n|w Fachhochschule Nordwestschweiz
Hochschule für Soziale Arbeit

Stella Kanatouri

Themenlab, 17. Juni 2014

Insights into the e-coaching field through the lens of an online community

What exactly does e-coaching mean? Which technological options are available for delivering coaching at a distance and how can they be used to mediate the distance coaching relationship and to support the coaching process? Practitioners´ views on these fundamental issues appear to be scattered (Boyce & Clutterbuck, 2011).

The lack of conceptual consensus and the limited overview of available technological tools for coaching are hardly surprising however, particularly taking into account the novelty of e-coaching and the changes this field is currently undergoing. First attempts to integrate technology into coaching practice date only a few years back, and these involved mainly the use of telephone (Berry, 2005; Grant & Zackon, 2004). In addition, empirical e-coaching research has also mostly focused on telephone as a medium for delivering coaching at a distance (Charbonneau, 2002; Berry, 2005; Ghods, 2009). Recently however, an array of specialist technologies has become available to facilitate distance coaching.

The present ongoing research study focuses on the development of an international online community of e-coaching practitioners and researchers, as a platform for exchanging information about current developments in the field, for sharing experiences and discussing practical issues around e-coaching. By means of content analysis of the community´s online discussions during a period of approximately two years and combined with the findings from a series of 15 semi-structured telephone interviews, which were conducted with members of the community, this qualitative research focuses on mapping the changing e-coaching landscape through the lens of this online community.

Literatur

Berry, R.M. (2005). *A comparison of face-to-face and distance coaching practices: The role of the working alliance in problem resolution.* Unpublished doctoral dissertation, Georgia State University, Atlanta, Georgia.

Boyce, L.A. & Clutterbuck, D. (2011) E-coaching: Accept it, it´s here, and it´s evolving! In G.Hernez-Broome and L.A. Boyce (eds) *Advancing Executive Coaching: Setting the Course for Successful Leadership Coaching.* San Francisco: Jossey Bass, pp.285-315.

Charbonneau, M.A (2002). *Participant self-perception about the cause of behavior change from a program of executive coaching.* Unpublished doctoral dissertation, Alliant International University, Los Angeles, CA.

Ghods, N. (2009). *Distance coaching: The relationship between coach-client relationship, client satisfaction, and coaching outcomes.* Unpublished doctoral dissertation, San Diego University, USA

Grant, A. M. & Zackon, R. (2004). Executive, workplace and life coaching: Findings from a large-scale survey of International Federation members, *International Journal of Evidence Based Coaching and Mentoring, Vol.2 (2), pp.1-15.*

Angaben zur Person

Stella Kanatouri is currently working at the Helmut-Schmidt University in Hamburg, at the Faculty of General Education and Organizational Learning. Her doctoral research focuses on the development of an online community around e-coaching.

E-Mail: stella.kanatouri@hotmail.de