

# Coaching for Success Program: Overview & Implementation in Hawaii

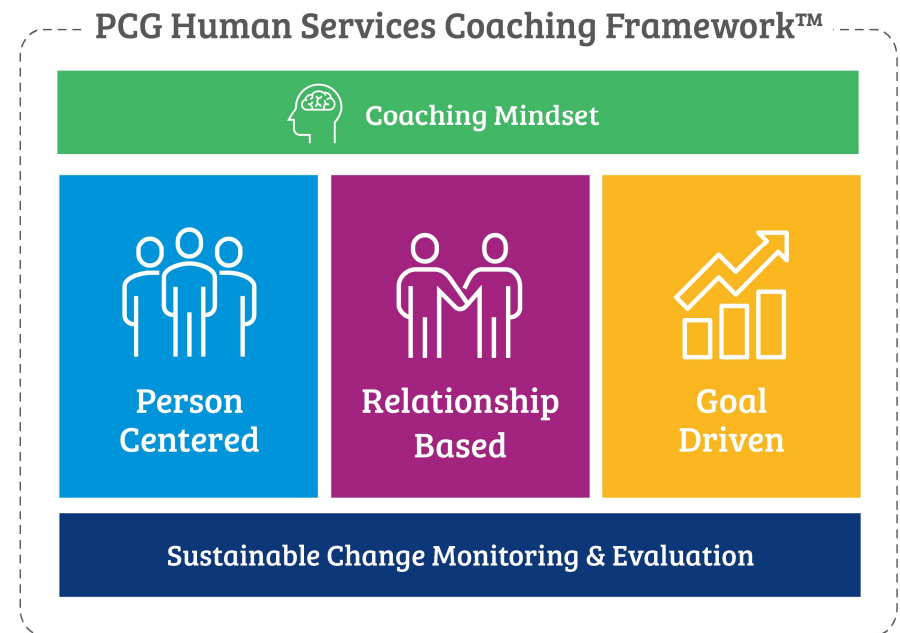
*Coaching for Success is based on content developed in collaboration with Ramsay Consulting Group Solutions.*



# Overview

# PCG Human Services Coaching Framework

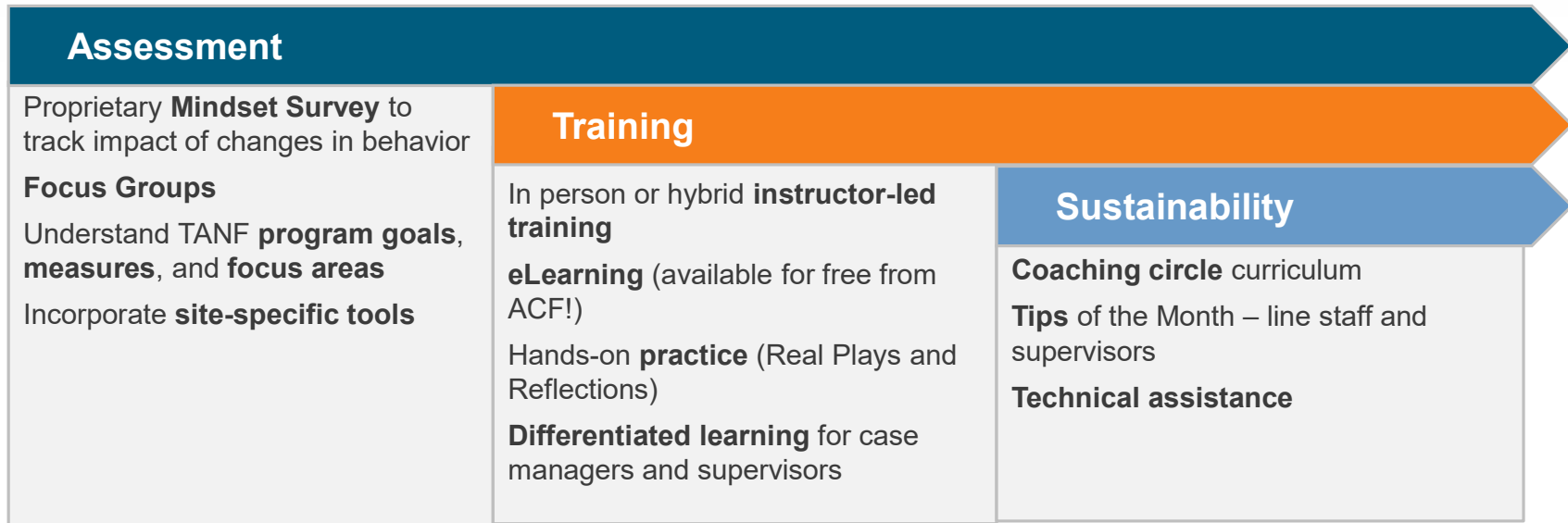
Coaching is a person-centered, strength-based way of working with others that helps them direct the changes they want to make in their own lives.



*This framework is based on content developed in collaboration with Ramsey County (MN) Workforce Solutions.*  
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# Implementing Coaching for Success



## Supervision training and resources

- Supervisors and agency leaders receive training before coaches.
- Parallel curriculum uses case studies and examples relevant to supervisors rather than frontline staff.
- PCG offers implementation supports to meet agency needs.

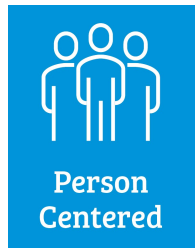
## Intended outcomes

- Increased goal achievement and employment.
- The model does not introduce new measures to track outcomes, but instead helps agencies leverage existing data and measures.



# Breakout Discussion

# Coaching for Success Curriculum: Topics



## Person-Centered

- Adopting a Person-Centered Approach
- Emotional Intelligence



## Relationship Based

- Active Listening
- Reflective Statements
- Summary Statements
- Powerful Questions, including traps and pitfalls



## Goal Driven

- Goal Setting
- Supporting Skills Development
- Supporting Goal Attainment
- Building Strengths in Setbacks



## Coaching Mindset

- Coaching vs. Giving Advice
- Coaching for Success as a TANF Employment Case Manager



# Coaching for Success Curriculum: Elements & Artifacts



## Pre- and Post-Training Assessment

## In-Person and Virtual Training Materials

### The "Coaching Mindset"

**Partnership of Equals**  
A partnership that honors person's expertise and experience

**Ownership**  
Progress is made when individuals are in the drivers seat of their journey

### Tools for Building a Coaching Relationship

Active Listening

Powerful Questions

Ownership

Growth and Progress

### Path to Goal Achievement

Build    Achieve    Persist

Goals

## Participant and Facilitator Guides

Coaching as a Case Management Tool Overview

PCG Human Services Coaching Framework

Components of a Coaching Relationship

Reflective Statements: Best Practices

## Sustainability Support

February 2016 Coaching Tip of the Month for Staff: Identifying and Managing Workplace Stress

February 2016 Coaching Tip for Supervisors: Identifying and Managing Workplace Stress



# Contact



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