



The HackYourFuture Coaching Lab

A multidisciplinary social innovation practice

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The Coaching Lab

Volunteering and learning
as levers for social
innovation
(Anheier, 2019)

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FUTURE





The coaching lab as part of the curriculum of HR Professionals

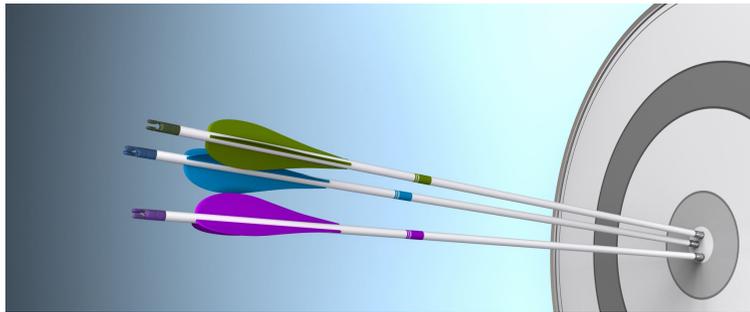
- Training in coaching techniques and conversation skills (6 ECTS)
- Lecture on the macro aspects of the situation of refugees in Belgium (facts and figures)
- A mentorship journey with face-to-face and online coaching (duo's) (3 ECTS)
- Supervision sessions and reflection papers to become reflective practitioners (Schön, 1983)

ANALYSIS OF THE CASE

The research project is a **human-centered design approach** that is informed by three different perspectives to create new knowledge of social innovation related to this specific ecosystem, where learning happens in a multi-layered way.



- **Action research** (Marshall, 2016)
 - concerned with knowledge in and for practice
 - involves engagement and being part of the action
 - with the interest in contributing to change
 - actors go through cycles of action and reflection
 - always related to a specific context
- **Systemic thinking** (Scharmer, 2013)
 - Acting and sensemaking belongs to the same system
 - Research means participating in the patterning they are seeking to understand
 - framing and reframing learning processes
- **Phronetic approach** (Flyvbjerg, 2012)
 - brings in the notion of values and power relations
 - Make sure you answer questions such as
 1. Where are we going?
 2. Who gains, who loses, and by which mechanisms of power?
 3. Is this development desirable?
 4. What should we do about it?



Results

- Contribution to the systems of HYF and contribute to the goal of helping refugees to find a job (societal level)
- Knowledge transfer in the education institute: from online consult in social work areas towards online tools for jobcoaching (scaling of knowledge)
- Cultivation of
 - Shared context for learning experiences (sharing of information, build (short-time) relationships, creating meaning)
 - 21st century skills (communication, collaboration, critical thinking, creativity)
 - Diversity awareness
 - Reflective and responsible HR professionals

References

- Anheier, H., Krlev, G. & Mildemberger, G. (2019). *Social Innovation. Comparative perspectives*. New York: Routledge
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- Marshal, J. (2016). *First Person Action Research*. London: Sage
- Schön, D. (1983). *The Reflective Practitioner: How Professionals Think in Action*. New York: Basic books