Integrating Innovative Employment & Economic Stability Strategies into TANF Programs

COACHING OBSERVATION SKILLS
FOR SUPERVISORS OF DIRECT SERVICE STAFF

July 11, 2019
PRESENTERS

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COACHING FOR SUCCESS LEADERS

- Alabama
- Missouri
- New Hampshire
- New Jersey
- Oklahoma
- South Dakota
- West Virginia
ICE BREAKER
PURPOSE

• Share a Coaching Observation Tool with IIEESS supervisors and managers

• Inspire IIEESS staff to use the Coaching Observation Tool, designed to help staff strengthen and grow as coaches, or a similar tool in their programs
# Observation Tool: Coaching

**Coach:**

**Date:**

**Observer:**

**Meeting start time:**

**Meeting end time:**

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## Coaching: *The following is expected at every coaching meeting*

<table>
<thead>
<tr>
<th>During the meeting, the coach...</th>
<th>Meets expectations</th>
<th>Needs improvement</th>
<th>Not observed</th>
</tr>
</thead>
<tbody>
<tr>
<td>sets/uses an agenda collaboratively developed with participant</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>asks participant for a brief update on areas of self-assessment tool</td>
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**Comments on Coaching:**
ROADMAP TO COACHING

- Building Trusting Relationships
- Accountability & Follow Up
- Goals Orientation
- Problem Solving
- Self-Assessment & Goal Setting
SUPERVISION AS A PARALLEL PROCESS

• Set the stage for the coaching observation
  • Expectations, use, process, etc.

• Create momentum – enthusiasm for continued learning – by highlighting achievements
SUPERVISION AS A PARALLEL PROCESS

• Staff identify their area of focus
• Observe staff in action using the tool
• Debrief and develop follow-up goal(s)
## OBSERVATION TOOL: COACHING

### Highlighted Areas of Focus:

- Sets/uses an agenda collaboratively developed with participant
- Encourages collaborative, rather than coach-driven, relationship
- Schedules a follow-up meeting with participant

### Coaching: The following is expected at every coaching meeting

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### Comments on Coaching:
PREVIEWING THE OBSERVATION TOOL: INITIAL GOAL SETTING

Highlighted Areas of Focus:

- Explains the purpose of goal setting and the goal setting tool
- Encourages participant to identify supports and challenges to reach goals and action steps, and to develop strategies to overcome the challenges
- Treats goal setting as participant-driven and mentor supported
PREVIEWING THE OBSERVATION TOOL: FOLLOW-UP GOAL SETTING

Highlighted Areas of Focus:

- Asks whether anything has changed since the last meeting
- Celebrates with the participant when goals are accomplished and reflects on the process (challenges, resources, strengths)
- Holds participant (and self, if applicable) accountable for making progress on goals and on program outcomes
GOALS ORIENTATION

• Use supervision time to help staff stay focused on client’s goals and their own goals
  • Validate and uphold purpose of the meeting

• Respond rather than react to crises
PROBLEM SOLVING

- Set regular supervision time
- Allow staff to self-identify areas for improvement
- Elicit and support staff’s knowledge and experience
ACCOUNTABILITY & FOLLOW-UP

• Follow-through on supports, time, etc., you will provide in this process
• Allow for staff ownership and accountability
  • Express clear expectations for next steps
• Follow-Up at previously stated intervals
QUESTIONS OR COMMENTS?
LEARNING COMMUNITY
NEXT STEPS

- Upcoming webinar:
  - 8/8 Final Review – highlights, lessons learned, and future goals
- Monthly calls July-September
A survey will pop up immediately after the webinar ends. Please take a couple minutes to respond.

Your answers are important to us!
FOR MORE INFORMATION

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Coaching for Success Series 2019-22

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