

NO NEED FOR PANIC: PRE-POST PARTICIPANT QUESTIONNAIRE RESULTS

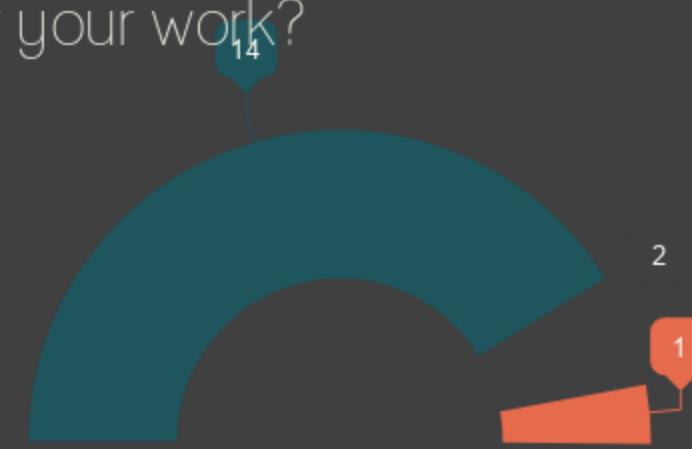
We received full answers to both the pre- and the post-course questionnaires from 17 participants (out of 22).

- Pre-test answers were collected in July 2018, before starting the training activities.
- Post-test answers were collected in October 2018, 2 months after the training activities.
- The test was constructed with 6 quantitative questions, which we could measure regarding the change in perception of own skills in different type of situations. Answers from the pre- and post-test were compared for each respondent.
- Additionally, each quantitative question was followed by a qualitative open question, where participants gave examples illustrating the indicated level of skills.

Quantitative questions

Summary presenting how many answers showed increase (green), how many answers showed decrease (orange), and how many stayed constant (grey)

1. How skilled do you feel in managing complex situations at your work?



2. How skilled do you feel at starting positive and empowering conversations with people you work with?



3. How skilled do you feel in noticing and building on the strengths & resources in the people you work with?



4. How skilled do you feel in managing challenging situations regarding your work that bring you out of comfort zone?



5. How skilled do you feel to facilitate a workshop or an event with "difficult" participants?



6. How much do you feel your style of work promotes opportunities for other people to grow?



Conslusions

- In all the questions the majority of participants shows a change in their answer, and in all of them over 50% of respondents evaluated that their skills have increased. This can be interpreted as possible impact of the training activity.
- Decrease in the level of skills observed by participants can be interpreted as gaining a new perception on the experienced situations and individual communication patterns. Participants who became more aware of their patterns and realised these are not the ones they whish to use, might feel less skilled now.
- Increase of the level of skills observed by participants can be interpreted as impact of using new communication methods learned during the training. It can be also seen as giving a higher value to the communication patterns which already existed in the participant's behaviour. Both scenarios work for benefit of the participants, resulting in feeling empowered and continue the approach.

Give an example
of how have you
managed a
complex
situation at your
work recently

Comments after the course from participants who show an increase in their answers

"My listening skills have completely changed and I feel I'm able to formulate better questions. I listen without interrupting."

"I was able to notice my non-useful reaction in a stressful situation and stop it, which made further communication possible"

"Not trying to have all the information about the problem, focusing to help the person finding solutions"

"I have had many good discussions and I asking questions and giving enough time to figure out their own solutions have helped some young people."

"We've talked (...) in a positive way and calmly and with the SF techniques, we've solved the problem easier than before.."

"Since I learned not to give advice or to expect that I know better for the other person than themselves, I keep my focus on the >next useful question<"

"When I start to overthink about something, i usually just start to aplly what i have learnt in the course so i can relax."

Give an example of how have you started a positive and empowering converstion with people you work with

"Asking for their best hopes is already a game-changer. When starting a conversation with this question, it takes a completely new direction focused on the positive desired outcome."

"In a situation I asked about what they want and what would they like, instead of what they don't want and don't like"

"I try to look at them as they don't need to, as they are already ok, as they have everything they need to be happy, to get through whatever. I just look for good questions so eventually they see themselves as such"

Give an example of how have you noticed and built on the strengths & resources in the people you work with

"I listened for positive and strong aspects in a person whole she was telling me about a difficult situation, and started and built the conversation about the situation upon these aspects.."

"I notice now after the course the great organizing talent-which I used and co work with during last event in which we participated recently, in one of my friend at work who was dificult person for me before.."

"I have practiced only listening positive thing when someone is talking, and this really works so well!"

"With the basic coaching questions."

"A colleague of mine was feeling overwhelmed, so I asked her, when was a time she wasn't feeling this way. And then, as she was describing, I asked her, how she had done it. Than she looked at me, smiled and told me that she knows what to do. I didn't know what she had in mind, so I asked her. When she finished I asked her, what will be different when she do it and how would she recognize that it is done. By the end of her answer everything seemed as a piece of cake."

Give an example of how have you been in a challenging situation regarding your work that brought you out of your comfort zone

"Instead of feeling stressed about it I feel very motivated to start and to give my best"

"I used the right mind set -not evaluating but very friendly, supportive, I maked the jokes and I ask her how she need things to be done(...)"

"I have been very confident of myself, having all the right questions to solve the problem with"

"I have been open to this situation and the people in it. I have been trying to stay calm and open to what is going to happen."

"Since the course I remind myself that I am master of my life."

Give an example of how have you facilitated a workshop or an even with "difficult" participants

"I've had some of them during our last Youth Exchange, the conditions were quite challenging for participants. We tried to focus on the things that where working for them and the learning outcomes that those difficult situations brought."

"SF taught me not to expect, but to get myself in the state of the wanted solution. Nobody IS a problem."

"Having a discussion with them about their best hopes regarding to the event, and trying to involve them, giving them responsibility."

"When a person in a group was irritated and resistant towards my position I listened with the attitude that all is well, because he is not a problematic person, but a master of their life. The tension disappeared I was able to react peacefully and constructively."

Give an example
of how have you
promoted
opportunities for
other people to
grow

"I even shared some of the course techniques for them to apply in their lives and in the people around them that need."

"I just start asking some hopefully useful questions"
I stepped out of the way for a person to take their responsibility, because I am more trusting in people now"

"I have had many meaningful conversations with co-workers and youth with issues. I think I am more helpful now"

"For what I have experienced so far, SFA and its conversations make people realise that they already have what it takes to overcome a challenging situation. They realise their own strengths and resources"

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