GROWing

Life coaching as a support programme for people experiencing homelessness

Ante Cajo, Research Associate, SJOG Hospitaller Services

Jack Weeks, Deputy Service Manager, Olallo House, SJOG Hospitaller Services,

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Olallo House

- Olallo House supports men and women who are street homeless.

- Olallo House is a highly innovative intermediate care service opened in 2008 in response to multiple tuberculosis (TB) treatment failures and preventable deaths among people experiencing homeless with complex needs and No Recourse to Public Funds (NRPF).

- The service has expended and also supports people who have been subject to modern slavery or trafficking.

Olallo House

- We identified that in our homeless support services, life coaching would offer an innovate support model (something that is usually associated with executive coaching).

- We already offer holistic support to each person we meet. By structuring conversation around a life coaching model we would be able to focus on future planning.

- Doing so may yield real benefits for the people supported in the services.

What is coaching?

- "unlocking a **person's potential to maximise their own performance.** It is helping them to learn rather than teaching them" (Whitmore, 2003)

- The art of **facilitating** the performance, learning and development of another" (Downey, 2003)

- Helps build the skills to **adapt, recover, and grow** from challenging situations (Institute of Coaching, 2021)

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Coaching Psychology

The practice of coaching psychology may be described as a process for **enhancing well-being and performance** in **personal life and work domains** underpinned by models of coaching grounded in **established adult and child learning or psychological theories** and approaches.

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Coaching characteristics

- A finite series of structured conversations

- You help the coachee achieve a mutually identified set of goals

- The coachee commits to an action plan to achieve their desired outcome

- Reliant of the twin skills of listening and questioning

Coaching characteristics

- Aims to encourage coachee to assume charge of their life

- Based on the twin growth areas of **awareness** and **responsibility**

- The coachee is encouraged to reach solutions for themselves

- Creates a relationship within which the coachee agrees to be held accountable for the choices she makes – **fostering independence**.

- Designed to access the **inner resourcefulness** of the coachee, and built on their wealth of knowledge, experience and intuition

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Effectiveness of coaching

- Has been shown to **increase both wellbeing** and **life satisfaction** and **reduce stress levels** (Cambell & Gardner, 2005; Green, Grant & Rynsaardt, 2007; Short, Kinman & Baker, 2010)

- Recent systematic review suggests it can provide new ways of **engaging** patients by making them more accountable for their health (Ammentorp et al., 2013)

- 80% of people who receive coaching report **increased self-confidence**; whilst, 70% benefit from **improved work performance, relationships, and more effective communication skills** (International Coaching Federation, 2009)

- Organizational & societal level – improves communication and team efficacy as it enables the individual to work more easily with others, improves staff retention rates (Passamore, 2010)
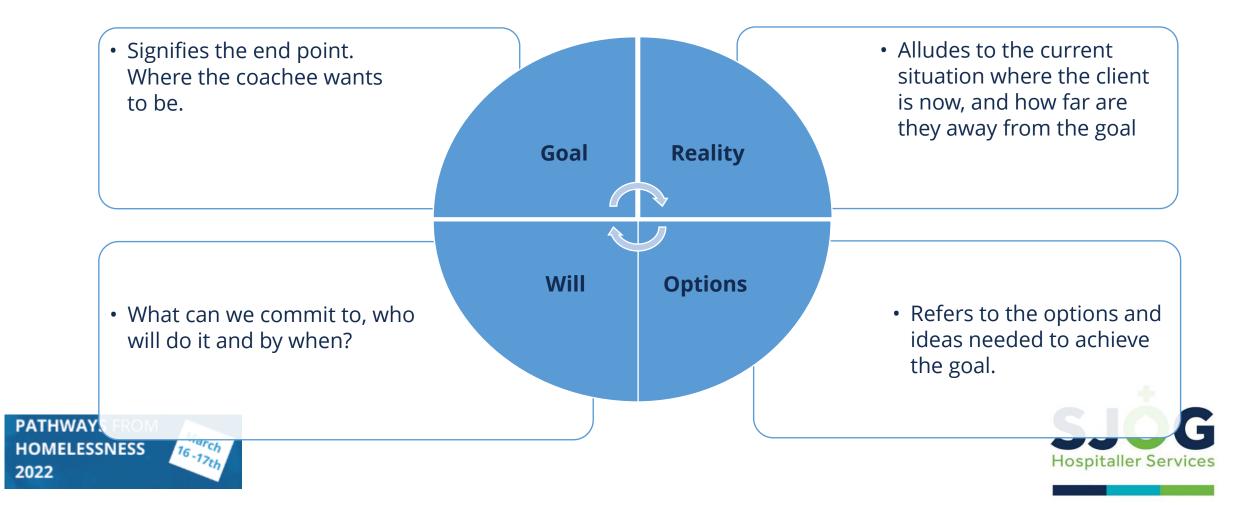
GROW Model

- Developed by Graham Alexander 1980s – then popularised by Sir John Whitmore (cf. Whitmore, 2017)

- GROW model is the most widely used coaching framework in UK (Eldridge & Dembkowski, 2004)

- Goal focused

- Simple, intuitive framework

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GROW Model

- Signifies the end point. Where the coachee wants to be.

- Alludes to the current situation where the client is now, and how far are they away from the goal

Goal

Reality

Will

Options

- What can we commit to, who will do it and by when?

- Refers to the options and ideas needed to achieve the goal.

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Methodology of GROWing Pilot

- Four SJOG project workers at Olallo House in London received the training from a BPS accredited coach.

- Training consisted of:
  - 20 hours of coaching in GROW model
  - 48 hours of coaching Supervision

- Once the training had been concluded, colleagues received 48 hours of coaching supervision comprised of:
  - 2 x 2 hour sessions of online group supervision to identify collective opportunities and challenges for implementing techniques.
  - 12 hours of 1-2-1 online coaching supervision, 3 sessions each for each of the 4 staff.

Initial findings – some challenges

- Colleagues having to relearn how support is delivered.

- Aimed for non-clinical population.

- Client engagement – Service users who have mental health issues such as depression or those who are expressing helplessness or hopelessness are more challenging.
  - To resolve this, we designed a shorter coaching intervention where the staff member takes a more directive approach for G (Goal) and O (Options), whilst leaving the client to work through R (Reality) and W (Will).

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Initial finings - strengths

- Provides skills development for colleagues to elevate their practice.

- Staff reported higher levels of engagement with clients, but also within themselves as a team.

- Initial findings indicate that mental health is positively impacted (the effectiveness to continue being monitored longitudinally)

- Staff have had more success using the coaching tools with guests who are keen to progress and start making a difference in their lives. They have higher levels of agency and are more motivated.

Next steps

- The data collection is ongoing as this will improve reliability.

- Pre & Post/ monthly follow-ups, 5 months.
    - Warwick-Edinburgh Mental Well-being Scale (Davies, Knuiman & Rosenberg, 2015)
    - The Perceived Stress Scale (Cohen, Kamarck, and Mermelstein, 1983)

- Statistical analysis to measure the pre & post to see if there is any significance

Thank you

Contact: Ante Cajo, Research Associate

Email: antecajo@sjog.org.uk

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