Empowering Public Employment Services with Innovative Learning Solutions

Pattern states in coaching and changing them in self-e-coaching

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Carmen Wolf, M.A.
Karlsruhe Institute of Technology

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Contact & detailed information

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Carmen Wolf, M.A.
Karlsruhe Institute of Technology (KIT)
Institute Vocational and General Education
Departement of Vocational Education and Training
Research group Engineering Didactics
mail: carmen.wolf@kit.edu
twitter: c_wolf_tweet

- Academic staff at KIT
  - Teaching
  - Research
    - EmployID (employid.eu/)
- Doctoral candidate
- Certified Business Coach
  - Fuehrungsakademie Baden-Wuerttemberg, Karlsruhe, Germany
- CAI®- certified Online-Coach
  - Karlsruher Institut fuer Coaching, Personal- und Organisationsentwicklung (KIC) & CAI GmbH

Coaching

- Coaching is a method that „assist[s] the client to achieve a mutually identified set of goals to improve his or her professional performance and personal satisfaction." (Grant & Stober 2006, p. 3).

- systemic solution-oriented coaching concept of the "Karlsruher Schule" (School of Karlsruhe) with the so-called "Musterzustandsaenderung" (change of pattern state)

Coaching process in Concept of „Karlsruher Schule“

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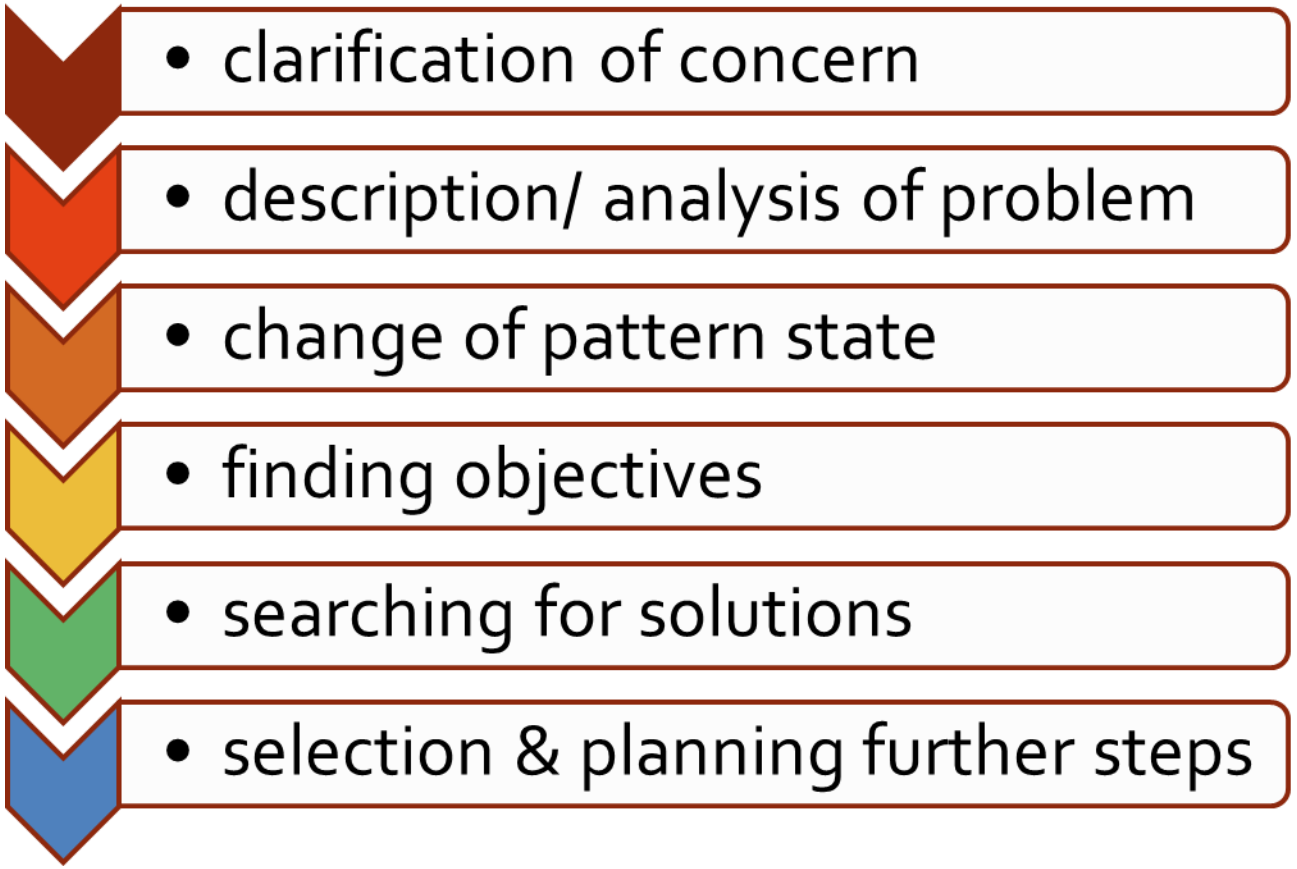

Systemic Solution-oriented Coaching of „Karlsruher Schule“
(Berninger-Schaefer 2011 & Berninger-Schaefer & Wolf 2011)

4 components of Emotion

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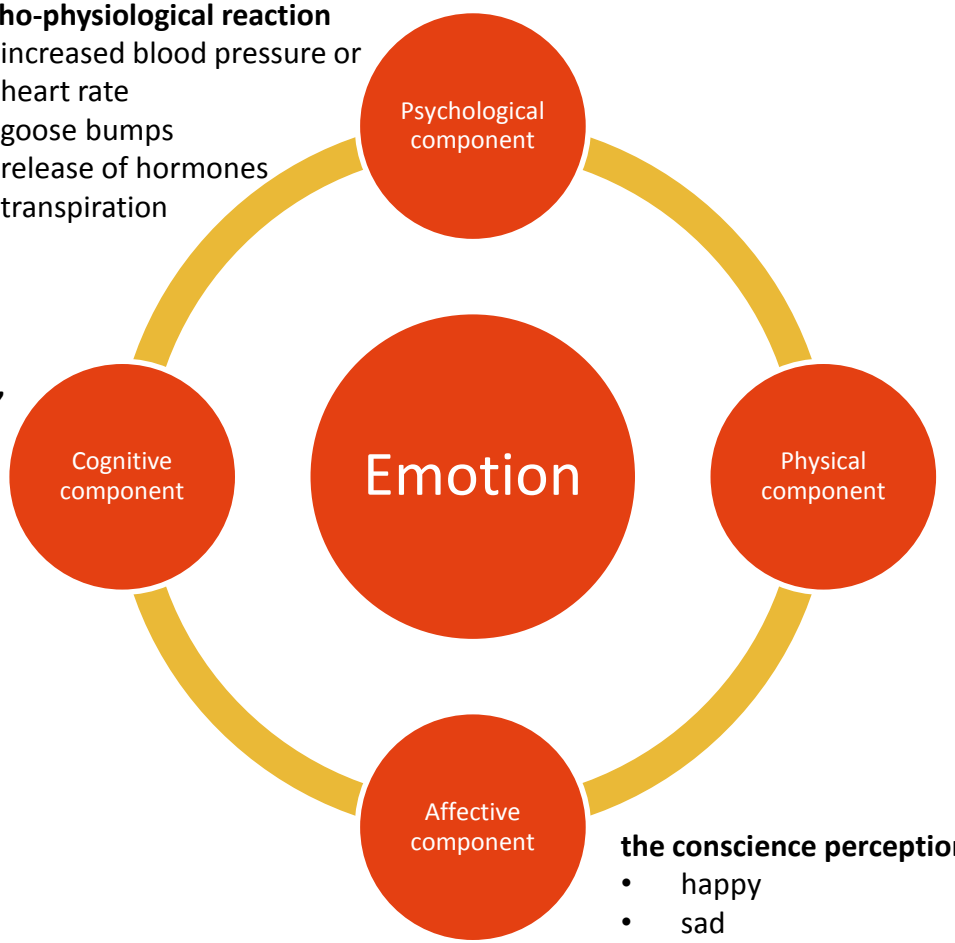
psycho-physiological reaction

- increased blood pressure or heart rate
- goose bumps
- release of hormones
- transpiration



thoughts, visualizations, interpretations

- „I feel unwell."
- „I am afraid."
- „I like that."

e.g. gestures, mimics & movement

the conscience perception

- happy
- sad
- angry
- jealous
- cheerful

4 components of emotion (own graph; Gerring & Zimbardo 2008, p. 461; Myers 2008, p. 550 & Gluck et. al 2010, p. 389)

Problem state vs. Solution state

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- Finding your way to tourist attraction!

How is that done in coaching?

- In general by interrupting (a), adding sth. (b), omit sth. (c) or „reshuffle" the pattern (Muecke 2003, p. 402)

- Resource activation
  - Successful problem solution
  - Professional or personal succeses
  - Moment of great pleasure
  - Experiences of nature (Berninger-Schaefer 2011, p. 90)

- Miracle question (De Shazer)

- ....

(Wolf 2014b, p. 475f.)

Self-E-Coaching

- Self-Coaching: coaching without a professional coach
- E-Coaching: Coaching provided with the help of technical means (Geißler, 2008, p. 3)
  - Synonyms:
    - online coaching, tele-coaching, virtual coaching, web-based coaching, distance coaching, cybercoaching
  - Communication channel
    - text-based, e.g. e-mail, online tools/platforms (text-based)
    - audio, e.g. phone, smartpone
    - (audio-) visual, e.g. video calls, avatars (Kanatouri, 2014)

The challenge for Self-E-Coaching

- How to change the pattern state in self-e-coaching from a problem to a solution state or pattern?

- Preliminary works
  - Literature research
  - Work on master's thesis (see Wolf 2014a; Berninger-Schafer & Wolf 2011)
  - Work on final paper for further training in coaching (see Wolf 2014b; Wolf (in prep.))
  - (PhD-thesis)

Self-Coaching App

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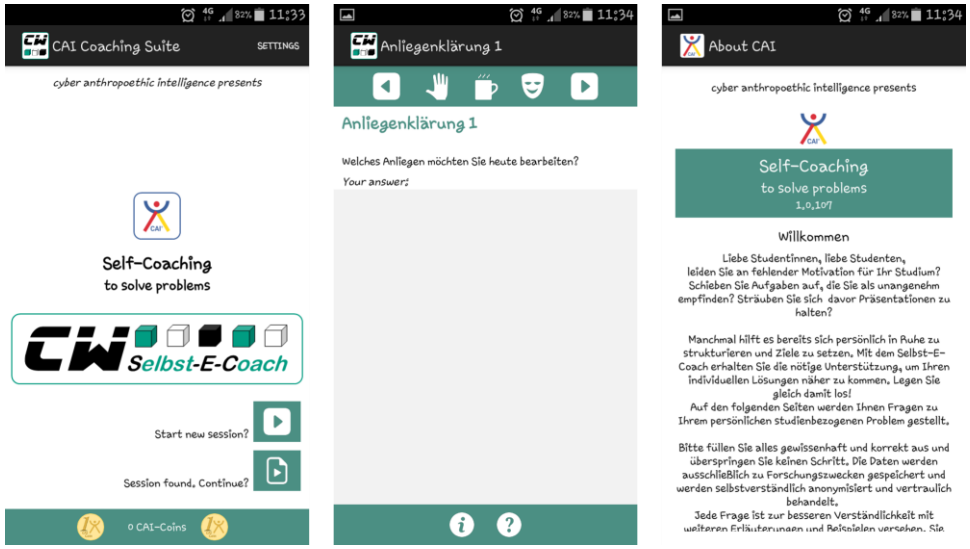

Self-Coaching App based on CAI App Suite developed by CAI GmbH

- Self-Coaching Concept for PhD thesis on „*Improvement of self-reflection through self-e-coaching of students at Karlsruhe Institute of Technology (KIT)" (pre-post-intervention control group design*)
- 74 students at KIT
  - aged 19 to 31; ⌀ 23 years
  - 54 men, 20 women

Imagine…

- What is there when the problem is solved?
- How does it feel, now the problem is solved?
- Do you feel anything physical now that the problem is solved? What do you feel?
- What thoughts are going through your head, now that the problem is solved?

„You are now invited to pretend that the problem is already solved. Imagine you are on holiday. The weather is great. You are completly relaxed. Your problem is already solved. You enjoy your favourite drink in nature.“

Use of interventions in a self-e-coaching tool

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Intervention	Channels via which the client is addressed		Channels via which the client responds		Level of interaction	Automatic feedback
	Auditory	**Visual**	**Auditory**	**Visual**		
Guide for a holistic change of pattern state	Music, recorded (questions	Simple text or pictures illustrating the different questions	Possibility to record answer	Possibility to take notes, photos, draw a picture	From recording to creating text to creating pictures	Automated structuring of answers or collage
	Video with the questions taped, music and appropriate background pictures					
Comparisions		Simple text to be completed or pictures to be chosen from the system or own collection	Possibility to record answer	Textual or by adding a picture	From text to creating a picture on the comparison	A picture of the comparison that the client can chose from that shows the meaning of it.
			Answer is recorded while the picture is created to document the process			
Activation of resources	Music, recorded voice with questions	Simple text to be completed or pictures that can be chosen from the system or own collection, resource wheel/tree with explanations	Possibility to record answer	Textual or with a picture or a photo added on	From recording to creating text to creating pictures	Automatic structuring of the answers or collage or a video tape
	Video with a sequence on e.g. a beautiful sunset with recorded questions		Adding video material to the answers			
Miracle question	Music, recorded voice with question	Simple text or pictures fitting the different questions	Possibility to record answer	Possibility to take notes, photos, draw a picture	From re-cording to creating text to creating pictures	Automatic structuring of the answers or collage
	Video with the questions taped, music and fitting background pictures					

Use of interventions in a self-e-coaching tool (own table, Wolf (in prep.))

Peer Coaching instructions for an App

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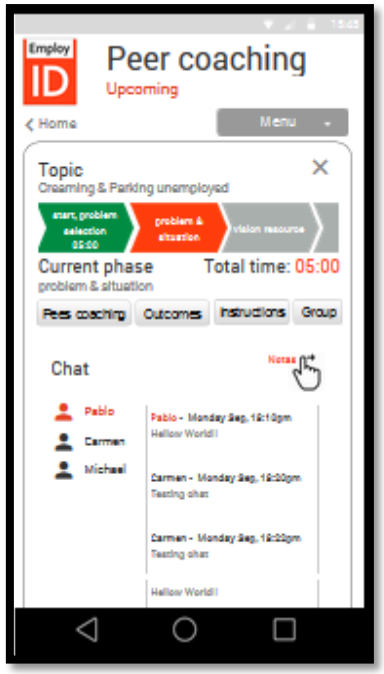
- Digital paper-prototype on mobile peer coaching (EmployID)
  - Instructions for the „peer coaching facilitator"
    - What is effective?
    - What is supportive?
- More information: http://employid.eu/



Conclusion

- Identify what is already successful in face-to-face or paper-pencil and find ways to transfer it to self-e-coaching/peer-e-coaching within the process.
  - + very pragmatic
  - - missing out possibilties that the new media can provide
- Identify which interventions are successful and try to only transfer them.
  - + focuses on effeciecy of interventions
  - - process is missing
- Identify the core aspect of the existing interventions and create new interventions from that.
  - + more scientific approach
  - - very sophisticated

Discussion

- Do you have any comments/ideas?
- What approach would you suggest?

- What do you think a self-coaching and peer coaching user needs in an app?

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