



Intermediate Coaching Training for Employment Counselors

Ramsey County Workforce Solutions
Department

MFIP/DWP Career Coaching Staff
Development and Training

October 13 - 15, 2015

Agenda

Overview of Intermediate Trainings

Introductory Training Review

Practicing Coaching Skills

- Reflective Statements
 - Real Play
- Summary Statements
 - Real Play
- Powerful Questions
 - Reflect and Plan
 - Real Play

Relationship Building

- Emotional Intelligence
- EI Quiz
- Reflect and Plan

Review and Wrap-up



Overview of Coaching Trainings

What to Expect: Intermediate Training Topics

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

- Goal Setting
- Correspondence Training
- Affirmation and Celebration

Overview of Intermediate Coaching Training

Intermediate trainings are for Employment Counselors and their Supervisors. We will:

- Practice coaching techniques through interactive activities
 - Real Play, Worksheets
- Engage in peer-to-peer learning and best practice sharing
- Reflect on current coaching strengths and growth areas and develop a plan for applying these skills in daily work
 - “Reflect and Plan”
- Apply coaching techniques to participant case studies
- Build the foundation for ongoing learning and introduce tools to use after training.

Introductory Training Review

Introductory Training Overview

Introductory Training = High Level, MFIP/DWP wide overview

- Provided basic introduction of coaching
- Showed how coaching and MI are similar frameworks that work well together
- Showed how coaching is a complementary technique to use with other tools including My Bridge of Strength and the GAP Tool.





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!



Activity

Game: Race to the Board

1. True or False: Coaching is replacing Motivational Interviewing in Ramsey County.
2. What are the three pillars of coaching?
3. True or False: Coaches are responsible for participants' choices.
4. Name three ways that Coaching and MI complement each other.
5. Name a profession that Coaching theory borrows from.
6. Why are powerful questions useful?
7. What are three common pit-falls to asking powerful questions?
8. Write an "advice in disguise" question.
9. True or False: Even if a person has a housing crisis, they MAY still be open to coaching in another area of their life, such as child care or employment.
10. True or False: Both Motivational Interviewing and Coaching are great techniques to use with MBS.

Practicing Coaching Techniques

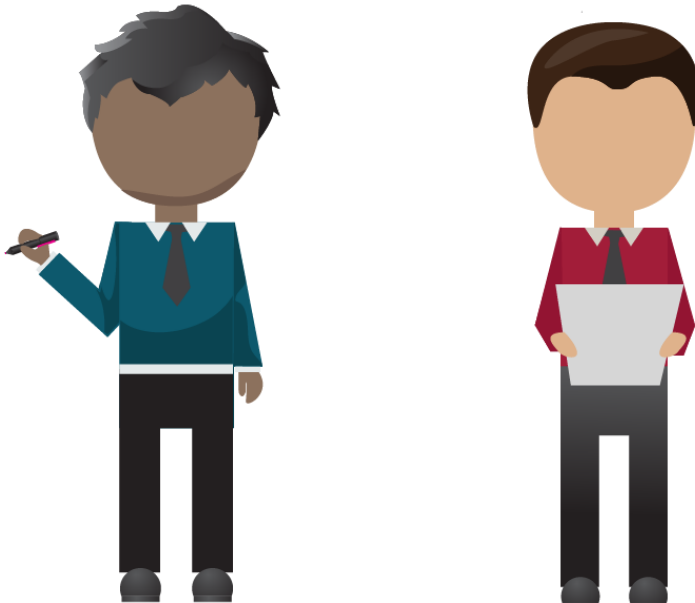
1. Reflection Statements
2. Summary Statements
3. Powerful Questions



Activity

Reflective Listening

Lecture/Overview: Reflective Statements





Activity

Reflective Listening Real Play

Activity: Real Play





Activity

Summary Statements Real Play

Desk Aide: Useful Summarizing Phrases Real Play





Activity

Powerful Questions Reflect and Plan





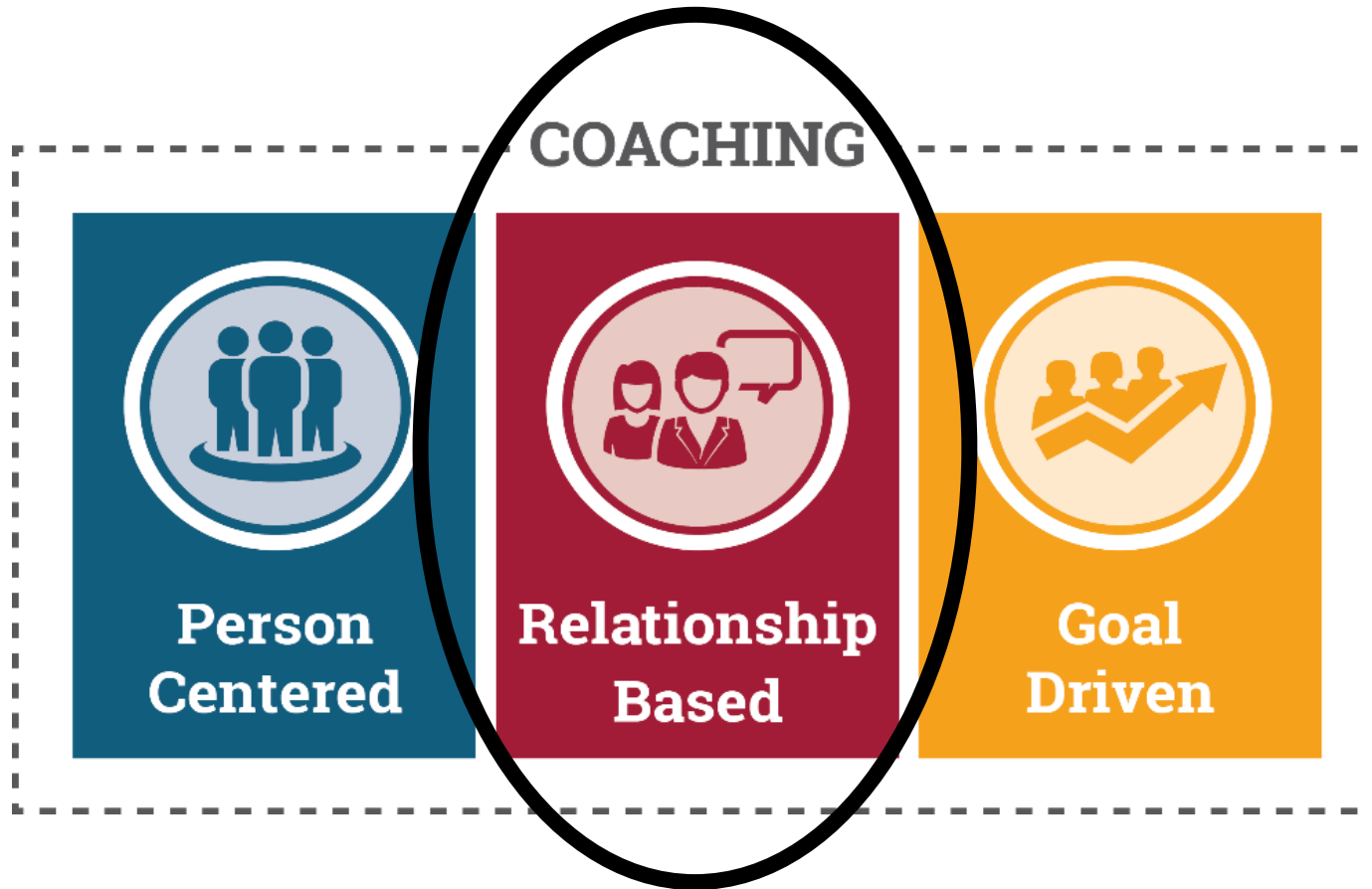
Powerful Questions Real Play



Building Coaching Relationships with Emotional Intelligence

Building Soft Skills

How can we build better relationships?



What is Emotional Intelligence?

Emotional intelligence is the ability to recognize, understand,
express and manage one's own emotions

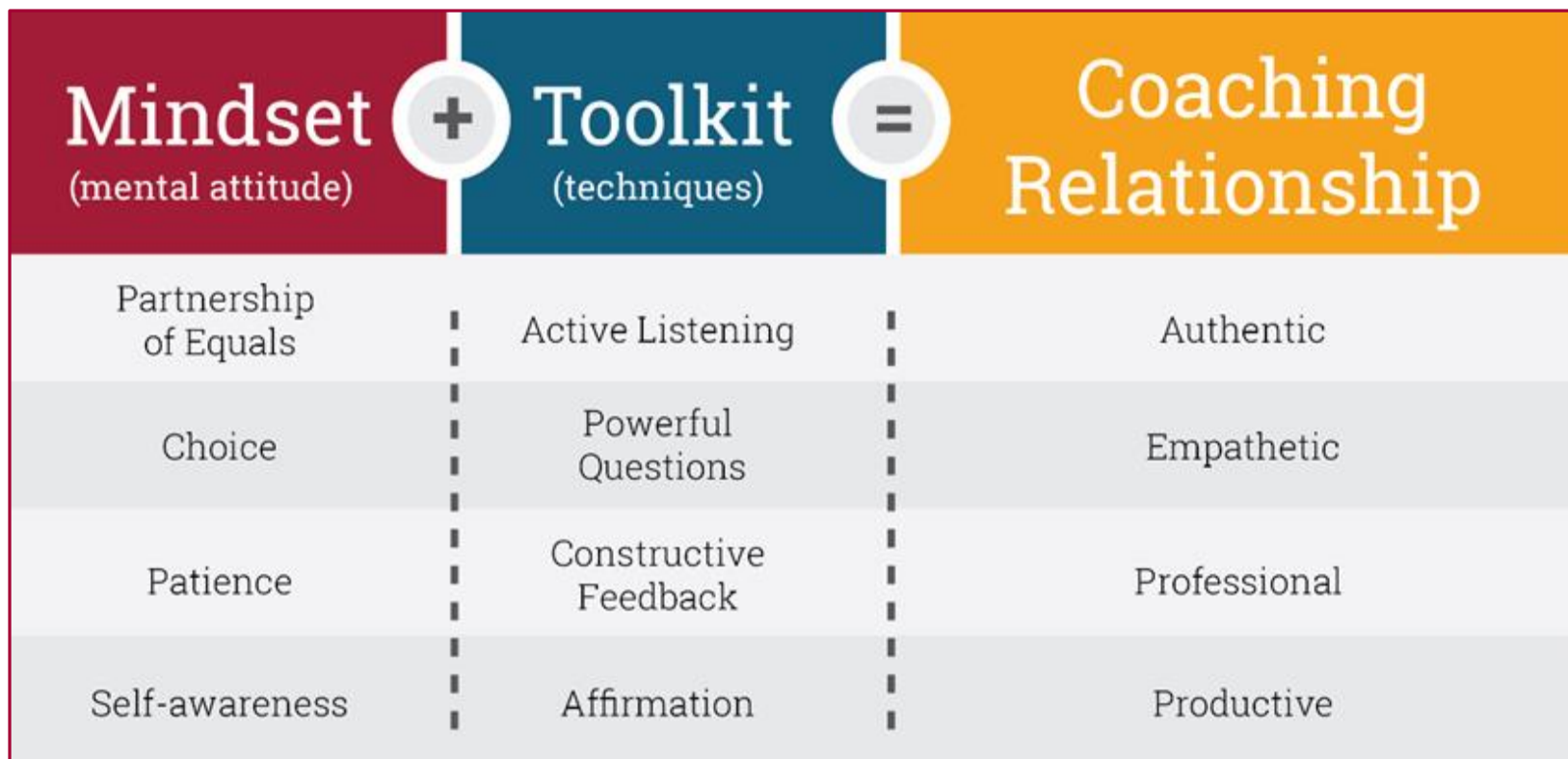
and

the ability to manage relationships through the recognition and
understanding of the emotions of others.

<http://www.diffen.com/difference>

Coaching with Emotional Intelligence

EI is directly connected to Coaching tenant #2 “Relationship-Based.” The emotionally intelligent coach:



Four Components of Emotional Intelligence

Self-Awareness

The ability to understand your emotions as well as recognize their impact on others.

(self-assessment and self-confidence)

What you see

Social Awareness

The ability to identify the emotions of others, understand their perspective, and take an interest and concern.

(empathy and service orientation)

Self-Management

Controlling your emotions and using your awareness of them to stay flexible and remain positive.

(self-control and adaptability)

What you do

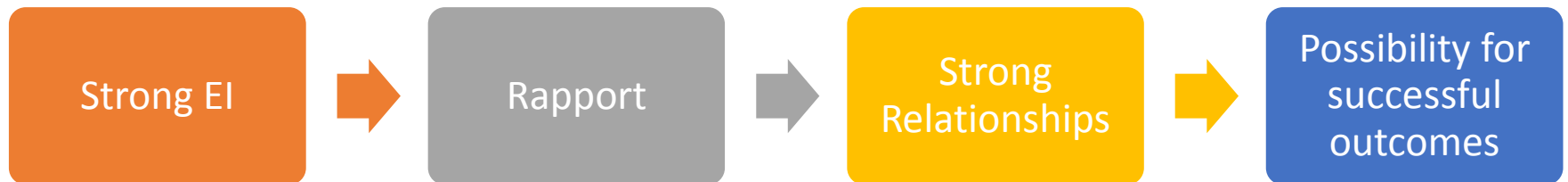
Relationship Management

The ability to use the awareness of your own emotions together with your understanding of the emotions of other to manage interaction.

(influence and building bonds)

Why is Emotional Intelligence important in Coaching?

The stronger the relationship the greater the influence

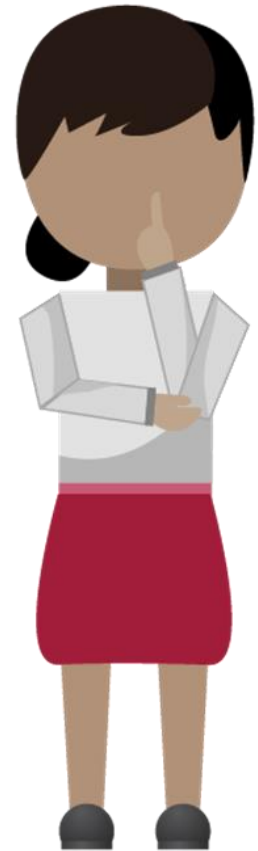




Activity

Emotional Intelligence Assessment

1. The Emotional Intelligence Assessment is a tool to help you identify the areas in relationship building where you are strong as well as areas where there is opportunity for growth.
2. Complete the Emotional Intelligence Assessment.
 - Answer questions honestly.
 - Answer based on your “gut” response.



Characteristics of Emotional Intelligence

Self-Awareness	Self-Management	Social Awareness	Relationship Management
<ul style="list-style-type: none">• Know your relationship patterns.• Know your story and how it affects you• Know your beliefs, your emotions and your behavior	<ul style="list-style-type: none">• Maintain healthy eating and exercise• Learn skills for motivating yourself• Practice stress management and relaxation techniques	<ul style="list-style-type: none">• Develop and maintain a positive view of others• Understand non-verbal social signals• Understand basic human emotional needs	<ul style="list-style-type: none">• Learn how to support and affirm others• Develop skills for reflective listening and empathy• Develop conflict resolution skills

Acronym for Basic Emotional Intelligent Skills

CARES | acronym for basic emotional intelligence skills

C ollaboration	The participant and me against the problem or issue.
A wareness	Be aware of my feelings and their effect on my attitude.
R egulation	Regulate the way I react to tough situations.
E mpathy	Show empathy for every customer.
S elf-Motivation	I am responsible for my attitude.

Tips for Building Emotional Intelligence

The following tips will help you to strengthen your emotional intelligence:

1. Pay attention to how you and the participant respond and react to stress, other people, behaviors, body language, cultures, points of view, and body language.
2. Try to identify what triggers these response/reactions.
3. Actively work on how you perceive others and be empathetic by putting yourself in their shoes, seeing things from their perspective, and respecting their point of view.
4. Take care of yourself in order to minimize your stress and avoid over-reacting, which will assist in managing and controlling your emotions.



Reflect and Plan: Relationship Building



Review and Wrap-Up

What we accomplished today.....

- Played a game to review Introductory Training material
- Reviewed core coaching techniques in peer learning circles
- Practiced core coaching skills in “real play” situations
- Received feedback from our peers on how we can improve our core coaching skills
- Considered specific scenarios where we will apply powerful questions in our daily work
- Took a self-assessment and considered our emotional intelligence strengths and weaknesses
- Considered our how EQ impacts our strengths and weaknesses in building relationships with participants
- Discussed relationship-building best-practices with our peers
- Made specific plans regarding how we will improve relationships with participants



Summarizing Reflect and Plans: Lesson One Coaching for Success



Questions



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