

The Life Satisfaction Survey (LSS)

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The Life Satisfaction Survey (LSS): Development of the Instrument

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Anatomy of a Research Project

Anatomy of a Research Project

- Assumptions and Challenges
- The Research Question
- Development and Testing of the LSS
- Results



Assumptions and Challenges

- About coaching clients.
- About the coaching profession.
- About the coaching process.
- About the coach.
- Overlap between disciplines.

About Coaching Clients:

- Clients are whole, competent, capable, creative, resourceful, willing to take appropriate risk and they want to change.
- Clients are independent and equal human beings.
- Self understanding leads to good decisions about one's life.
- The client can and will do the work.



About the Coaching Profession:

The Coaching profession is non-directive and exists to:

- Assist clients to produce extraordinary results in their lives, careers, businesses and organizations
- Assist clients to deepen their learning, improve their performance and enhance their quality of life

About the Coaching Process:

- Coaching is a learning and developmental model that informs the process
- Is future oriented
- Each call is based on the client's agenda
- Accelerates client progress
- Results are produced by the client's choices and actions

About the Coach:

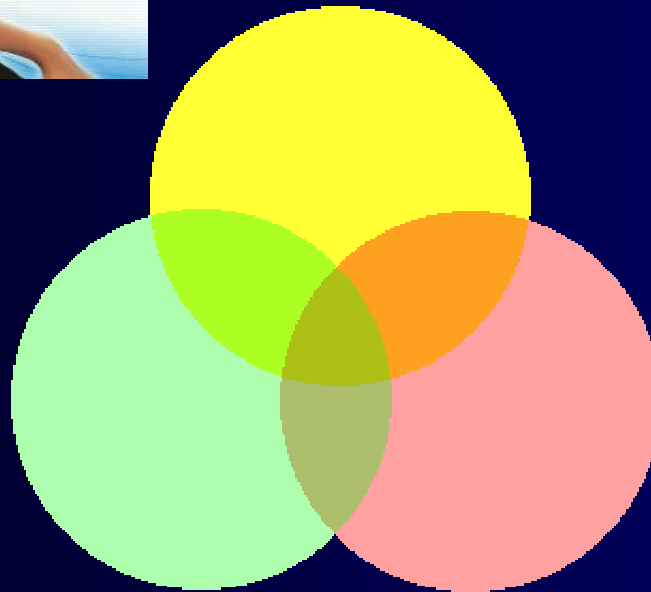
The coach's responsibility is to:

- Understand and follow the coaching process as defined/sanctioned by ICF
- Discover, clarify and align with what the client wants to achieve
- Encourage client self-discovery
- Elicit client-generated ideas and strategies
- Hold the client accountable and responsible

The Coaching Interface



Coaching



Psychotherapy



**Consulting/
Mentoring**





Concerns

- Under-referring or over-referring
- Difficulty dealing with high emotions
- Contaminating the coaching by slipping into previous ways of managing clients



Mandates

#20: “I will suggest that my clients seek the services of other professionals when deemed appropriate or necessary.”

#21: “I will take all reasonable steps to notify the appropriate authorities in the event a client discloses an intention to endanger self or others.”

From: The ICF Code of Ethics
January 22, 2005

The Challenge

Not knowing is not an excuse.



The Question

If not knowing is not an excuse, what do we, as coaches, need to know more clearly to be of better service to our clients??

Our Response

Develop a Tool that:

- Is holistic
- Increases insight about clients' lives
- Flags concerns that may need referring
- Highlights strengths and areas for growth
- Stimulates the coaching conversation

Development of the LSS

Criteria: (What we wanted the LSS to Do)

- Look at satisfaction in several areas of life
- Open the coaching conversation
- Highlight areas that may need a referral, while not being diagnostic.
- Identify strengths and areas for growth
- Show change/development over time
- Be transparent

Development of the Scales

100 Items Constructed in the Areas of:

1. Cognitive Functioning (Thinking)
2. Decision Making
3. Movement Toward Goals
4. The Capacity for Pleasure
5. Emotions such as:
Guilt, Anger, Depression and Hopelessness, and Anxiety
6. Self Care and Daily Functioning

Data Collection and Analysis

- Invited coaches, clients and the general public to take the Life Satisfaction Survey on-line.
- **286 Subjects**
- **Statistical Analysis (Factor Analysis)**



Results

The Life Satisfaction Survey (LSS)

What We Discovered

Six, empirically derived areas of satisfaction that could have an effect on coaching goals, process and outcome.

An assessment instrument designed by coaches for coaches that assists coaching clients to explore and does NOT diagnose.

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Factor Analysis

100 Satisfaction Items

286 People

28,600 Data Points



What **PATTERNS**
exist in their answers?

The Six Satisfaction Scales

- 1. Life Satisfaction/Motivation Scale**
- 2. Positive Emotions/Self Control Scale**
- 3. Interpersonal Confidence Scale**
- 4. Good Concentration and Freedom from Self-limiting Beliefs Scale**
- 5. Diet and Exercise Scale**
- 6. Sleep quality Scale**

Life Satisfaction/Motivation Scale

Thirty-one (31) items related to a general happiness and satisfaction with life.

“I am satisfied with my life”

• “I'm really motivated to do what I want”



Life Satisfaction/Motivation Scale cont'

• Indicates general satisfaction and drive in life



• **Low scores:** Indication of disappointment in life or a lack of motivation.



Positive Emotions/Self Control Scale

Twenty (20) items related to feeling relaxed and good about oneself, and being able to demonstrate self control.

- “I feel calm”
- “I worry too much” or “I react too strongly to others”

Positive Emotions/Self Control Scale cont'

- Suggests an ability to effectively handle and express negative emotions.
- **Low scores:** Growth is needed in understanding and working effectively with emotions, especially in relationships.

Interpersonal Confidence Scale

Eleven (11) items related to how you see yourself in relation to others.

- “It's easy to make friends”
- “I enjoy meeting people”

Interpersonal Confidence Scale con't

- Indicates a comfort with relationships in general.
- **Low scores:** Indicate a desire for improved relationships with others.

Good Concentration and Freedom from Self-limiting Beliefs Scale

Fifteen (15) items related to decisiveness, self-starting behavior, and commitment.

- “It is easy for me to stay focused”
- “I can never make up my mind”

**Good Concentration and Freedom
from Self-limiting Beliefs Scale cont'**

- Indicates comfort with an ability to: Make decisions, overcome obstacles, follow through and achieve reasonable goals.
- **Low scores:** Indicate the need to explore obstacles that may be interfering with goal setting and achievement.

Diet and Exercise Scale

Five (5) items oriented toward healthy diet and exercise.



- “I enjoy exercise”
- “I have a problem with my eating”

Diet and Exercise Scale con't

- Indicates a general satisfaction with this aspect of life and suggests the presence of a healthy diet and exercise behaviors.
- **Low scores:** Indicate that this is an area where the client might benefit from new insights and behaviors about a healthy diet and exercise.

Sleep Quality Scale

Four (4) items related to healthy sleep.

- “I have difficulty getting to sleep”
- “I worry about whether I'm going to be able to sleep”



Sleep Quality Scale con't

- Indicates satisfaction in this area of life.
- **Low scores:** May be an indication of a sleep disturbance that should be explored for possible referral.

Application

**How can research on the LSS
actually be applied?**

Things that can be accomplished with the LSS

Create client awareness.

- **Take the coaching conversation deeper.**
- **Highlight areas of strength and areas for growth.**
- **Provide information comparing a coaching client to the general population (normed data).**
- **Inform coach and client about possible referrals.**

Case Studies

- The Case of Jackie
- The Case of Jason

Case of Jackie

Jackie is the president of her own trucking company. She was self-referred to coaching because she was not as motivated in her life as she wanted to be.

Likert Response Possibilities



The Life Satisfaction Survey (LSS)

Case of Jackie, cont'

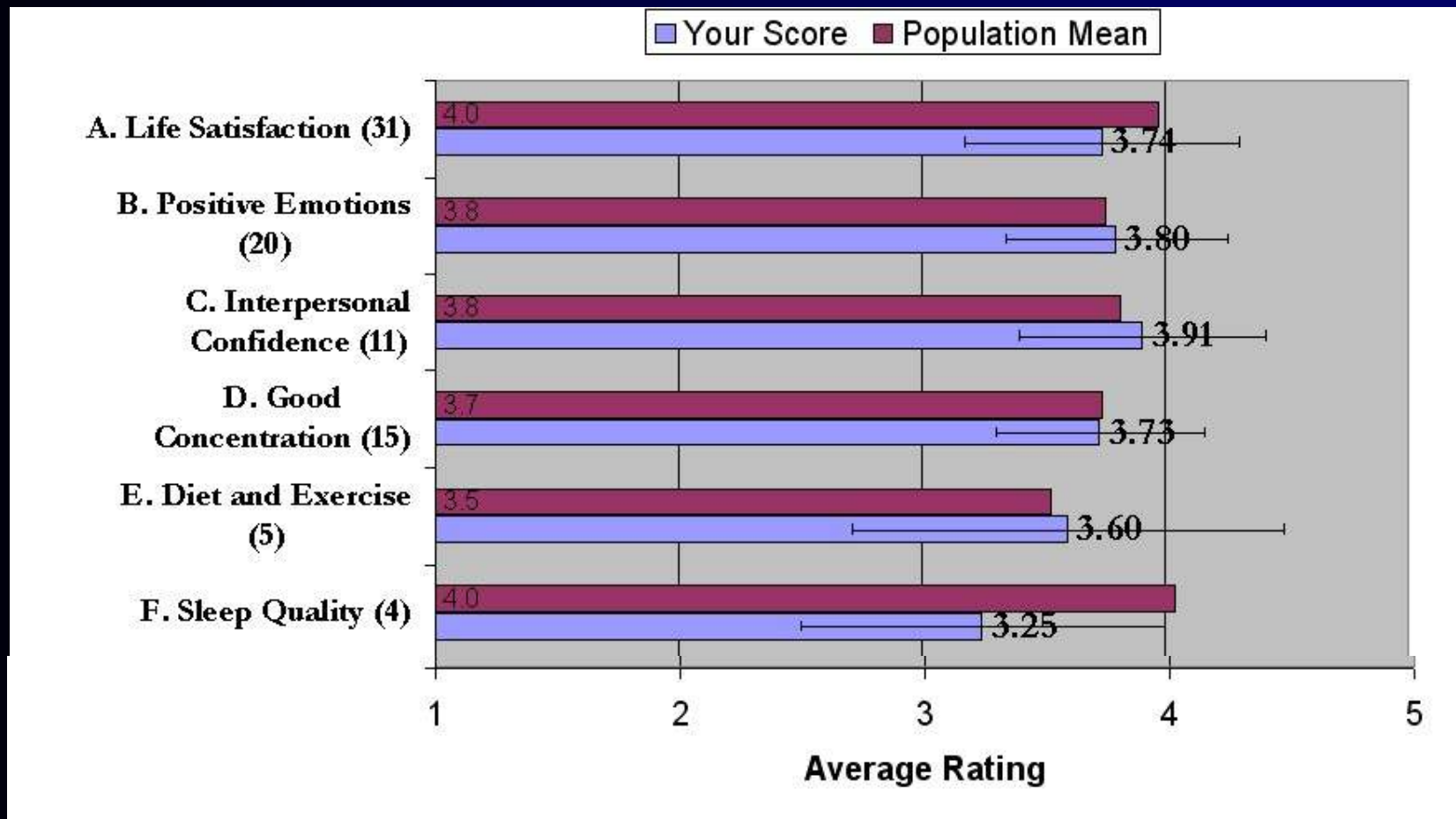
Email: jackie@mydomain.com

04/17/06

Sex: Female

Marital Status: Single

Age: 38



Case of Jackie, cont'

~Positive Statements (+) I Think About Myself
(Negative statements NOT endorsed)

A ::: Statements about my **satisfaction in life or motivation** :::

A20. When I think about the future, I feel hopeless.
[Never Like Me]

A33. I'm just dragging through life. [Never Like Me]

A37. Life has gotten in the way of me achieving my goals. [Never Like Me]

Case of Jackie, cont'

~Positive Statements (+) I Think About Myself
(Negative statements NOT endorsed)

A ::: Statements about my **satisfaction in life or motivation** :::

A43. I experience joy.

A55. I am never really happy. [Never Like Me]

A74. My work environment provides
opportunities for growth.

A75. I really enjoy my life.

Case of Jackie, cont'

~Positive Statements (+) I Think About Myself
(Negative statements NOT endorsed)

C ::: Statements about my **Interpersonal Confidence** :::

C54. I have so many friends I can't keep up with them.

C84. Friendships are important to me.

Case of Jackie, cont'

Jackie was excited and energized by her LLS results. She did not realize the extent of her strengths. The positive results she saw invigorated her and she moved forward.

Case of Jackie, cont'

~Positive Statements (+) I Think About Myself
(Negative statements NOT endorsed)

E ::: Statements about my **diet and exercise** ::: :::

E29. I never exercise [Is Never Like Me]

E53. I enjoy exercise.

Case of Jackie, cont'

~Negative Statements I Think About Myself
(Positive statements (+) NOT endorsed):

E ::: Statements about my diet and exercise ::: :::

E99. I have a problem with my eating.
[Almost Always Like Me]

Case of Jackie, cont'

Jackie was concerned about the fifteen pounds she had gained and drifting away from working out. A recent relationship was growing quickly and in a very satisfying way for her, but she had started losing positive personal habits.

Case of Jackie, cont'

Jackie set immediate goals related to diet and exercise and began implementing them immediately. She quickly re-established good habits in these areas of her life and created balance between her personal needs and new relationship. Her boyfriend supported her in these changes.

Case of Jason

Jason is a federal employee referred for coaching by his Employee Assistance Program (EAP) through his work.

Case of Jason, Cont'

Jason was described by his EAP professional as having poor eye contact and not having effective interpersonal or assertiveness skills.

The Life Satisfaction Survey (LSS)

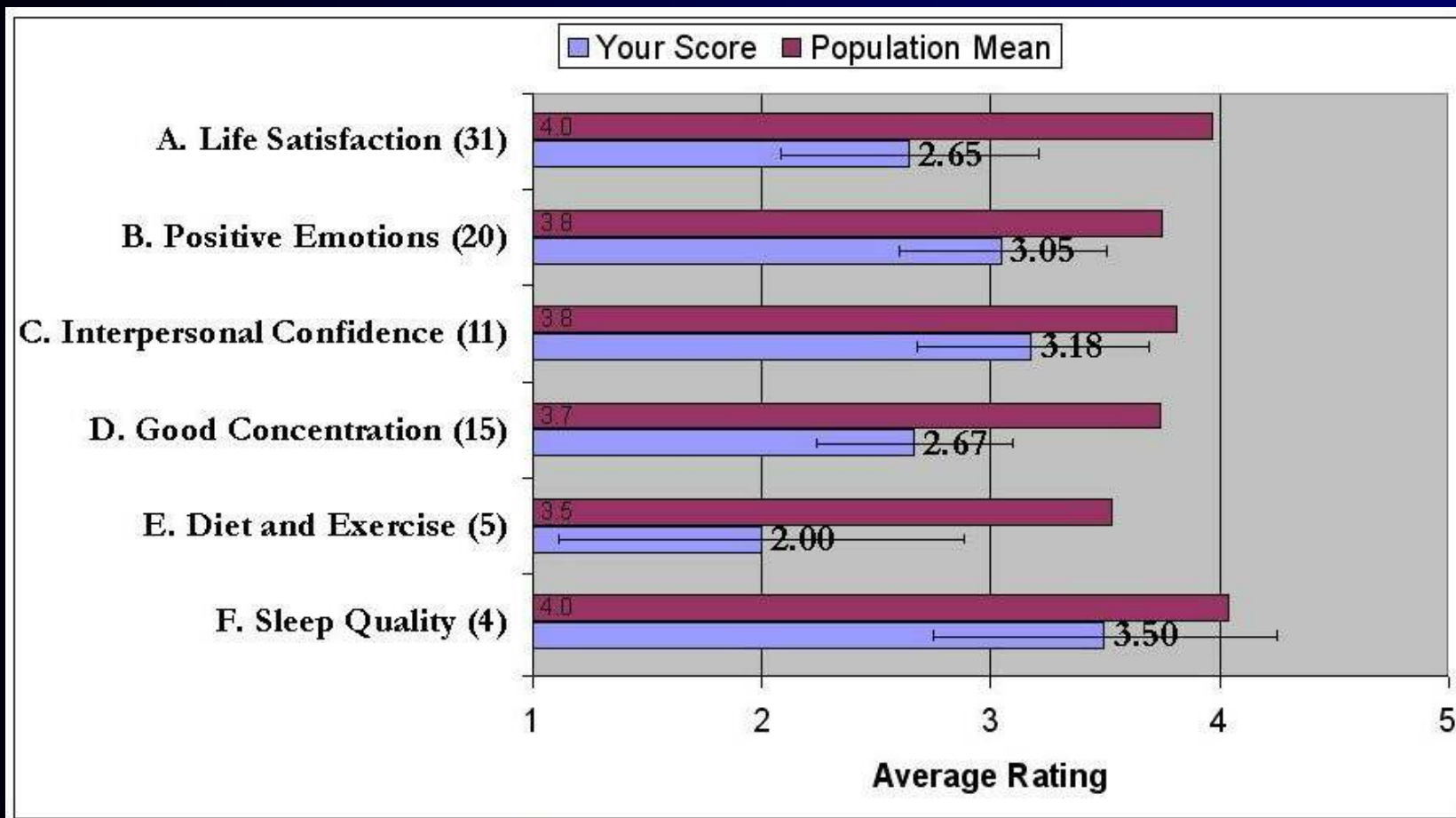
Case of Jason, Cont'

Email: jason@mydomain.com

08/09/06

Sex: Male **Marital Status: Single**

Age: 39



Case of Jason, Cont'

~Positive Statements (+) I Think About Myself
(Negative statements NOT endorsed)

A ::: Statements about my **satisfaction in life or motivation** :::

A47. I wish I weren't here. [Is Never Like Me]

A96. I can't stop crying. [Is Never Like Me]

D ::: Statements about my **concentration and self limiting beliefs**

D3. I enjoy success.

F ::: Statements about the **quality of my sleep** :::

F73. I worry about whether I'm going to be able to sleep.
[Is Never Like Me]

Case of Jason, Cont'

~Negative Statements I Think About Myself
(Positive statements NOT endorsed):

A ::: Statements about my **satisfaction in life or motivation** :::

A62. I am fulfilled in my life. [Is Never Like Me]

A79. No one listens to me. [Almost Always Like Me]

D ::: Statements about **concentration and self limiting beliefs** :::

D85. Unrelated thoughts knock me off my focus.
[Almost Always Like Me]

Case of Jason, Cont'

~Negative Statements I Think About Myself
(Positive statements NOT endorsed):

C ::: Statements about my **Interpersonal Confidence** ::: :::

C50. I have the best family. [Is Never Like Me]

**C54. I have so many friends I can't keep up with them.
[Is Never Like Me]**

**C87. I am outgoing when meeting people.
[Is Never Like Me]**

Case of Jason, Cont'

His low Interpersonal Confidence score and associated items quickly lead the coaching conversation to:

- His life long struggle in relating to others
- Fears about effectively working with others and
- Threats to possible career advancement.

Case of Jason, Cont'

Jason and his coach co-created goals around:

- Improving interpersonal work behavior
- Improving interpersonal work relationships

Case of Jason, Cont'

Low LSS scores were discussed and a possible future referral was considered in case the coaching process was ineffective in helping him move toward his goals. Coaching proceeded and was marked by meaningful improvement for Jason.

Key Points

- Empirical methods can be used to develop coaching tools.
- Assessment tools can further the coaching process.
- The LSS lends itself to continuously staying in the coaching model
- The LSS has been proven beneficial as a tool to flag areas of strengths, areas for growth, and possible areas for referral.
- The LSS can empower the coach to more confidently assist the client to identify areas for referral.

Future Research Questions

- More tools specifically designed for the coaching profession need to be empirically developed.
- How do Satisfaction Surveys measure coaching efficacy and coaching outcomes?
- What differences exist between coaching clients and psychotherapy clients ?
- What effect does using Satisfaction Surveys to initiate the coaching process have on coaching outcomes?

Resources for Coaches

- Mentor Coaches, especially those who have a psychotherapy/referral background

Coaching and Psychotherapy Communities SIG,
ICF Sponsored:

Hosted by Tom Krapu, PhD, ACC

Meets: 2nd Monday, quarterly, at 1 PM CST (-6 GMT).

Call: 1-620-782-8200, pin: 602#

For information: krapu4.com/coach/SIGInfo.htm or

<http://www.coachfederation.org/ICF/For+Current+Members/Find+a+Special+Interest+Group/>

The Life Satisfaction Survey (LSS)

**For more information about the LSS or its
availability to use with coaching clients:**

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 **We can be reached at:** 
Tom: tom@krapu4.com
or
Lynn: CoachingServicesIntl@comcast.net

**Thank you for staying curious
and being in the question.**

