

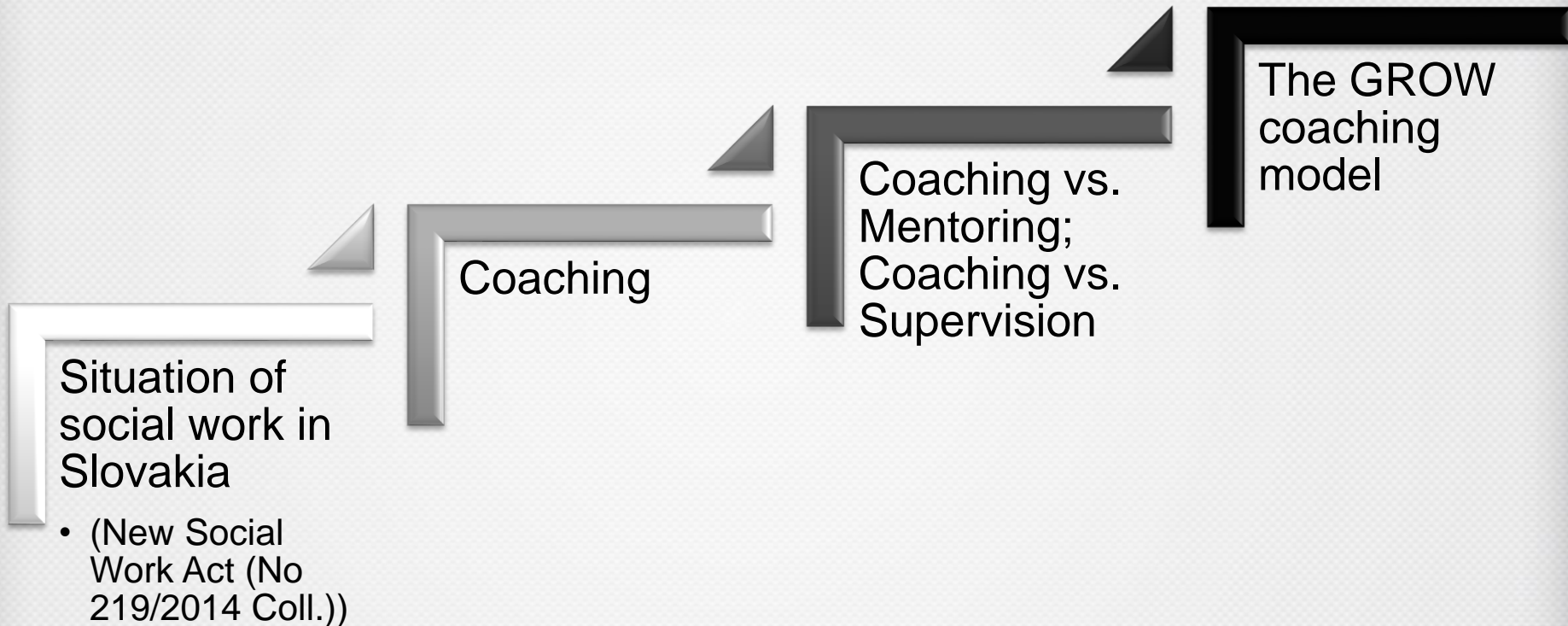
**Daniel
Markovic**



**Coaching
Techniques in
Social Work**

Riga, 17th September 2015

Plan of the presentation



Facts about Slovakia



An independent country established on 1 January 1993 after the dissolution of Czechoslovakia.

It joined the OECD in 2000, NATO as well as the EU in 2004 and adopted the euro in 2009.

The country is composed of 8 state administrative regions identical with 8 self-governing regions and 2 890 municipalities, out of which 138 are cities.

5 410 836 inhabitants (including Romani and Hungarian minority).

Economic facts about Slovakia



Minimum wage 380 €

Average wage 870€

Unemployment rate 11,46 %

Unemployment rate <25 33 %

Current situation in social work in Slovakia



Low professional status (and the salary)
of social workers

High number of social work university
graduates (11 out of 36 HEI in 17 towns)

Saturated market -> specialization
within SW

**New Social Work
Act (No 219/2014
Coll.)**



**adopted by Slovak
parliament in 2014,
applicable since 2015**

Benefits of the social work act



The conditions for performing social work are regulated by law (e.g. required education).

Social work is defined as a professional activity carried out (only) by social workers and social work assistants.

Formation of social workers chamber (voluntary membership).

Strengths of the new Social Work Act



The Social worker is an employee or a professional on the basis of trade license.

The worker must meet the conditions of the Chamber.

It creates conditions for further education in social work.

Weaknesses of the new SW act



Reduced horizontal mobility in the labour market because the profession is regulated.

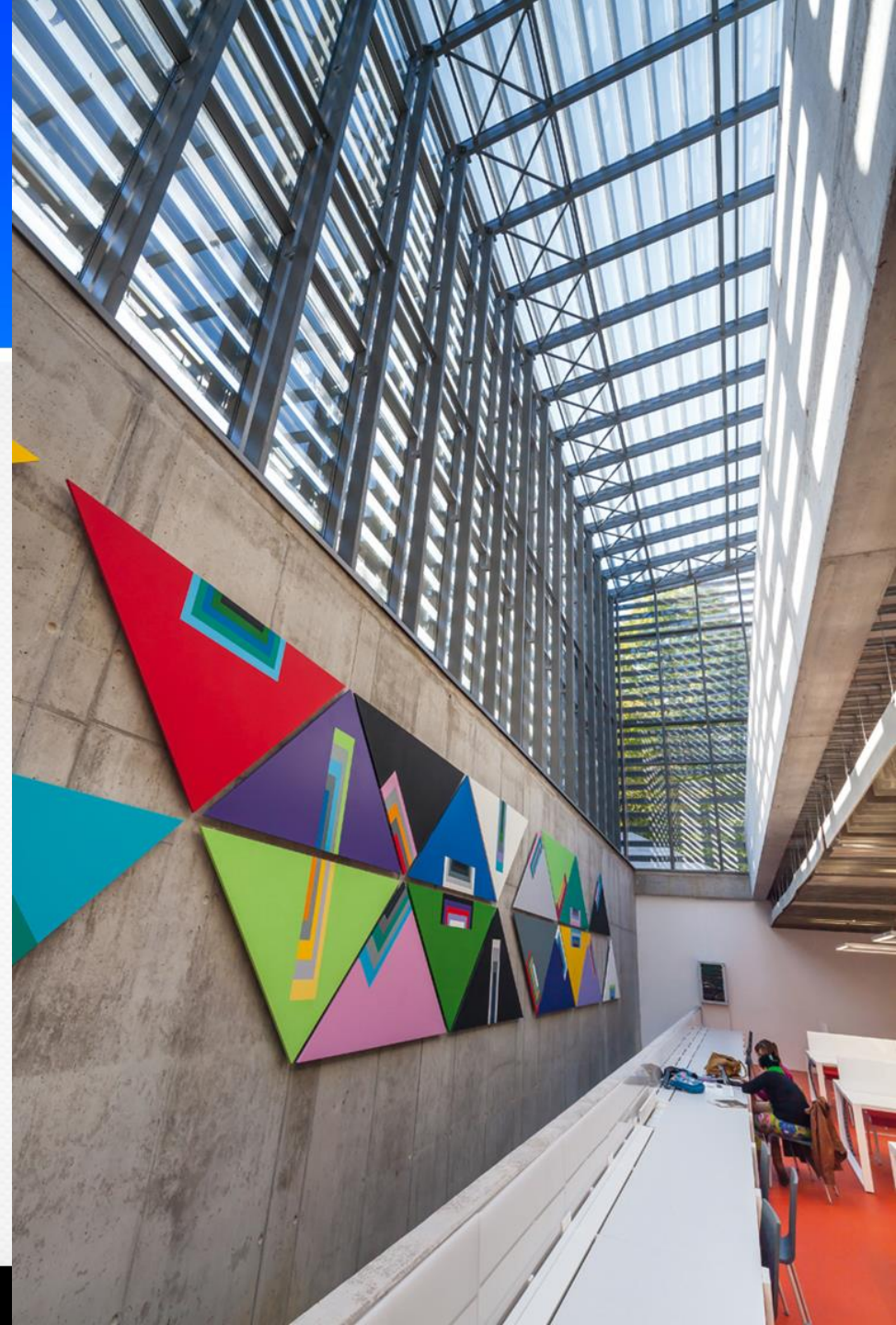
Experienced professionals and research experts remained outside of social work.

Social work bachelor's degree graduates are not social workers.

Increased costs to the chamber and mandatory lifelong learning.

Coaching and mentoring

- New subject in social work three years Bachelor's degree course.
- Optional subject.
- Since 2015 accreditation.
- Application of coaching techniques in social work.
- The GROW coaching model is introduced.



Coaching



~~impossible~~

- “Coaching is unlocking people’s potential to maximize their own performance. It is helping them to learn rather than teaching them.” John Whitmore

Definition of coaching



a helping relationship focused between a client who has managerial authority and responsibility in an organization and a consultant who used a variety of behavioral techniques and methods to assist the client to achieve a mutually beneficial set of goals to improve his or her professional performance and personal satisfaction and consequently to improve the effectiveness of the client's organization within a formally defined coaching agreement' (Kilburg, 1996).

Why to do coaching?



- We are usually more convinced by reasons that we find ourselves, than those born in the minds of others.



Coach



helps people to better define their goals and then to achieve them

is able to induce the client relationship of mutual trust and support

can actively listen

emphasizes the responsibility of the client in meeting goals

Coaching and social work

1

Coaching appears to be effective during the formative education of social workers as it encourages motivation and nurtures skills such as reflection and critical thinking.

Coaching could facilitate the adoption and implementation of new practices for individual social workers and social work organizations.

Coaching skills also have a role in the supervision of social workers, and could be a useful intervention for social work supervisors.

Coaching and social work

2

Coaching interview is also suitable for social worker – client interaction.

Both coaching and social work involve helping processes that focus on self-understanding and self-discipline to effect behavioural, emotional and attitudinal change.

Coaching is a 'natural fit' for social workers – as a strategy to use themselves.

Supervising or Coaching?



Supervising has
a focus of
upholding
standards.

Coaching keeps
the focus on the
person as a
learner.



Stage of Career Practice Education

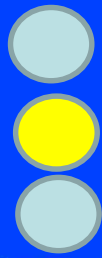


Knowledge
transfer

Personal
development,
self-awareness,
self-confidence

Skills
development

Reflection
through a
'learning
partnership'



Stage of Career

Continuing Professional Development



Knowledge transfer from professional training

Implementation of new methods

Development of evidence based practice

Supervision

Stage of Career:

Management and leadership development



Leader as Coach

Leadership development

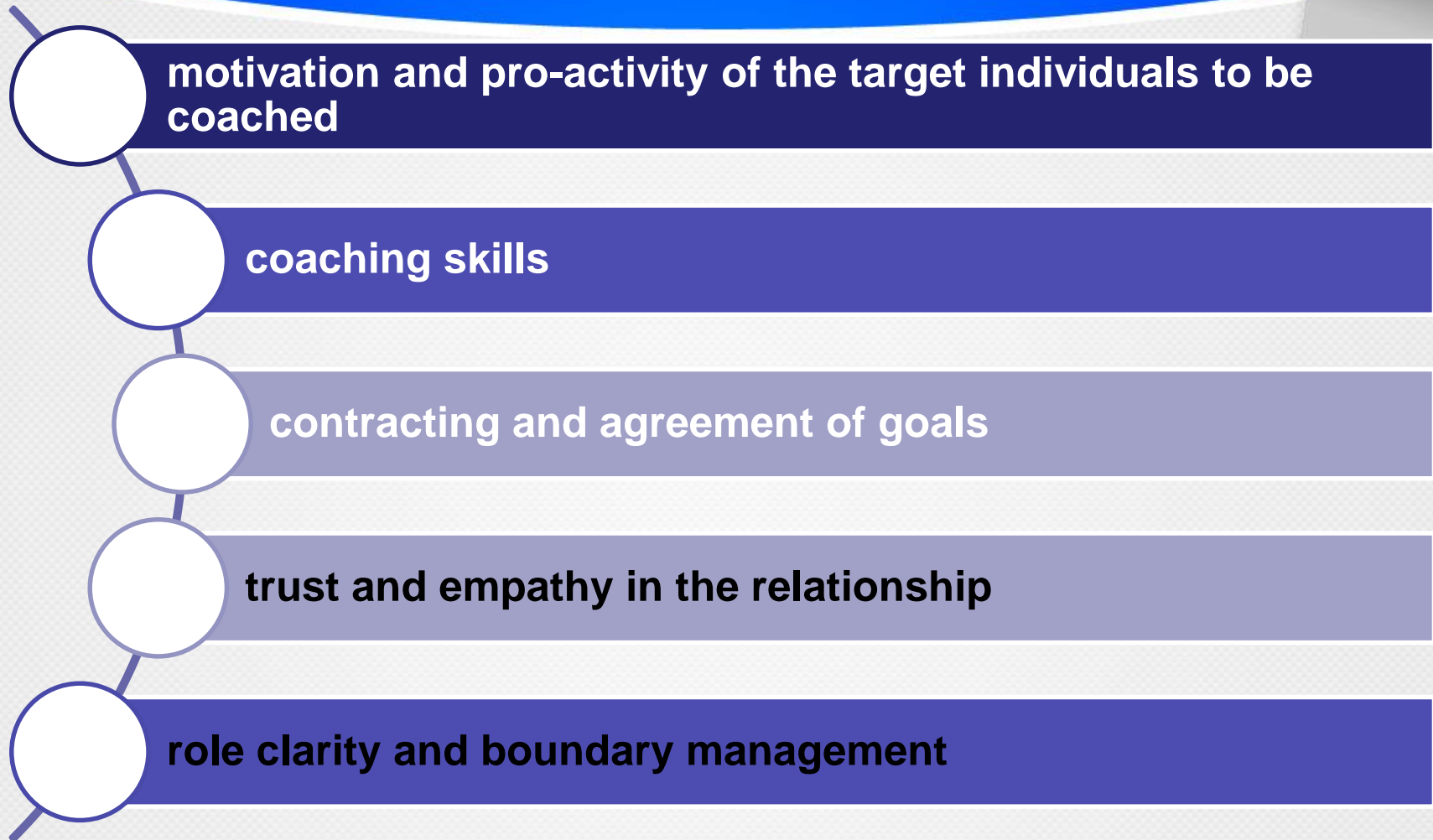
Task specific challenges

Innovation and change implementation

Executive coaching

Self awareness, Psychometric assessment and development planning

General success factors



GROW Model of Performance Coaching



Goal

What do you want to achieve?

Reality

What are you now?

**Options
Obstacles**

What are the options?
What is in your way?

**Will Way
Forward**

What are the next steps moving forward?

Adapted from 'Coaching for Performance by John Whitmore, 4th Edition, 2009'

The GROW Coaching model



The model was originally developed in the 1980s by performance coach John Whitmore, although other coaches, such as Alan Fine and Graham Alexander, have also helped to develop it.

A good way of thinking about the GROW Model is to think about how you'd plan a journey. First, you decide where you are going (the goal), and establish where you currently are (reality).

You then explore various routes (the options) to your destination. In the final step, establishing the will, you ensure that you're committed to making the journey, and are prepared for the obstacles that you could meet on the way.

The GROW Coaching model



Example questions to identify the goal:



1

- What do you want to achieve?

2

- What is important to you right now?

3

- What would you like to get from the next 30 minutes?

4

- What areas do you want to work on?

5

- Describe your perfect world.

6

- What do you want to achieve as a result of this session?

7

- What will make you feel this time has been well spent?

Example questions to discover the reality

1

• Where are you now in relation to your goal?

2

• On a scale of 1 -10 where are you?

3

• What has contributed to your success so far?

4

• What skills/knowledge/attributes do you have?

5

• What progress have you made so far?

6

• What is working well right now?

7

• What is required of you?

Example questions to generate options:

1

- What are your options?

2

- How have you tackled this/ a similar situation before?

3

- What could you do differently?

4

- Who do you know who has encountered a similar situation?

5

- Give me 5 options

6

- If anything was possible what would you do?

7

- What else?

Example questions to maximize the will:

- 1 • Which options work best for you?
- 2 • What one small step are you going to take now?
- 3 • What actions will you take?
- 4 • When are you going to start?
- 5 • Who will help you?
- 6 • How will you know you have been successful?
- 7 • How will you ensure that you do it?
- 8 • On a scale of 1 -10 how committed /motivated are you to doing it?
- 9 • What exactly will you do to reach your goal, and when?

Example questions to maximize the will:

10

- What steps come after?

11

- Are all obstacles taken into account?

12

- How will you overcome your obstacles?

13

- What do you need to have a 10? Where can you get it?

14

- Will this plan get you to your goal?

15

- Will it solve the underlying problem, too?

GROW – your role at each stage



As coach, your role is to help clarify the GOAL

Get the coachee to articulate what they want

- Help the coachee to set clear goals and identify what they would like to achieve.



Your role is to help them understand what is happening now / gain insight

Allow the coachee to tell their story. Get a clear picture of what's actually happening, when it happens, what the effects are and what they have tried to do about it so far.

- Clarify the issue / situation
- Determine current impact
- Determine future implications



Help them to find out what is possible

- Generating options
- Assessing options

Get the coachee to describe an **ideal outcome** and encourage **exploration of a range of ways** this may be able to be achieved.

- Coaching is about helping the coachee to find a way forward. Only offer your ideas after you have pushed them hard to come up with their own.



Help them determine a way forward & commit to best actions

Convert the discussion to a decision. Help the coachee determine a way forward, including identifying possible obstacles to overcome. Work out what support they need. **What are they actually going to do?**



**Thank you for
your attention!**

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Institutional framework of social care in Slovakia



Offices of Labour, Social affairs and Family (branch offices, field offices, altogether aprox. 129 offices)

- material need
- state social benefits
- employment services
- social and law protection and child protection
- support of handicapped citizens

Institutional framework of social care in Slovakia



Self-governing regions

- support, counselling and social services to people with disabilities, people in need and at risk (individuals, families, children)
- support, counselling and registration of subjects providing social services (inc. municipalities)

Institutional framework of social care in Slovakia

Municipalities

- activation works
- material and financial need benefits
- social housing
- support and social services to seniors
- homeless and in need people
- families with children
- handicapped citizens