

# NO NEED FOR PANIC: PRE-POST PARTICIPANT QUESTIONNAIRE RESULTS

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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.

# Qualitative questions

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Answers from the post-course questionnaire which present the skills, knowledge and attitude connected to the objectives of the training

Equipping participants  
with open and proactive  
attitudes towards crisis  
situations



Equipping participants  
with tools of coaching to  
conduct meaningful and  
useful conversations in  
complex situations



Practicing emphatic, focused,  
constructive communication  
and conversation



Practicing  
crisis management



In which area the participants feel they have gained most skills?

"(...) how to understand through listening people and how we can help without giving advice"

"Asking question"

"Better at listening skills, Question making"

"Listening without feeling the need of knowing the problem. Putting the correct questions. To not give advice."

"addressing people in crisis in a positive way, without provoking conflict; drawing evidence of people's strengths out of their negative stories; listening in a way that encourages others to open up and hear their own ideas and solutions;"

"Asking the right questionnaires/looking at people as the master of their life "

"in knowing how to listen to needs"

"I gained great skill in the area of two other people having a fight; in case if somebody is disappointed with me or the course; if somebody has a personal crises."

"I feel that I could understand in which way to start a conversation about a problem or a burden someone has"

"In self-reflection and self-awareness."

"I think the Solution Focust Approach is something that I can use my work. And since I never had heard about it before, I feel I gained most practising it with my working groups."

How do the participants manage complex situations at work, react in situations which bring them out of the comfort zone, facilitate learning with "difficult participants", after the course?

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

"I found myself in a situation in which a person had a break-down while attending a conference. I felt that SFA was really helpful in the coaching process."

"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"

"(...) asking questions and giving enough time to figure out their own solutions have helped some young people."

" We have an EVS volunteer from Spain and she had problems with her accommodation (...) We've talked with the hosting organization 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<"

"I feel empowered and able to take new challenges."

"I had a teenager of 16 year old who didnt have school Helped him to get a school, but that was not a solution to his mental health wich I later foudn out was the problem... He didnt want to talk to anyone and and seemed very depressed.. When the opportunity was there I just asked solution focused questions and he now is making steps towards couseling.. and just asking that types of questions without telling him what to do, but let him decide what to share and how he feels about it."

"(...) on last event in which we participated, one of my colleague maked kind of preasure when we were preparing our pleace and I used the right mind set -not evaluating but very friendly, suportive"

"I have had few conversations with people, where I had a chance to promote opportunities for the others to grow - I have been trying to ask open questions, I have been also trying to re-phrase what the other people said in order to make sure that I understand the concept well.."

"I'm more active now and I can take risks more often."

"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."

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

"I have a more understanding approach to difficult participants than before the course."



How do the participants start positive and empowering conversations, notice and build on the strengths & resources in the people they work with, after the course?

"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"

"The positive approach towards the conversations with other people allowed me to have a better perspective about everything and to create a better environment."

"I used to think that I was good at observing strengths and resources of people. But then I realised that what I was doing was assuming, according to what I was perceiving. Now the process has completely changed, specially with the "scale" technique, because it's the same person the one that realises her/his own strengths and resources."

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

"With positive attitude, knowing that everybody is the master of their own life, and they are doing their best"

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

"With the basic coaching questions."

"emphasising on people strenghts and acknowledging them, and not focussing on the things that I struggle with.. for example things that in my mind should be done different. but try to get there via postive acknowledgement"

"I was doing that by asking questions about the qualities they have that have helped them get this far and could be a great help in taking action in the future."

"I try to be more open and attentive when talking with people, then understand their strengths and if possible make the most out of them."

"Shining light on the strengths, capabilities and resources of the other is easier than ever. (...) For example, 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."

"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."

"I just feel more confident and i feel like that projects on my clients"

# Conslusions

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Presented answers show an open and proactive attitude towards crisis and out of comfort zone situations. After the training participants are empowered to practice crisis management



After the training participants continue to practice empathic, focused, constructive communication and conversations



They use tools of coaching to conduct meaningful and useful conversations in complex situations, such as:

- solution and change focused approach

- active listnening

- believe that people are capable of finding solutions in problematic/ crisis situations for themselves

- constructive feedback

- empowering sentences

- finding exceptions and building on strenghts and resources

- open questions

- believe that the problem is in the situation, not in the person

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