the period of transition out of her sport. Across the various phases a large number of demands from a range of sources were faced (i.e., organizational, performance, personal), which varied in intensity and duration (i.e., acute/chronic). For example, at the outset, prior to, and in the lead up to the experience of the critical life event (The 2012 Olympic Games) the demands placed upon the coach emanated from stressors that included managing the competitive environment and sacrificing personal time. Following the critical incident of the failure of her athlete at the Olympic Games the coach was then presented with a set of demands associated with dealing with her own, and her athlete’s expectations of failure, particularly in the aftermath and recovery and reflection
phases. These findings resonate with the extant literature that highlights the stressful nature of coaching at the elite level (e.g., Olusoga, Butt, Hays, & Maynard, 2009; Thelwell, Weston, Greenlees, & Hutchings, 2008a; see Fletcher & Scott, 2010 for a review) and the specific variables perceived to influence coaching effectiveness at Olympic Games, such as the inability to effectively handle crisis situations and staying cool under pressure (cf. Gould, Guinan, Greenleaf, & Chung, 2002). Aside from describing a number of novel stressors that potentially contribute to a coach’s career termination the current findings also extend the literature exploring coach stress, which to date has only considered overall experiences of the stressors faced, without a consideration of the temporal order within which these stressors occur (cf. Fletcher & Scott, 2010).

The seven phases present in this case study also emphasize the dynamic nature of the resources available to/deployed by the coach in relation to the demands experienced across the time period under consideration. For example, in the initial phase (lead up to the event), despite experiencing high demands the coach indicated she had developed a range of robust psychological skills (enhanced emotional control) and strategies (i.e., goal setting and planning) to manage these demands and perform effectively. These findings are in keeping with the extant literature that describes psychological skill utilization in elite coaches (see e.g., Thelwell, Weston, Greenlees, & Hutchings, 2008b). However, in contrast to such effective coping, following the failure of their athlete at the critical life incident of the Olympic Games, subsequent phases in the transition indicated that the coach experienced a lack of personal resources and coping with the changing demands placed upon her, resulting in a degree of strain and challenge to her own well-being. This outcome suggests that the coach’s existing personal resources were not matched or deployed effectively to meet these new and changing demands (i.e., she had not experienced or did not know how to deal with failure of this nature and its subsequent implications).
From her writings a salient aspect of the effectiveness of the personal resources utilized by the coach appeared to be the perceived level of social support that was available. Specifically, in the aftermath phase of the critical incident a lack of perceived available social support appeared to be significant in the struggle of the coach to come to terms with her own performance at the Olympic Games. Interestingly, while formal social support networks may have been available for the coach to access through their governing body or national Olympic organization (e.g., psychological support, career counseling) these may not have been perceived as available or accessible. In contrast, during the subsequent recovery and reflection phases the social support received through family and friends was indicated to be important in helping the coach come to terms with the critical incident. These findings highlight the importance role of matching social support; both perceived and received, in enhancing an individual’s personal resources to cope with the demands of transition. Perceived support refers to one’s potential access to social support, while received support refers to the reported use or exchange of support resources and describes the actions actually performed by others when offering assistance (cf. Mitchell, Evans, Rees, & Hardy, 2014). Recent research with injured athletes suggests the nature and interaction of perceived and received support can influence how an athlete manages the various stressors encountered and the subsequent psychological responses they experience (Mitchell et al., 2014). While significance of the role of social support in helping athletes manage their career transition out of sport is well documented (cf. Park et al., 2013), little is known or detailed about that given to coaches. Indeed, social support agencies and mechanisms in coaches represent an emerging area within its own right.

Our final objective was to consider the outcome of the transition process in terms of its relative success. Although the case reported here resulted in a happy ending (i.e., effective coping), the dynamic nature of the transition illustrated how the coach’s experience
progressed from one of a crisis transition through to that of effective coping (e.g., Roberts, Mullen, Evans, & Hall, 2015). This experience was characterized by changes in the nature of the demands faced, the available resources to cope with these demands and the subsequent effect on personal well-being and identity. Indeed, despite the fact that the coaches’ mental well-being was robust at the outset of the critical incident due to the effective deployment of psychological skills and strategies, as the critical incident unfolded and novel demands and situations were experienced, accompanied by a lack of coping, the coach entered a period of crisis transition with threats to her identity and subsequent mental and physical well-being, characterized by distress and strain. In the aftermath phase of the transition many of the symptoms reported were indicative of burnout, signposted by emotional exhaustion, negative appraisals related to reduced accomplishment (perceptions of lack of achievement and success) and devaluation of the perceived benefits gained from remaining working within their profession (Maslach & Jackson, 1982; Raedeke & Kenttä, 2013). Following 2 months’ rest and time out from the sport, and through the provision of social support, the coach worked towards a successful transition with positive well-being outcomes and a regained sense of herself and social identity.

The coach’s themes describing the outcome of the transition process appear consistent with those reported in the athlete career transition literature (cf. Park et al., 2013; Roberts et al., 2015). Here, the factors related to successful career transition adjustment by athletes have been categorized into personal factors (e.g., have a defined self-identity) and the available resources during the career transition process itself (e.g., the provision of and access to social support networks). Further comparison between coach and athlete experiences is clearly warranted given these initial similarities identified.

**Study Limitations**

While the current study has provided a number of new perspectives on the career
transition experiences of an elite coach, the findings need to be taken in context. Indeed, while the novel approach adopted has sought to illuminate the coach career transition it is important to emphasize that the findings are only a representation of one individual case. Clearly sport, cultural and contextual factors are likely to exist that influence such experiences (cf. Ryba & Stambulova, 2013) and require further exploration. For example, for the purposes of data analysis, interpretation and manuscript preparation the coach’s accounts were translated from their native dialect into the English language. Although every effort was made to ensure an accurate representation of the coach’s works was translated it is likely that some meaning may have been lost in translation.

In addition, it should be noted that the current case study was not a strict transition out of a career in sport entirely in that eventually the coach moved into working in another sport. However, given the nature of the profession, the movement of coaches and support staff across sports and roles, akin to coach talent recycling, is now becoming more frequent and therefore an area worthy of future investigation in itself.

**Future research**

The nature of the method adopted for the current study has meant that a retrospective account of the participant’s transition has been represented. Similar to the limitations in the athlete career transition literature, future research should seek to undertake more prospective investigations of the phenomena via longitudinal tracking of experiences in order to comprehend, and ultimately support the coach transition more effectively. It is also noteworthy that not all coaches will retire following a critical incident (as is the case in our study). Further investigation is therefore needed to clarify any potential differences between coaches who retire following a critical incident and those who retire for other reasons (e.g., age, health, cessation of employment).

A number of themes that emerged from the coach’s accounts highlighted the demands
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1. and challenges to the overall mental and physical well-being of the participant in the current study. Outside of the investigation of the stressors placed on coaches (see e.g., Olusoga et al., 2009) and the subsequent responses to these such as burnout (Goodger, Gorley, Lavallee, & Harwood, 2007) there exists a dearth of investigations of the overall well-being of coaches. A particular facet highlighted in the current investigation at various times during the critical incident was the threats to the participant’s self-identity in relation to her role as a coach.

2. While a body of literature exists regarding athlete identity, and changes in identity with transition (cf. Martin, Fogarty, & Albion, 2014), no research has been conducted to understand what happens to a coach’s self-identity and how that is overcome.

3. Of additional note in relation to coach well-being are the circumstances surrounding the coach’s exit from the Olympic village following her athlete's failure to progress to the finals. The coach suggested that in hindsight, when she requested to leave, no one challenged her or attempted to convince her to stay until the Games were finished as was originally planned.

4. The National Olympic Committee of the coach instead were happy to pass on her accreditation to staff members from another sport of that nation. Interestingly, if an athlete would have expressed the same desire (i.e., that they wanted to leave in the middle of the Games), it is likely the reaction would have been completely different. In our professional practice experience, the ‘sidelining’ of coaches and support staff, often in favor of the athlete or team at all costs, is not an uncommon occurrence at international multi-sport event. It can be viewed in one respect as potential employee discrimination in the workplace, and is, as of yet, an untapped avenue of research worthy of further exploration.

5. **Practical implications**

6. Although being context-bound there are some broad recommendations that can be gleaned from the current case study to assist coaches and other support staff in managing critical life events, and subsequent career transition experiences. First, a key implication
arising from the study relates to the highly demanding business of being an elite coach and how these challenges can impact on the critical incident experiences that may cause a transition out of sport. National governing bodies and sports organizations need to continue to develop resources to promote effective stress management and coping with such demands. In their review of stress management interventions, Fletcher and Scott (2010) emphasize the role of primary and secondary intervention strategies for coaches. Primary interventions are preventative and serve to alleviate the overall demand placed upon coaches by eliminating or reducing, the quantity, frequency, and intensity of stressors faced (e.g., workload, work patterns, and the working environment). Secondary intervention comprises reactive approaches that attempt to help coaches modify their responses to challenges faced from such critical incidents by increasing their self-awareness and enhancing their overall resilience. Collectively, the skills developed from both these approaches may also serve to arm coaches with the necessary resources not only to cope with current challenges, but also for life after sport, or into a new sport.

A second implication from this study relates to understanding the lifecycle of the careers of coaches as well as those of their athletes. For example, elite athletes often experience a 4-year cycle of critical achievement-focused events or goals, such as the Olympic Games or world cup/championship tournaments, whereby following the completion of this cycle they have to reflect on a potential decision of whether to transition out of the sport or continue. Depending on the nation and culture a variety of resources are available to assist the athlete with this process (cf. Stambulova & Ryba, 2013). In contrast less support appears available for coaches (cf. Dawson & Phillips, 2013). Indeed, in the current investigation it was made evident that there was a lack of perceived social support available for coaches to deal with such critical incidents that may impact on retention within their current employment/profession. During these competition cycles a lens for these resources
needs focusing firmly on the coaches (and potentially support staff), in order to support them
in their potential experiences of critical incidents. Here, Fletcher and Scott (2010) discuss the
nature of tertiary-based stress management interventions, which seek to undertake a
rehabilitative approach to attempts to help coaches cope with, or recover from, the
consequences of critical incidents once they have occurred.

The current paper describes how the coach career termination process is characterized
by distinct phases surrounding a specific critical life incident, with the deployment of
personal resources occurring across these phases in an attempt to meet the various demands
faced to reach a successful transition outcome. The findings are line with the athlete-based
research that suggests the career termination decision-making process is multifaceted and
complex (e.g., Roberts et al., 2015), with sport career termination decision-making processes
usually occurring over an extended period of time (Kerr & Dacyshyn, 2000). Similar to the
athlete literature, it would appear that aspects of the decision-making process by the coach
have both sport and non-sport related elements that lead to career termination (cf. Erpič,
Wylleman, & Zupančič, 2004). Indeed, there appears to be a wealth of (anti-) pull or (anti-) push factors related to sport career termination decision-making that occur throughout this
process (Fernandez, Stephan, & Fouquereau, 2006). In particular, in the latter stages of the
transition of the current case, the coach reported how she experienced a career re-birth, very
much underpinned by development of a new career self-identity through a period of
reflection and sampling of working in other sports. This finding highlights the importance of
practitioners attempting to support coaches in deriving meaning from their critical life
incident experiences through reflective practices (cf. Cropley, Hanton, Miles, & Niven,
2010), to develop their new career self-identity and subsequently build career transition
efficacy (Cabrita, Rosado, Leite, Serpa, & Sousa, 2014). Athletes have been reported to be
more willing to transfer skills into other settings if they have a high self-efficacy, whereas
they may not attempt to transfer their skills if they are less certain of their abilities (Mayocchi & Hanrahan, 2000). Practitioners should seek to ensure they undertake initial work with coaches from an efficacious perspective by emphasizing their strengths, self-efficacy, and ability to transition.

A final implication relates to the case itself, a female high performance coach, and the fact that women are not only underrepresented in high performance sport generally in terms of athletic participation, but also in relation to occupying roles in coaching and support staff positions (cf. Burton, 2015). Given the limited number of female high performance coaches in elite sport, the importance of governing bodies and national sports federations working towards retaining these individuals within the coaching profession remains paramount.

Retention of female high performance coaches within high performance sport is not only essential for their contribution to the performance of their athletes and respective sports, but also in terms of providing salient role models for aspiring female coaches to follow.
References


Female coach career termination


Female coach career termination


Figure Captions

Figure 1. Letter 1 from coach to researcher (Post 2012 games).

Figure 2. Letter 2 from coach to researcher (March, 2014).
Are career transition concerns only for athletes?

I have trained myself in mental skills. Not to be a good counselor or sport psychologist first and foremost, but to become a better coach of leaders. The result - I have became a better coach! Not that my physiological, biomechanical and technical knowledge is better, but because my mental skills training has taught me so much more about myself, and improved my self-awareness. My reptilian tongue has become more well-trained, and I can do more to differentiate between me and you, and sometimes I actually think before I act!

In four years I have planned, lived and thought about the London Olympics during each training session. I have told myself, ‘I will be there, in London, it will happen!’ Most of my work at the edge of the pool has been undertaken with that goal in mind - one athlete, two distances, six races - trials, semifinals and finals. The reward … an Olympic medal!

The others in my training group have also been part of the plan all along, and they have been working towards their goals. Friends and family have had to be put aside many times, although I have worked hard to try keeping the pieces of the puzzle of life together. My plan has been that my own coaching capabilities would reach their peak in London, but it was not to be. My athlete was in top physical form, but I was far from that myself.

As a coach I have made just as many workouts as my athlete, lived through bad races, good races, injury, yes everything. I have also done all the planning and preparation for every training session so that every race has been undertaken in a way that has lead to the development of my athlete’s performance. My heart rate has risen at the races - the tension has created havoc inside me and yet I have always tried to be cool on the outside. Just like the athlete waiting for selection for the Games I have also waited for news from National Olympic Committee to see if I can go or not. As a coach, like an athlete, you also need to be
ready, have time to prepare yourself to be on top form when the time comes to perform at the
Games, do be like the sourdoughs who remain at home.

Olympic race day – early breakfast, stay alert, be on time to the warm-up. At last, a
walk to the call-room, marching in to the arena, presentation of the participants. Now it is
time to execute a perfect race. Damn! The start was far from perfect, try to catch up without
stress. 22 seconds. It's over! The athlete did not even make the semi-finals! What happened? I
feel a big emptiness, what do I do now? Can I go home, or do I have to stay in the village?
Surely there is someone who needs my accreditation pass better than me! I am having the
same thoughts and anxieties that my athlete must be feeling.

Do I have the energy to continue? Am I motivated enough to commit this much time
for another four years? Am I able to give a level of commitment on par with what my
competitors are doing? Am I good enough? What did I do wrong? Could I have done
anything differently? I have so many questions, but no one asks them to me or even seems to
think that I have any concerns or worries. I do get asked these questions, but they are about
my athlete, not about me - How did they feel and react when it went so bad for them?

I end as I began: Are (concerns about) career transitions only for athletes?
2 years later - what happened?

2 years ago I was at a loss. What do I want to do? How much of myself am I willing to sacrifice to continue in this career? 2 years later I still remember with sadness how exhausted I was and how "unsuccessful" I thought the Olympics were. It should not have been so!

There was no support from the organizations around me, even though they should have offered me professional support to help me with how to move forward. I did receive an e-mail from the National Olympic Committee, it was a mass e-mail to all staff that attended the Games informing us that Coaches at the London Olympics would have the opportunity to contact the sponsor of the Nations Olympic team, for career counseling, contact the Olympic teams’ sponsor if you feel like you need it!

I was fortunate enough to have family, friends, and a manager who had been through the same thing themselves, they listened and asked me the right questions. Questions whose answers led me to conclude that I was finished in the sport and very happy with my career as a swim coach! I had experienced and done everything I had on my own personal agenda and on list of goals, the one I never revealed to anyone. I am done as a swimming coach!

I saw out my contract until the end of the year, and longed for the last practice. I had already decided on which cake to serve to my swimmers; a blue Princess cake in the shape of a pool with "24" written in icing. That is the number of years I have been a coach at national team level in swimming without interruption! My only plan was that I would take time off for at least 2 months before I started a new job. A real break where I could do whatever I wanted and when I wanted. I took exactly two months off before I started working at (sports federation), a temporary position of 12 months as a high performance manager. What a boost of self-confidence. I discovered how competent I am, and also that my experience and skills were appreciated. As a swimming coach, I felt that I was taken for granted, and when
someone said well done to me it was more out of proper etiquette rather than to express true
appreciation for a job well done.

I learned a lot during my year at (sports federation), but it was only a limited position.
I knew that from April I would be without a job, but the difference this time was that I knew
what I wanted to do. To work with the coaching and development of coaches and athletes!
Within or outside of my sport it did not matter. Another thing I learned from my trip is to
take care of family, friends, myself and the time I have, and I do that today. For that reason,
this year I have had a summer vacation, and I also applied for a job in coaching, which I have
decided that I want to work with.

On September 1st, I start the new job, a new challenge for me in a new sport, the
world I'm passionate about and am good at. I'm proud of myself, proud of the active choices I
have made. I have more confidence today. Swimming is still the sport I am passionate about,
but as a spectator. I do not think it would have been so if I did not realize that I was finished
and satisfied as a swim coach, and had the courage to take a step into uncertainty and be
curious about something new. I wish that the Swim Federation, the National Olympic
Committee and the National Sports Confederation had helped me on the journey, instead of
leaving me without support. They could have asked me about what kind of support I needed.
Now I can only hope that they will help other coaches and trainers in the future, because I am
not the only one going through this!

Recently, at a dinner, the question “who would you work with if you were given a
chance to start over?” went around the table. The answer came to me instantly and very
clearly. “I would do it all again, because I have enjoyed it so much, but I would have quit
after the Beijing Olympics!” (four years before the London Game).
The question I posed two years ago remains unanswered. Are career transition concerns only for athletes?
Table 1. Summary of thematic analysis of coach letters in relation to stages of a critical life event

<table>
<thead>
<tr>
<th>Stage</th>
<th>Themes</th>
<th>Example Quotes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build up</td>
<td>Demands of being an elite coach:</td>
<td>As a coach I have made just as many workouts as my athlete, lived through bad races, good races, injury, yes everything. I have also done all the planning and preparation for every training session so that every race has been undertaken in a way that has lead to the development of my athlete’s performance.</td>
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<tr>
<td></td>
<td>- Challenges to mental (cognitive and emotional), physical and social well-being</td>
<td></td>
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<tr>
<td></td>
<td>- Isolation from family and significant others</td>
<td>Friends and family have had to be put aside many times, although I have worked hard to try keeping the pieces of the puzzle of life together.</td>
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<tr>
<td></td>
<td>- Challenges to work/life balance</td>
<td></td>
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<td></td>
<td>Mental skills strategies deployed to cope with demands:</td>
<td>My mental skills training has taught me so much more about myself, and improved my self-awareness. My reptilian tongue has become more well-trained, and I can do more to differentiate between me and you, and sometimes I actually think before I act!</td>
</tr>
<tr>
<td></td>
<td>- Goal setting and planning</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Enhanced emotional control</td>
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</tr>
</tbody>
</table>
- Increased self-reflection and awareness

In four years I have planned, lived and thought about the London Olympics during each training session. I have told myself, ‘I will be there, in London, it will happen!’ Most of my work at the edge of the pool has been undertaken with that goal in mind - one athlete, two distances, six races - trials, semifinals and finals. The reward … an Olympic medal!

<table>
<thead>
<tr>
<th>The event</th>
<th>Failure, anxiety, emotional distress and upheaval, helplessness</th>
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<tbody>
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<td></td>
<td>What happened? I feel a big emptiness… I am having the same thoughts and anxieties that my athlete must be feeling.</td>
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<table>
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<tr>
<th>Aftermath</th>
<th>Emotional distress and upheaval</th>
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<td></td>
<td>2 years later I still remember with sadness how exhausted I was and how &quot;unsuccessful&quot; I thought the Olympics were.</td>
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</tbody>
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<tr>
<th>Low self-efficacy and low self-esteem, threats to self-identity</th>
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</table>
| Do I have the energy to continue? Am I motivated enough to commit this much time for another four years? Am I able to give a level of commitment on par with what my competitors are doing? Am I good enough? What did I do wrong? Could I have done anything differently? I have so many questions, but no one asks them to me or even seems to
think that I have any concerns or worries.

I wish the (National Governing Body), the (National Olympic Committee) and the (National Sports Federation) had helped me on the journey, instead of leaving me without support. They could have asked me about what kind of support I needed.

**Recovery and Reflection**

**Time-out from work**

My only plan was that I would take time off for at least 2 months before I started a new job.

**A real break** where I could do whatever I wanted and when I wanted.

**Social support received from family and friends**

I was fortunate enough to have family, friends, and a manager, who had been through the same thing themselves, they listened and asked me the right questions.

**Sampling**

**Re-discovery of self-identity, increased self-efficacy and self-esteem**

I started working at (sports federation), a temporary position of 12 months as a high performance manager. What a boost of self-confidence. I discovered how competent I am, and also that my experience and skills were appreciated.
### Enlightenment
New identity formation, transition efficacy

I knew that from April I would be without a job, but the difference this time was that I knew what I wanted to do. To work with the coaching and development of coaches and athletes! Within or outside of the sport it does not matter.

### Re-birth
Role-efficacy, mental well-being, closure and perspective, confidence, motivation

On September 1st, I start the new job, a new challenge for me in a new sport, the world I'm passionate about and am good at. I'm proud of myself, proud of the active choices I have made. I have more confidence today.