

Counselor as Architect: Building Participant Supports Through Enhanced Coaching

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Presenters:

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Workshop Objectives - Attendees will learn:

- The compatible differentiation of the Coaching framework from the Enhanced Coaching framework
- The use of an executive skills assessment tool (a metacognition and self-awareness tool) designed to assist with the identification of an individual's unique executive functioning strengths and weaknesses
- Desktop support materials/ tools designed to help ES participants to concretely work with increasing their executive skill weaknesses
- About a simplified employment services Overview process that is more navigable, welcoming, and inspires goal achievement

Coaching

International Coach Federation

ICF defines coaching as **partnering** with participants in a thought-provoking and creative **process** that inspires them to maximize their personal and professional potential.

- Partnership
- Process
- Practice

Coaching

Relationship

- trust
- respect
- safety

Process

- experiential Learning (goal, action, reflection & learning, new action)

Coaching

Practice – Conversation

- Beginning
 - Establish a goal
- Middle
 - Explore Possibilities
- End
 - Ask for Accountability

Enhanced Coaching focuses on setting, working toward and achieving self-sufficiency goals:

- we place the participant at the center of the process designed to enhance one's ability to make informed decisions, set priorities, and manage day-to-day life
- staff model goal achievement behaviors and practices
- participants unleash power through guided self-determination
- we recognize executive skill strengths and weaknesses and then coach residents toward small, achievable steps on their way to achieving employment and education goals
- participants and counselors share accountability
- we provide resources and supports to increase the likelihood of success
- we inspire and celebrate progress

Enhanced coaching has an explicit focus on executive skill, goal setting and goal achievement

Executive skills are a set of processes that help us choose our goals, guide our behaviors so that we can manage day-to-day life, and reach our goals

Executive skills help us work around the behaviors that can derail our progress

Our initiative incorporates coaching with employment informed interventions, strategies and tools. These include a revision of the Overview curriculum to reduce stress and information overload and an increased emphasis on relationship and partnership between the participant and the counselor

Our initiative relies on comprehensive and detailed rapid cycle learning actions including, but not limited to interview questions of counselors, observations of participant and counselor meetings, and other data collection events



- Enhanced Coaching Fundamental Principles**
- Guiding self-determination – steering toward participant’s dreams using coaching language and assessments
 - Participant unleashing power – the “can do” translated into SMART goals
 - Encouraging persistence – support an recognize attempt, progress, and outcome

MI Spirit

Collaboration: A partnership that honors the client’s perspective
Evocation: Resources for change lie within the client
Autonomy: Affirmation of the client’s right to self-determination

Coaching Mindset

Partnership of Equals: A partnership that honors person’s expertise and experience
Ownership: Progress is made when individuals are in the driver’s seat
Choice: The participant is resourceful and can choose how he/she responds to life

Mindset Shift

From: Case Management Model

Conducting an ES Overview to describe policy, procedure, and rules/regulations

Developing employment plans based on a pre-chosen menu of options and tools dictated by system outcomes (Work Participation Rate) not client outcomes

Utilizing a “one size fits all” approach to a family’s self-sufficiency

Maintaining a minimum of monthly contact to collect required documentation

To: Coaching Model

Utilizing ES Orientation to build relationship, understand the client’s past/present/future, and set the stage for a more supportive and collaborative relationship

Developing SMART goals based on our client’s own self-identified, relevant goals and current situation

Identifying each individual’s strengths and challenges by utilizing My Bridge of Strength, Executive Skills Questionnaire (and other tools) to encourage small steps/progress and considering a “whole family” approach

Engaging our families with meaningful, supportive appointments that encourage and foster the established partnership; mutual accountability in the partnership; looking at the relationship differently; the relationship matters as much as the policies; counselor must understand where the client has been, where they are, and where they want to go; the role/skills/approach of the counselor matters

A Supervisor's View:

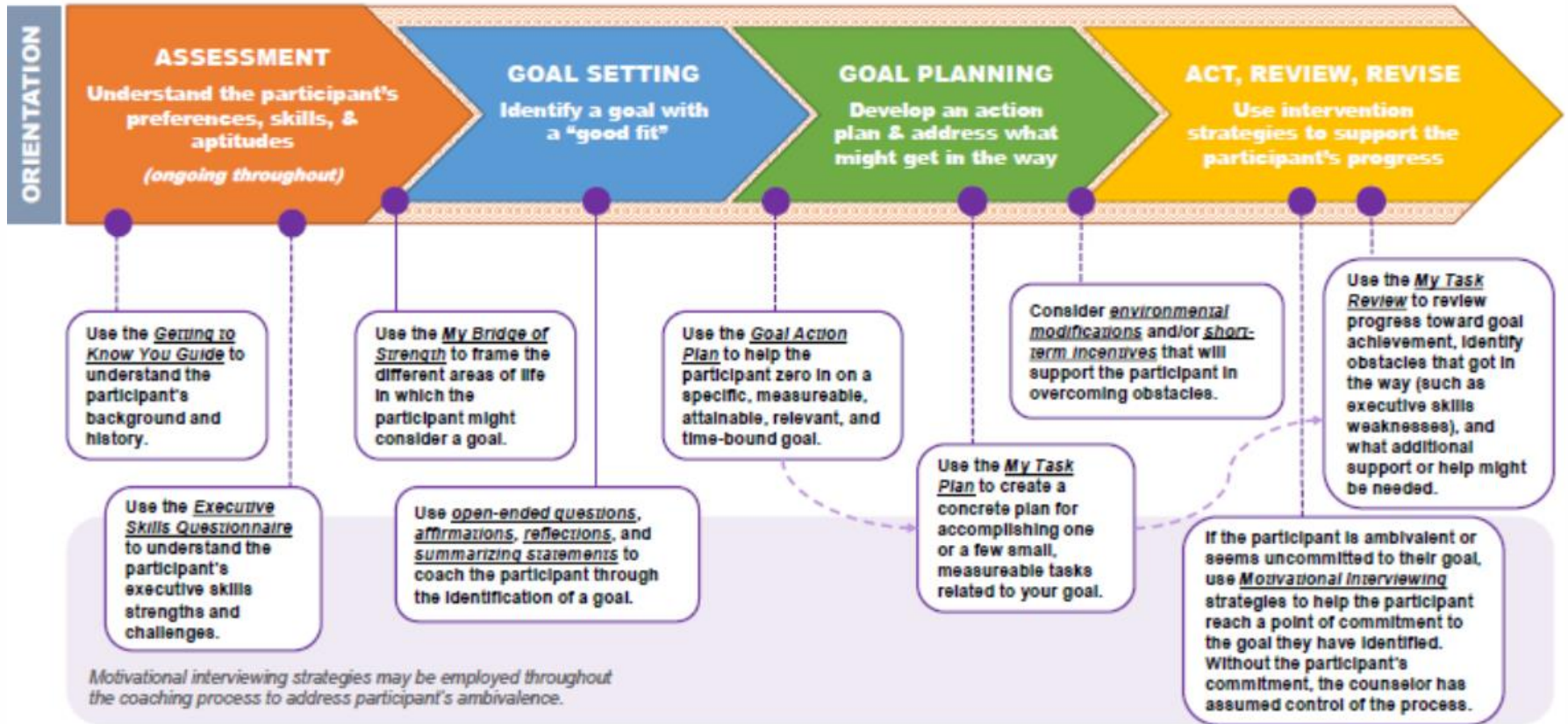
Tools and Techniques to support counselor learning

Increasing counselor and participant engagement

Tools Useful with Enhanced Coaching:

- Getting to Know You Form
- Executive Skills Questionnaire
- My Bridge of Strength
- Goal Action Plan (GAP)
- My Task Plan
- My Task Review
- Observation

Ramsey County Lifelong Learning Initiative Rapid-Cycle Learning Executive Skills-based Coaching Flow



“Underlying every coaching engagement is the all important relationship between coach and client – the working alliance.”

(from www.hudsoninstitute.com/approach/)

We end with another story...

Questions of the Presenters?