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Coaching : an innovative new methodology for occupational social workers?

Dorkin, Maxine

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APPENDIX A: PAPER-BASED RESEARCH TOOL

COACHING AND SOCIAL WORK

Good day, Sir/ Madam

My name is Maxine Dorkin. I am registered for the degree M.A. in Social Work at the University of the Witwatersrand. As part of the requirements for my degree I am undertaking a research project. The purpose of the study is to explore coaching as a method of social work intervention. This study will prove beneficial to the social work profession and particularly to the field of industrial social work.

I wish to invite you to participate in my research project. The procedure for participation will include completion of an email questionnaire which will take approximately 20-25 minutes to complete. Confidentiality of all responses will be maintained. Participation is entirely voluntary and refusal to participate will not be held against individuals in any way. As a participant in this study you are free to withdraw from the study at any time and are not obliged to answer any questions that make you feel uncomfortable. Summary of results of the study will be made available at a South African Occupational Social Workers Association meeting. An abstract of results will also be made available via email and upon request.

My contact details are below; please feel free to make contact with either me or my research supervisor should you have any questions regarding the study. Thank you for taking the time to consider participating in this research study.
Contact details are as follows:

Research Supervisor:	Student:
Francine Davies	Maxine Dorkin
Tel: (011) 717 4480	Cell: 0824695512
Francine.Davies@wits.ac.za	maxined@discoverymail.co.za

Instructions for Completion

1. This questionnaire focuses on coaching in an occupational social work setting.
2. Your contribution to the study will assist in identifying if coaching has a role in occupational social work settings. A presentation of findings will be conducted at a South African Occupational Social Workers Association (SAOSWA) meeting. Findings can also be presented upon individual request.
3. All information obtained from respondents will be treated in strict confidence and no identifying details will be included in the final report.
4. Participants in this study have the right to withdraw from the study at any point.
5. Please note there are no right or wrong answers.

This study conducted by Maxine Dorkin is under the auspices of the School of Social Work, University of the Witwatersrand, Johannesburg.

PART ONE

SECTION A – DEMOGRAPHIC DATA OF RESPONDENTS

A.1. Please indicate your gender

1. Female □
2. Male □

A.2. Please indicate your racial group

1. African □
2. Asian □
3. Coloured □
4. White □
5. Other □

A.3. Please tick the language/s you can to converse in:

1. English □
2. Afrikaans □
3. IsiZulu □
4. Northern Sotho □
5. Sesotho □
6. IsiNdebele □

7. Tshivenda □

8. IsiXhosa □

9. Setswana □

10. Xitsonga □

11. Siswati □

12. Other □

A.4. Please state the name of your degree/ diploma and the year this was obtained.

_____

_____

_____

_____

SECTION B – EMPLOYMENT DETAILS

B.1. How many years of social work experience have you had?

Years_____

B.2. Have you had any other work experience outside the field of social work?

Yes □

No □

B.3. If yes, please indicate the filed of other work experience and the number of years in this field?

_____

_____

_____

B.4. How long have you been in your current position?

_____ Years and/or _____ Months

B5. Please tick the type of organisation you are currently employed in.

Private □

Governmental □

Non-governmental □

Self-employed □

B.6. Please tick the following: Are you practising as an Occupational Social Worker in your current position?

Yes □
No □
Sometimes □

B.7. What are your main job responsibilities in your current position?

_____

_____

_____

SECTION C – FURTHER EDUCATION AND TRAINING

C.1. What courses have you enrolled in since the completion of your initial social work degree?

1. _____
2. _____
3. _____
4. _____
5. _____

C.2. Are you currently studying towards a course/further qualification?

Yes □ No □

C.3. What training do you think a coach should undergo?

_____
_____
_____
_____
_____

C. 4. In your opinion what professional background is suitable for an individual interested in the field of coaching?

_____
_____
_____
_____

C.5. Have you had any training in coaching?

Yes □ No □

C.6. If yes, please indicate the name of the course and the institution.

Name of the course_____

Institution_____

C.7. Please give reasons for enrolling in a Coaching Course.

_____
_____
_____
_____

SECTION D – COACHING AND COUNSELLING

D.1. What do you understand by the term coaching?

_____

_____

_____

_____

_____

D.2. Have you ever enlisted the services of a coach?

Comment [A1]: Insert 'ever'

Yes ☐ No ☐

D.3. If yes please elaborate on the coaching experience.

_____

_____

_____

_____

_____

D.4. If no please give a reason for your answer.

_____

_____

_____

_____

D.5. What in your opinion is the difference between counselling and coaching?

Counselling _____

_____

_____

Coaching _____

_____

_____

_____

D.6. Please complete the following:

The attributes of an effective coach are:

_____

_____

_____

_____

D.6.1. The attributes of an effective counsellor are:

_____

_____

_____

_____

SECTION E – COACHING AND OCCUPATIONAL SOCIAL WORK

E.1. Does social work training support the development of a career in coaching?

Yes □ No □ Not Sure □

E.1.1 Please give a reason for your answer to the above question?

_____

_____

_____

_____

E.2 Will coaching add value to the occupational social work services offered to clients?

Yes □ No □ Not Sure □

E.2.1 Please motivate your answer.

_____

_____

_____

_____

E.3. Do you think that coaching could have a negative impact on clients?

Yes □ No □ Not Sure □

E.4. Have you had clients requesting or in need of the services of a coach?

Yes □ No □

E.5. Would you consider yourself skilled to coach or are you uncomfortable to conducting a coaching session?

_____

_____

_____

E.6. In your opinion are social workers suited or not suited to a career in coaching? Please give a reason for your answer.

_____

_____

_____

E.7. Do any attributes of social work correspond with the attributes of coaching?

Yes □ No □ Not Sure □

E.8. In your opinion are there opportunities or lack of opportunities for social workers to coach in South Africa?

_____

_____

_____

_____

E.9. Would the organisation give you permission to shift into the area of coaching should you wish to?

_____

_____

_____

_____

E.10. Would you be interested in attending a course on 'Coaching for Social Workers'?

Yes □ No □ Not Sure □

PART TWO

SECTION F – MENTORING AND COACHING TALENTS INVENTORY

The following is a Mentoring and Coaching Talents Inventory developed by Meyer and Mabaso (2001). Indicate to which extent you agree or disagree with the statements.

1 = strongly disagree 2 = disagree

3 = slightly disagree 4 = slightly agree

5 = agree 6 = strongly agree

1	Most people see me as a nice person	
2	I am a very patient person	
3	I am comfortable expressing my feelings to other people.	
4	I define problems before solving them, thus avoiding imposing my predetermined solutions	
5	I often offer my help to people who need me.	
6	I try to define problems in several different ways.	
7	I try to be flexible in the way I approach a problem not relying on past concepts or practice.	
8	People often come to me for information or advice	
9	I try to unfreeze my thinking by asking lots of questions	

	about the nature of problems.	
10	I try to apply both logic and intuition to problems.	
11	I openly show my excitement when other people succeed.	
12	I strive to look at problems from different perspectives so as to generate multiple definitions.	
13	I believe that leaders should be more concerned about employees.	
14	I often break the problem down into smaller components and analyse each one separately.	
15	I strive to generate multiple creative solutions to problems.	
16	I tend to stay calm in stressful situations.	
17	Most people see me as an optimist.	
18	I feel comfortable in supporting a person who comes to me in tears.	
19	When I provide criticism, most people regard it as constructive.	
20	I believe that mistakes should be avoided at all cost.	
21	People often come to me with their problems.	
22	I can be trusted to keep a secret.	
23	People are open to admitting their shortcomings to me.	
24	I always give detailed feedback to people.	
25	When I make a suggestion, people take it seriously.	
26	I communicate very clearly.	
27	I am a good listener.	
28	I have a good relationship with people in other departments	
29	People at lower levels of the organisation find me very approachable.	

30	I like to coach other people in how to do things	

Thank you for taking the time to complete this questionnaire. Your cooperation in this study is much appreciated.

References

1. Meyer, M. & Mabaso, J. (2001) Mentoring Programme for the South African Navy. Florida, Institute for Organisation Development and Transformation: Technikon South Africa in Meyer, M & Fourie, L (2004) Mentoring and Coaching Tools and Techniques for Implementation Knowres Publishing.
2. Du Plessis, A (1994) Issue Resolution in the Evolvement of Occupational Social Work Practice in South Africa. PhD thesis, University of the Witwatersrand.