



Intermediate Coaching Training for Employment Counselors

Ramsey County Workforce Solutions
Department

MFIP/DWP Career Coaching Staff
Development and Training

October 27 - 29, 2015

Agenda

Introduction

Warm Up

- Race to the Board

Correspondence Training

- Worksheet and Peer-to-Peer Work

Encouraging Persistence

- Reflect and Plan

Bringing it Together

- Real Play: Gap Tool

Final Reflect and Plan

Review and Wrap Up

Course Survey

Mindset Survey



What to Expect: Intermediate Training Topics

Topics Discussed

Lesson One: October 13th - 15th

- Active Listening
- Powerful Questions
- Relationship Building

Lesson Two: October 20th - 22nd

- SMART Goals
- Scaffolding
- Advice

Lesson Three: October 27th - 29th

- Correspondence Training
- Affirmation and Celebration
- Goal Setting

Warm Up



Activity

Game: Race to the Board

1. Goal: Answer the questions correctly before the other team.
2. One person will be up at the board at any one time. When they finish writing they have to slap the hand of the next person before they can go to the board to answer the next question.
3. The person at the board only gets one try. If they don't get the right answer, they have to pass the marker to the next person on their team.
4. The team must answer the question correctly before moving on.
5. Everyone must try to answer before someone can get a second attempt.
6. The first team to have all questions correctly written on the board gets a prize!



Game: Race to the Board

Activity

1. A participant just said the following about his GED class. “The GED exam is really hard. I don’t know if I can do it.” Write the following two types of reflections in response:
 - a) An overstatement:
 - b) A reflection of feelings:
2. Write a (generalized) question you would ask a participant to make sure their SMART goal is **attainable**.
3. Why is it important for coaches to develop self-awareness?
4. **True or False:** Emotions often drive behavior. By developing our Emotional Intelligence we can better understand and control our own behavior **and** we can better understand and build relationships with others.
5. Why are scaffolding techniques useful? (hint: Think about how the technique relates to the coaching mindset and MI spirit.)
6. **True or False:** All scaffolding activities must be used with each participant in the order in which they are written in our workbook.
7. What is the benefit of using scaffolding to help a person see the difference between ***their*** action/behavior/product and ***the model*** action/behavior/product?
8. **True or False:** English language learners can benefit from scaffolding activities.
9. Write two reasons that should **not** be our motivation for giving advice.
10. **True or False:** Avoid giving advice at all costs.

Correspondence Training

Correspondence Training

Correspondence Training is a strategy for **task completion and goal attainment**. The idea is that individuals make **statements** regarding **their own behavior** and the **coach** uses **positive reinforcement** when the statement and behavior correspond.



1. Instead of....



Have a participant verbally commit to the behavior.



“When do you plan to turn in your hours and how are you planning on getting here?”



I will turn them in on Tuesday, November 10th. My brother will drive me.

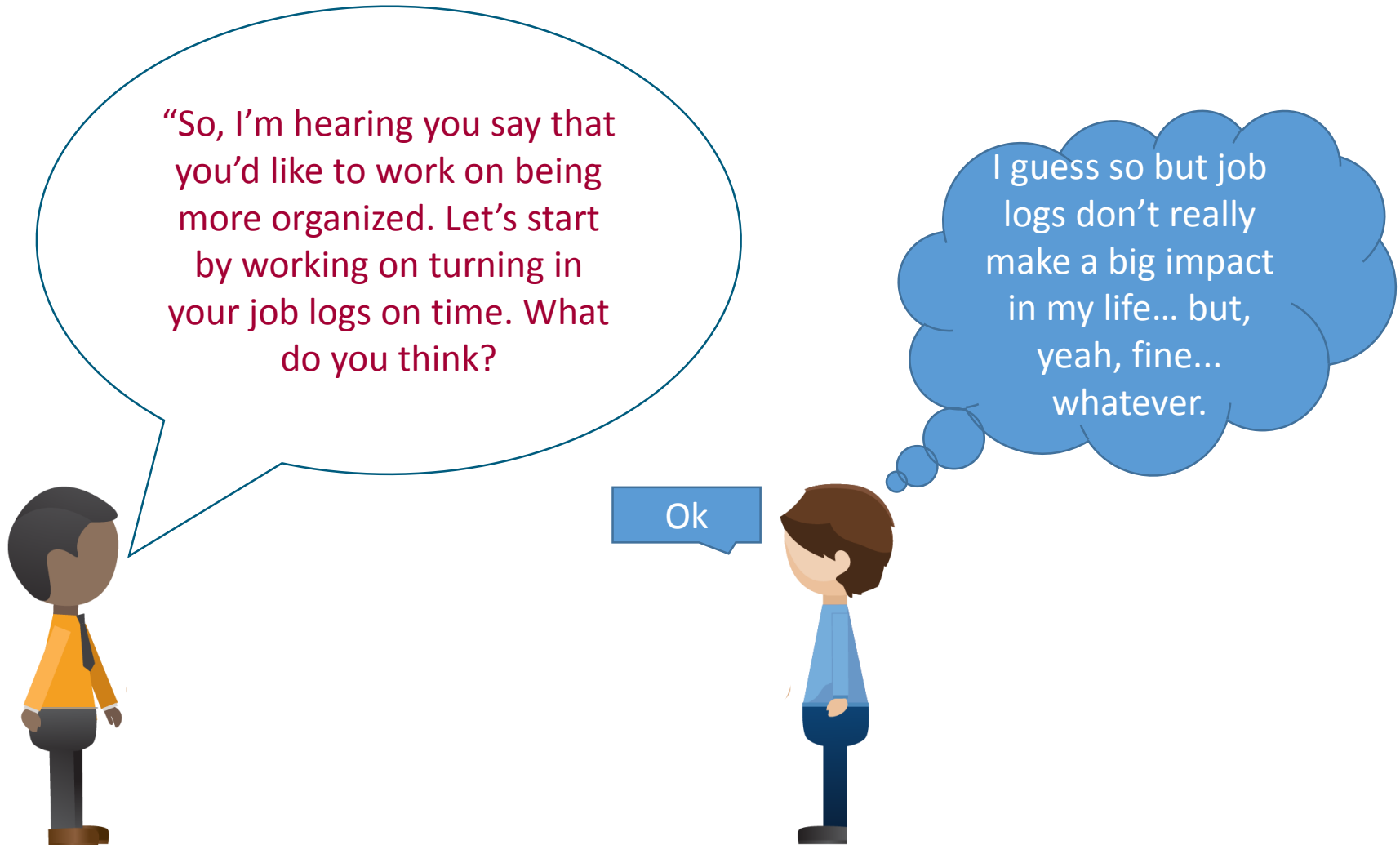
2. Instead of....



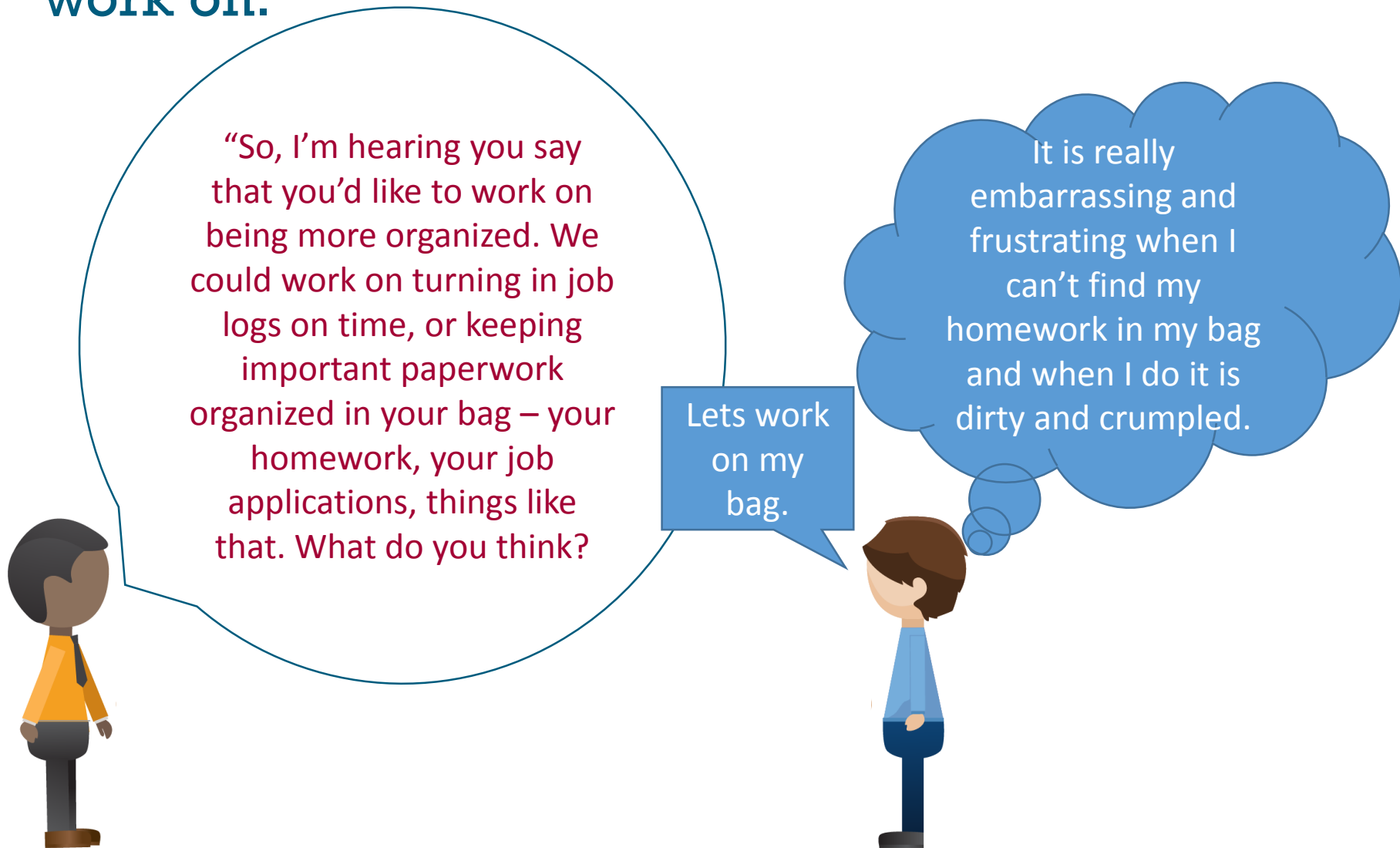
Praise after behavior was exhibited



3. Instead of...



Participants select the behaviors they want to work on.





Correspondence Training: Reflect and Plan



Encouraging Persistence

- Keys for Enhancing Motivation
- Simple Praise
- Advanced Affirmation

Encouraging Persistence: Self-Talk

watch your thoughts;

they become words.

watch your words;

they become actions.

watch your actions;

they become habits.

watch your habits;

they become character.

watch your character;

it becomes your destiny.

sayingquotes.blogspot.com

Self-talk can be:

- Conscious
- Sub- Conscious

Examples of self-talk:

- Mantras you think to yourself before an interview.
- What you think to yourself when you fail.
- Prayers you repeat, quotes on your fridge, lyrics you sing to get you through hard times.... etc.



Activity

Affirmation and Praise

Reflect and Plan: 1-5 AND ALSO discuss the following:

6. What coping strategies do you help participants develop the get through hard times (examples: exercise, support groups, deep breathing).

7. How can we better encourage persistence by incorporating fun?

8. What is an easy way you can encourage participants to have positive self-talk?



Bringing it Together

COACHING



**Person
Centered**



**Relationship
Based**



**Goal
Driven**



GAP Tool: Real Play



Final Reflect and Plan



Summarizing Reflect and Plans: Lesson Three Coaching for Success



Questions





SURVEY

The word "SURVEY" is displayed in a playful, handcrafted style. Each letter is cut out from a piece of paper and pinned to a light brown corkboard with a colorful pushpin. The letters are: 'S' (black on white paper, orange pin), 'U' (red on white paper, blue pin), 'R' (black on white paper, white pin), 'V' (gray on white paper, yellow pin), 'e' (red on white paper, green pin), and 'Y' (black on white paper, orange pin). The pins are arranged in a slightly staggered line across the top of the letters.

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