

From Lost to Confident: Kayleigh's Journey to Becoming a Nail Technician Transcript

[Text: Stories based on real people portrayed by actors.]

[Kayleigh] My name is Kayleigh, and I am twenty-one years old. So, I first thought about a career doing beauty back when I did my families and relatives nails for my sister's wedding and since then I just knew that I loved it.

[Video clip: Kayleigh sitting outside on a park bench talking on a phone.]

[Kayleigh] When Covid hit it kind of paused everything there and it made us feel that I couldn't really do anything, there was nothing I could do, I could just sit at home and wait. I didn't really feel that I wanted to pursue anything really, I didn't really see that future I just saw the here and now and I was stuck in that mindset.

[Video clip: Kayleigh walking past a sign saying DurhamWorks and been greeted by a DurhamWorks member of staff.]

[Kayleigh] It was my parents who first heard about DurhamWorks, it was them who took us in for my first session as well. They knew that I wanted to work I just didn't have it in us at that point.

[Video clip: Kayleigh sitting at a table talking and working with a DurhamWorks member of staff. Kayleigh sitting in a café with a DurhamWorks member of staff.]

[Kayleigh] I just felt a bit lost, I felt like I really couldn't do anything on my own, and I had my first session with my coach and since then it has kind of grown from there.

[Video clip: Kayleigh walking down the street in the sunshine.]

[Kayleigh] I was a bit nervous at first, I was so anxious about going out and seeing people that I didn't know, it was a huge thing. But they were so friendly and so lovely from day one that I just felt listened to, really. It felt like they wanted to help us which just started to change my mindset. We did a lot of, like, social activities and stuff and I actually started going out a bit more and again that built my confidence up.

[Video clip: Kayleigh putting her arm out to stop a bus. Kayleigh walking down the street in the sunshine.]

[Kayleigh] I have been able to develop skills like writing CV's, I have been able to get application forms done because I really struggled with writing and figuring out that type of language.

[Video clip: Kayleigh sitting at a table talking and working with a DurhamWorks member of staff.]

[Kayleigh] It has allowed us to work on time keeping, it has allowed us to get, kind of, better at working in a team.

Now I am working as a trainee nail technician. So, something that I have always wanted to do and it's a lovely salon that I am working in. I work part time.

[Video clip: Kayleigh putting her arm out to stop a bus. Kayleigh smiling and talking on a phone.]

[Kayleigh] I am able to get there on my own I have made friends there and I am talking to clients every single day, and I feel like I can; whereas that back in January just would have been my worst

nightmare having to talk to new people single every day. I can do that, and I love it as well and I am just so much of a different person since I was there, and I feel like me again.

[Video clip: Kayleigh walking down the street in the sunshine.]

[Text: Funded by UK Government logo, DurhamWorks logo, Durham County Council logo.]