

Assessing quality of sport psychology service delivery

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Sport psychology effectiveness: Who, What and When?

- How do we know, if and when, we are effective?



Sport psychology effectiveness: who, what and when?

- How do we know if we are effective?
- Evaluation: Assessing quality of sport psychology service delivery

Poll

- Do you systematically use evaluation with clients?
 1. No
 2. Yes, but my evaluation method could be improved
 3. Yes, and my evaluation is valid and reliable

What should we be
assessing?



Poll

- Which factors should we be assessing to know if we're effective?



What should we be assessing?



Outcomes:

- Well-being
- Performance
- Quality of sport experience
- Psychological skills

Anderson, Miles, Mahoney & Robinson, 2002

What should we be assessing?



Process:

- Athlete's response
- Quality of service delivery



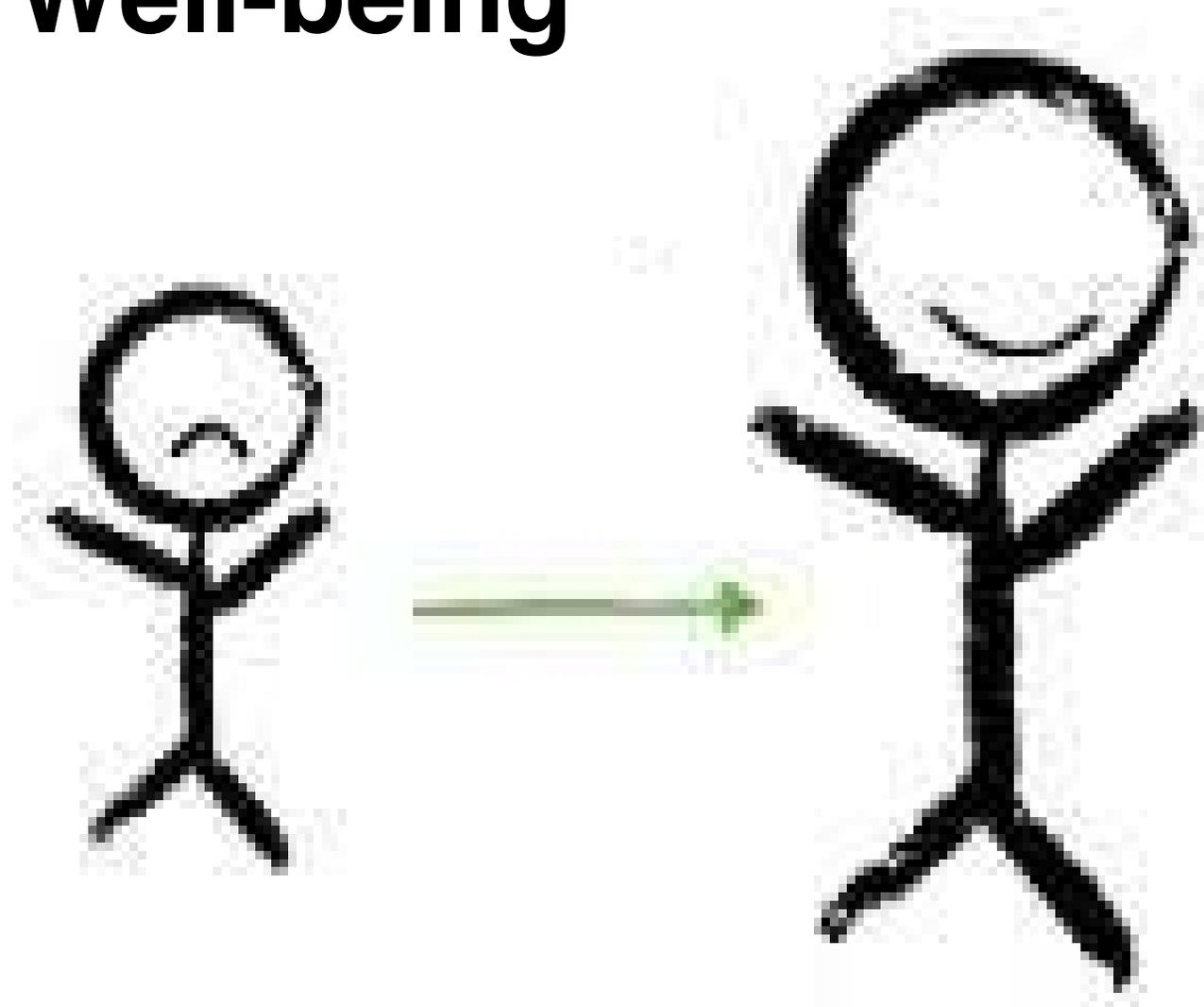
Did we
'miss'
anything?

Poll

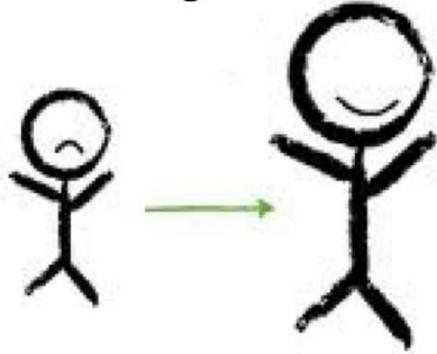
Which measure do you find most interesting?

1. Well-being
2. Performance
3. Quality of sport experience
4. Psychological skills
5. Athlete's response
6. Quality of service delivery

Well-being



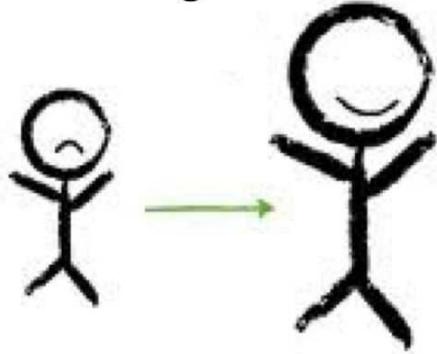
Well-being



The presence of positive psychological states (cognitions and feelings) and the absence of negative cognitions and feelings.

See also Reinboth & Duda, 2006

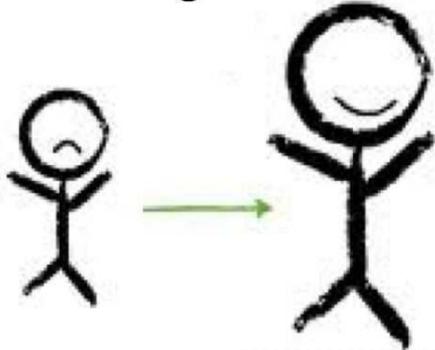
Well-being



Available instruments

- WHO-5 Well-being index
- Positive And Negative *Affect* Scale
(PANAS) (Watson, Clark & Tellegen, 1988)

Well-being



PANAS

Interested

Alert

Excited

Inspired

Strong

Determined

Attentive

Enthusiastic

Active

Proud

Irritable

Distressed

Ashamed

Upset

Nervous

Guilty

Scared

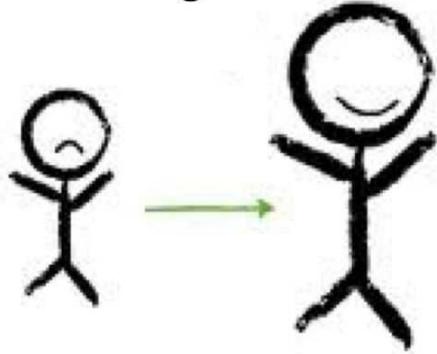
Hostile

Jittery

Afraid

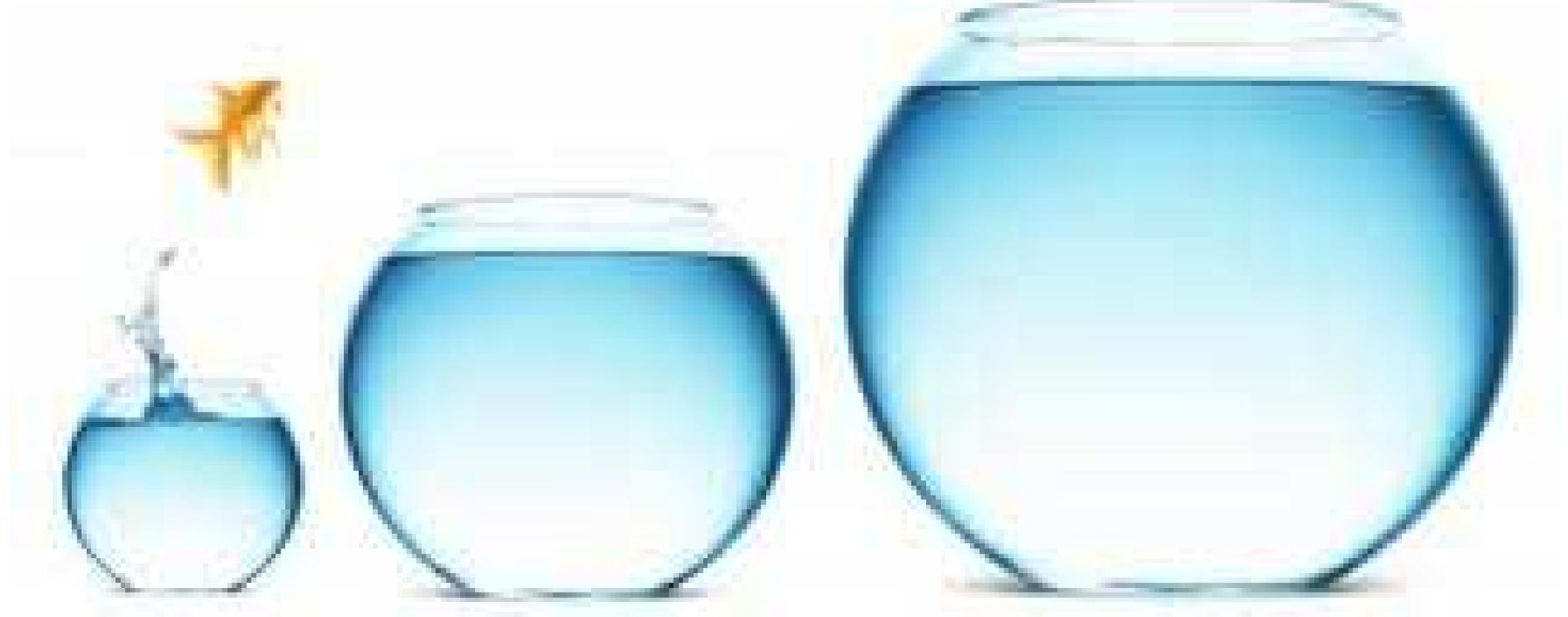
Indicate to what extent you feel this way
in your current, everyday life

Well-being

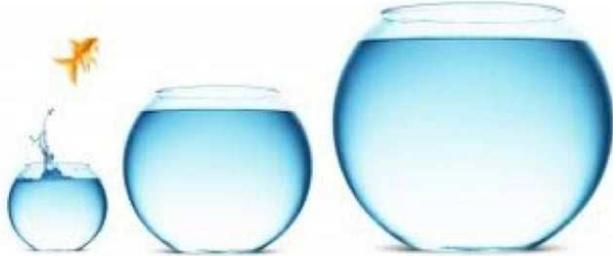


- Well-being and performance go hand in hand?
- Examples of the contrary
- What to prioritize?
- Empowerment (coping skills, decision making skills, recovery skills, assertiveness)

Performance



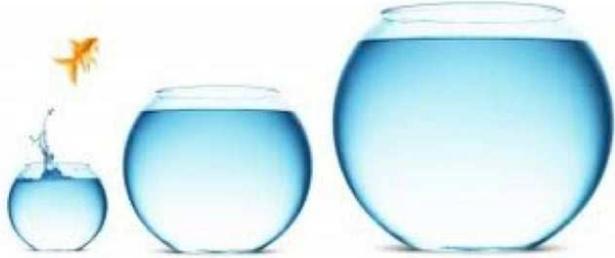
Performance



Available methods

- Preferably sport-specific measures
- Generic items-> subjective index of performance level
- During competition *and training*

Performance



- Sometimes 'life gets in the way'
- De-selection, injury, illness
- Adapting treatment goals/plan timely and explicitly

Quality of sport experience



Quality of sport experience



Enjoyment

An optimal psychological experience that leads to participation in an activity for one's own sake and that is associated with positive affect.

Inspired by Deci and Ryan (1985);
Denzin (1984);
Fishbein & Ajzen, (1975);
Csikszentmihalyi (1995).

Quality of sport experience



Available instruments

- **Flow state scale** (Jackson & Marsch, 1996)
- **Engagement questionnaire UBES** (Schaufelli & Bakker, 2003)

Quality of sport experience



VESB-quality of sport experience

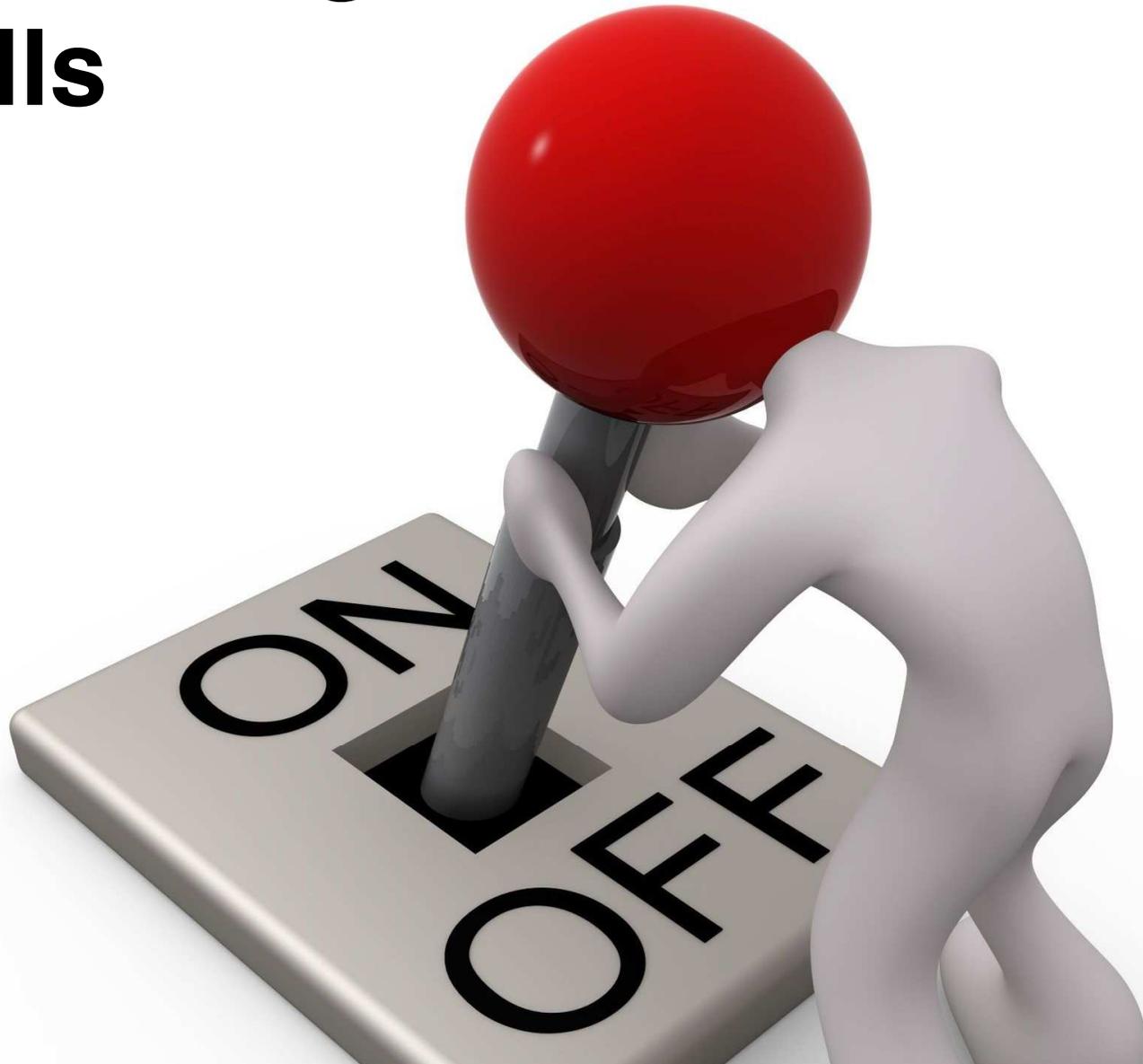
- 15 items, e.g.:
- *I feel that I improve in my sport*
- *I burst with energy when I do my sport*
- *I completely emerge myself in the activity when I do my sport*
- *I enjoy being part of a team*
- *My sport challenges me*

Quality of sport experience



- My first cases...
- Knowledge and skills about career transitions

Psychological skills





Available instruments

- **PSIS** (Mahoney, Gabriel & Perkins, 1987)
- **ACSI-28** (Smith, Schutz, Smoll & Ptacek, 1995)
- **OMSAT-3** (Durand-Bush, Salmela & Green-Demers, 2001)
- **TOPS** (Thomas, Murphy & Hardy, 1999)
and
- **TOPS-2** (Hardy, Roberts, Thomas & Murphy & Hardy, 2010)

Psychological
skills



TOPS/TOPS-2

- 8 Psychological skills and techniques
- Strategic use by athletes
- Competition and training



TOPS/TOPS-2

Competition

- Self-talk
- Emotional control
- Automaticity
- Goal setting
- Imagery
- Activation
- Relaxation
- Negative thinking

Training

- Self-talk
- Emotional control
- Automaticity
- Goal setting
- Imagery
- Activation
- Relaxation
- Distractibility

Suitable for pre- post-testing?

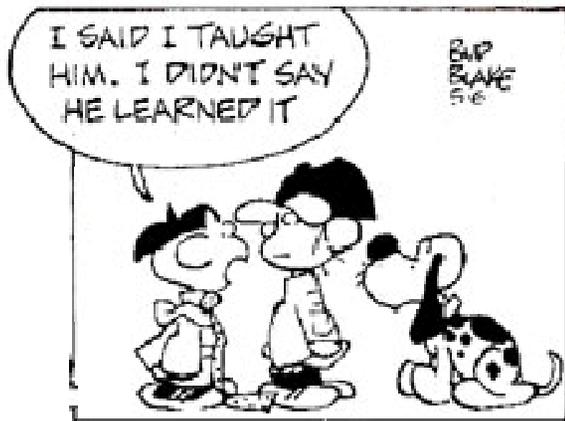
Psychological skills



- My 'old way'
- Clients motivation
- 'Fit' with the client
- Interventions too brief for optimal mastery
- Transfer and empowerment of existing skills

Athlete's response





Desired response:

- Positive attitude towards sport psychology, motivated and learning
- Use/adoption of issues addressed e.g., skills and techniques



VESB-athlete's response

- 5 items Attitude towards sport psychology
- TOPS to assess use of psychological skills and strategies

Quality of service delivery



Quality of service delivery



- What constitutes high quality service delivery?
- What does a competent sport psychologist look like and do?

Quality of service delivery



“General” competencies

Helping skills (empathy, counselling, etc)

Fit clients' needs

Trustworthy

Create working alliance

Demonstrate care

Etcetera....



Quality of service delivery



'Sport' competencies

Drawing on athlete's strengths (Gould et al., 1991)

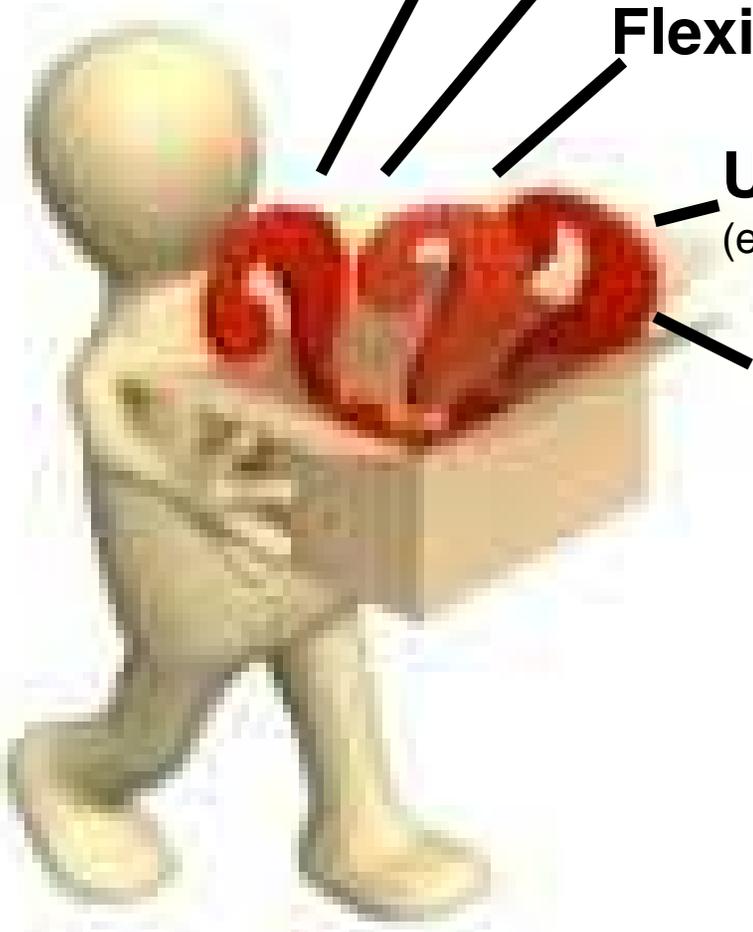
Passion for the profession (e.g. Yukelson, 2001;
Simons & Andersen, 1995)

Flexibility (e.g. Orlick & Partington, 1987;
Wylleman, de Caluwé & Borgoo, 2009)

Understanding sport environment
(e.g. Weigand, Richardson and Weinberg, 1999;
Anderson et al., 2004; Ward et al, 2005)

Fitting in with team and staff

(Gould et al. 1991; Simons and Andersen, 1995;
Pain & Harwood, 2004)



Assessing quality

- This presentation was informative and useful
- How many times have you checked your e-mail?
- I know more about assessing quality of sport psychology service delivery than when I entered this morning

The END



**THANKS
FOR
LISTENING**

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