

## **Symposium: Qualitative Designs in Counselling Research: Using Multiple Data Sources to Understand Counselling Phenomena**

Chair: GAZZOLA, Nicola, PhD, University of Ottawa

Discussant: THÉRIAULT, Anne, PhD, University of Ottawa

Qualitative research in counselling aims to achieve in-depth, rich descriptions of phenomena. Qualitative approaches are inherently multi-method (Flick, 2002) and after obtaining different sources of data within a research design, they provide opportunities to understand issues from different perspectives. This symposium will explore the methodological, epistemological, and practical considerations in using qualitative research designs in counselling. In the first paper, Kearney and Gazzola will outline a qualitative case study methodology applied to studying counsellor professional identity. This paper will focus on determining when to use case study, learning what constitutes a case and its boundaries, differentiating between the various types of case studies, establishing a conceptual model to guide the research by weighing propositions or issues relevant to the case, contemplating innovative strategies for mining multiple data sources, settling on a technique for data analysis, and evaluating how worthwhile metaphor-based rehearsal and reflective practice skills are for meeting the ethical challenges of case study research. Each of these designs and procedures will be expanded through the use of illustrative examples from preliminary data in a case study of counsellor professional identity. In the second paper, Synard and Gazzola will describe the use of a mixed methods, multiple data collection design to explore the subjective experience of well-being following job loss. Using the case study as an umbrella methodology, this case incorporates multiple forms of data collection which include: (a) written narratives, (b) semi-structured interviews, (c) historical data, and (d) well-being and demographic questionnaires to understand the experiences of high-tech workers downsized during the industry crash from 2000-06. In the third paper, Isenor, Pascal, and Thériault will review the history of using Delphi polls as a research method and outline the standard Delphi procedure. The benefits and challenges of this method will be discussed and a case example of using a modified Delphi method in supervision self-care research will be presented. Emphasis will be placed on the multiple types of data that may be gathered using this approach and on key decision points in combining data that are of different natures. In the final paper, De Stefano will describe the application of consensual qualitative research (CQR) method to data that were not originally collected for research. He illustrates the approach using two studies where CQR was used with existing data. How the method was adapted to allow it to be used with a non-traditional data format will be reviewed. Collectively, these four presentations will address the value of multiple data sources in achieving in-depth qualitative inquiries.

## **The Challenges of Life Events Research: Using a Mixed Methods Case Study to Explore the Subjective Experience of Well-Being Following Job Loss**

SYNARD, Jacqueline, PhD, University of Ottawa

GAZZOLA, Nicola, PhD, University of Ottawa

Understanding the subjective experience of well-being following job loss is critical given the increasing incidence of this life event and the typically negative effects of job loss on well-being (McKee-Ryan, Song, Wanberg, & Kinicki, 2005; Paul & Moser, 2009; Zunker, 2012). As positive psychology predicts, however, positives in the wake of job loss have also been reported but continue to be understudied in the literature (Forret, Sullivan, & Mainiero, 2010; Gabriel, Grey & Goregaokar, 2010; McKee-Ryan et al., 2005). This paper describes the use of a mixed methods, multiple data collection design to explore the subjective experience of well-being following job loss. Using case study as an umbrella methodology, a qualitative lens is emphasized given the exploratory nature of this study and the limited number of qualitative studies in both the positive psychology and job loss literature (McKee-Ryan et al., 2005; Synard & Gazzola, 2011). This case study of Ottawa, Ontario high-tech workers downsized during the industry crash from 2000-06 incorporates multiple forms of data collection which include: (a) written

narratives, (b) semi-structured interviews, (c) historical data, and (d) well-being and demographic questionnaires. This discussion will explore the methodological, epistemological, and practical considerations influencing this design of this eclectically-integrated approach.

### **Using Qualitative Case Study Methodology: Design and Procedural Considerations for Counselling Research.**

KEARNEY, Kate, PhD, University of Ottawa

GAZZOLA, Nicola, PhD, University of Ottawa

Qualitative case study methodology is a valuable approach for investigating a variety of phenomenon within their given context through the use of multiple data sources that may be less familiar or perhaps overlooked by counselling researchers. Understanding what a case study is and outlining the key design elements of this unique qualitative research method will be the objective as illustrated through a recent study on counsellor professional identity. In this overview of the design process the main points of discussion will include: determining when to use case study, learning what constitutes a case and its boundaries, differentiating between the various types of case studies (e.g., single, multiple, intrinsic, instrumental, or collective), establishing a conceptual model to guide the research by weighing propositions or issues relevant to the case, contemplating innovative strategies for mining multiple data sources, settling on a technique for data analysis, and evaluating how worthwhile metaphor-based rehearsal and reflective practice skills are for meeting the ethical challenges of case study research. Each of these design and procedural aspects will be expanded on through the use of illustrative examples from preliminary data provided by a group of Canadian counsellors currently navigating the construction of their professional identity amid changes to the remit of their profession. This particular qualitative approach has the potential to enhance the knowledge base for counselling by providing compelling case studies that highlight the process and outcomes of counselling practice, increase public awareness of the unique role and expertise of counsellors, and to build a case study database as a resource for practitioner research networks.

### **Using the Delphi Poll in Supervision Self-Care Research**

ISENOR, Jessica, PhD Student, University of Ottawa

PASCAL, Lisa, MA (Cand.), University of Ottawa

THÉRIAULT, Anne, PhD, University of Ottawa

Delphi polls are a unique way to understand a current issue in the field and/or predict where a field or practice is heading by obtaining the opinions of experts in that area. The presenters will review the history of using Delphi polls as a research method and outline the standard Delphi procedure. The benefits and challenges of this method will be discussed and a case example of using a modified Delphi method in supervision self-care research will be presented. Emphasis will be placed on the multiple types of data that may be gathered using this approach and on key decision points in combining data that are of different natures.