



June 2016

Coaching Tip of the Month for Supervisors

Scaffolding: Additional Tips

“Scaffolding is a technique that often incorporates a **graduated** use of **open-ended questions** as well as other techniques for **supporting** individuals as they learn new skills **without giving** them the answers **or doing** the tasks for them.”

- Dawson & Gaure -

Here are some additional suggestions of how to incorporate the concept of scaffolding when you are working with staff:

- 1. Use open ended questions to support staff when they get stuck or overwhelmed:**
 - a. “How have you tried to de-escalate with this participant in the past?”
 - b. “What is different about this case that is especially challenging?”

- 2. Use open-ended questions to encourage staff to focus or invest:**
 - a. “I understand the reasons why you don’t want to be on this committee. What are the benefits of participating?”
 - b. “What would you need in order to feel comfortable taking on this additional responsibility?”

- 3. Use the “I do, we do, you do” technique.** (example: learning new documentation)
 - a. **I do:** First model the behavior or task that you want your staff to be able to do. (ex: A supervisor may first demonstrate how to fill out the form while interviewing a participant.)
 - b. **We do:** Then support the behavior or task that you want your staff to do. (ex: A staff member may conduct the interview and fill out the paperwork with the participant, while the supervisor is watching and providing support and reminders on what steps are next.)
 - c. **You do:** Allow your staff to exhibit the behavior or complete the task independently. (ex: Staff member conducts interview and completes documentation independently. Supervisor may check paperwork afterward.)
Don’t forget to provide constructive feedback and praise.



*****Remember: Scaffolding gradually shifts responsibility from Supervisors to their staff, and it helps staff members become more independent.**