

# Coaching in Human-Services



# Let's share!

**What's something you might be better at  
if you had a coach to help you?**

# COACHING IN HUMAN SERVICES

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- A human-centered approach that offers practitioners a way to center the person and not the program
- Relies on the expertise of both the participant and the coach
- Does not replace traditional case management but seeks to amplify effectiveness through a fluid approach



# What is coaching

Coaching is a partnership to help participants set and achieve goals through collaboration and intentional practice.

Coaching is a practice and a mindset.

The participant brings expertise about of themselves and their goals. The coach brings expertise in how to navigate systems

# Moving Towards Coaching



# Coaching is not...



# Fixing Approach



The practitioner relies on their experience, knowledge, and expertise to resolve the challenge that the participant is experiencing.

# Coaching Approach



A trusting, collaborative, and non-judgemental partnership focused on supporting the participant in setting and achieving their goals.



# Coaching vs fixing mindset



## Coaching Behaviors

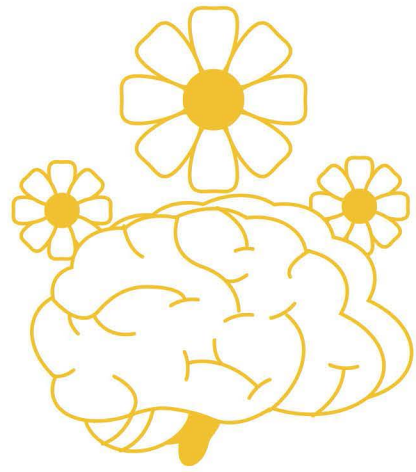
- Asking powerful questions
- Focusing on what the client wants to achieve
- Honoring confidentiality
- Providing positive feedback and acknowledgment
- Encouraging the client to lead the conversation
- Actively listening to the client



## Fixing Behaviors

- Telling the client what to do
- Focusing on what you think the client's goals should be
- Talking about the client with others inappropriately
- Making judgmental remarks
- Only talking about what you want to discuss
- Distracted listening, other things on your mind

# Coaching vs fixing mindset



## Coaching Behaviors

- Respecting the client choices
- Trusting the client's wisdom
- Allowing discomfort or silence
- Expressing opinion without attachment
- Making an authentic, heart to heart connection
- Asking permission



## Fixing Behaviors

- Strong remarks opposed to client choices
- Trying to fix the client
- Talking to fill the silence to avoid discomfort
- Convincing the client to agree with you
- Not caring about personally connecting with the client
- Offering unsolicited suggestions