

WEBVTT

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All right, so it's 230, so we're gonna go ahead and get started.

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00:00:08.130 --> 00:00:16.379

Today's webinar is about coaching and how to build those systems. So we're going to talk a little bit more about that but 1st, we're going to do some housekeeping and introductions.

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All right, so quick introduction. My name is Nicole Jones. I'm an agency tiered support consultant. I worked down in the Springfield regional office, and I'm here today with going to introduce herself.

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Hi, everybody my name is, I am the agency tiered support consultant supervisor over the Kansas City and Albany region. Pretty excited to be here today to talk to you about why coaching can be beneficial to your organization.

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00:00:54.024 --> 00:00:57.174

And some of the ways that you can build your own coaching system.

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In your team, so we want you guys to know if you have any questions feel free to put them in chat you will try to do our best to answer them. And if we can't, we'll try to follow up with a question and answer document.

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But, if you do chat us, make sure you have all panelists selected because if you select any other option, either myself or Canaan may not see the chat. So, if you want to ask us a question, just make sure you have all panel selected when you put those into chat.

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All right, let's go ahead and get started.

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All right, so quick overview today we're going to be talking about the benefits of a coaching system.

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You know, what's there to get out of building a coaching system? Why do you do it? What's the purpose? We're also going to talk a little bit about how do you go about implementing a formal coaching system? How do you make that systemic change within your own agency?

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And then briefly we're going to talk a little bit about the coaching framework tool and how we utilize it to help with implementation when we are building coaching systems throughout the agency.

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So so the 1st question I have for you guys is what kind of training strategies do you currently use for your agency? Do you use in person training?

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When they come into the office and come and get training, do you have some sort of shadowing peer mentoring going on? Do you use video modeling?

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Do you have some sort of competency coaches, coaching already in place and if you use any of those kind of strategies or even some that I didn't mention, could you just put it in chat? We kind of want to get a feel for what everyone is using currently.

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All right something, some, some Webex.

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00:03:01.289 --> 00:03:05.129

Some people are using everything, except for the video modeling that I talked about.

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I've seen lots of seeing all of those. I like that.

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00:03:10.710 --> 00:03:15.240

Online realized for initial training then in person mentoring afterwards. That's good.

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In house training a little bit of everything.

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00:03:19.740 --> 00:03:23.009

We use video, modeling, role, playing feedback, love that.

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00:03:24.719 --> 00:03:30.270

All right. Okay so we got a a smorgasbord of training strategies that looks like.

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Got some 1 on 1 training with agency management job, shadowing of other staff.

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Making sure we're following the Webex samples.

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00:03:38.909 --> 00:03:44.189

So, but on the job training seems to be the most beneficials what I'm seeing from other people.

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All right wonderful. Thank you. Guys for responding. We're go ahead and move on to the next slide.

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So, thank you guys for all sharing kind of the training strategies you currently employ now, we're going to talk a little bit about the benefits of using competency, coaching as a system within your agency.

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You want to hit the next slide, right? So.

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For those of you, if you could quickly in the chat, just let me know how many of your leaders for your agency. So you could be a supervisor, you might be a house manager, you might be a director. I just kind of get a feel of how many leaders are on the webinar today.

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00:04:27.569 --> 00:04:34.649

I think quite a bit.

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00:04:36.149 --> 00:04:39.358

Directors managers, supervisors, we got the whole gamut.

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Perfect. Okay, so then you might feel this, this particular slide. How many times have you felt that? Maybe you just didn't get enough time doing the managing managerial part of your job right?

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The planning and strategizing that your agency needs in order to function day to day. I get that sometimes you kind of get sucked into things.

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Well, the biggest benefit to utilizing a coaching system is that team members who are coach to welcome responsibility and don't have to be chased or watched the leader's report feeling awake being lifted off their shoulders.

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They have less stress, and they have more time to think strategically about their day instead of getting sucked into that day to day operation. And it provides an environment where people feel valued.

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And when you have an environment where people feel valued, people are willing to go that extra mile, even without being asked when you have an environment where people don't feel valued you tend to see a situation where staff only do what they are told.

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And sometimes as little that as possible to begin with, and there's organizations all over the world that believe in the power of coaching organizations, like a T, American Red Cross 3. M. U. P. S.

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00:05:53.603 --> 00:06:00.233

even the federal government, the United States and Canada, believe that coaching helps to develop people and increase productivity.

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But just like Nicole mentioned boosting productivity is a benefit of investing in a good coaching system when we are making sure that we.

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Take the time work with the staff that we want to work with invest in those coaches, build up that good system. We are going to really improve several great areas in our organization.

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What is them being this productivity factor that she just mentioned and the other 1 is all about innovation?

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So, when I talk about productivity in this manner, I'm really talking about what are the outcomes that we're getting when it comes to the staff that we're investing this time in what are they going to be doing for us down the line? What are they going to be doing for those?

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00:06:49.014 --> 00:06:50.694

Those individuals and services.

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00:06:51.028 --> 00:06:51.478

Um,

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and it's really kind of overwhelming to think about how I can enhance this training because there are a lot of factors that all have an impact on what it means to make a training successful trainings in the use of those virtual methods that we saw

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people talking that Webex is.

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Trainings in regards to using videos to enhance whatever it is that you're, you're instructing people on giving people the opportunity to practice in a training setting, getting people, the opportunity to get that great feedback.

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00:07:20.634 --> 00:07:28.644

I can tell that there are a couple of people in who, who are going to really enjoy a slide that we're going to talk about later on. All of those things can really have an impact on training.

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But what we know as the most impact is having that ongoing, initial and ongoing coaching system. So.

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It really provides the necessary influence.

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It's going to impact the training that you are providing, whether it be from documentation training all the way up to a skill based training that you want to help fast implement better and companies who offer this training experience alone.

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So, they're really only doing that lecture portion. They're not really going beyond that point.

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Um, they see a 22.4% increase in that level of productivity of their staff, which.

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Isn't terrible it's definitely better than OT, but we can also say that research like.

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We people have studied this, they found research that backed us up and when you implement a coaching system, you are going to increase that productivity level to 88%, which is.

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Substantial people are going to walk away from your training, they're going to feel more successful, long term. They're going to have more output down down down the road. So.

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It also really helpful when we come to innovation, because you're investing in these people, you're, you're having this 1 on 1, get to know you.

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Engage moment with each person that you're coaching and you really start to learn and understand what it is that their goals are what their skills are what they're willing to work towards.

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Um, their strengths and weaknesses, it's just, it really gives you this opportunity to learn and build this great relationship and connection. And when you have that, people are more open to offering suggestions, are more open to impacting the changes in their organizations.

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They want to make that investment. They want to make innovative ideas, come to fruition. So, if you want to see full benefits of coaching, find out how you can invest junior people.

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And then really look towards what they can give back to you, because I really like hearing how we can be better. And I get that every time I do a 1 on 1 coaching with 1 of my own staff. So.

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Right so another question this is just kind of pick your brain. So what do you guys already do where you kind of go the extra mile to help your employees succeed? What are some strategies you guys are using? Currently.

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I left open door policy. Like, the incentives to reinforcing staff are doing good work.

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00:10:06.568 --> 00:10:12.839

Yeah, I like that positive write ups, Brian on each other.

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00:10:12.839 --> 00:10:17.369

Building up that positive interaction birthday capital.

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00:10:17.369 --> 00:10:21.239

I bought my birthday cupcake.

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00:10:23.308 --> 00:10:29.489

I like that, I like valuing your employees and even just like a birthday cup can show that. Hey, I value you being here.

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00:10:32.519 --> 00:10:35.729

That is very important. The regular feedback on performance.

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00:10:39.928 --> 00:10:45.568

Work adversaries. Those are cool. Yeah, that's a positive thing.

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Yeah, all right so that leaves us in to.

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00:10:51.203 --> 00:10:54.594

Helping develop, so, coaching helps.

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That helps develop talent for an agency and according to a July,

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2011,

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American Management Association survey,

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almost half of the participating organizations,

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use coaching to help people prepare for our new role or promotion but the 3 most common uses in the survey.

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For coaching was leadership development.

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Remedial performance improvement and optimizing strong contributors for your agency, which again goes back to that boosting productivity. Right?

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You want strong contributors within your agency and help boost that productivity, boost that innovation and hopefully provide better services because of it.

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Also, coaching helps you invest in your employees career development, right? So.

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Developing people doesn't mean, you send them off on a short training. Course once or twice a year right? Developing people on the job creates a learning culture that.

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At the same time increases employee satisfaction and retention the way you lead either develops people or it leaves them behind. But an agency with a coaching mindset is all about being responsive and responsible to employee needs.



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Now, I know that this is an issue within our.

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Service industry right retention is an ongoing barrier and I'm sure with a pandemic, this has been exasperated quite a bit. It's something that many many organizations struggle with.

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The good news is that coaching can help improve retention organizations that have really strong coaching cultures have more highly engaged employees and companies without a strong culture and culture, which is about 61% versus the 53%.

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And they also have often have above average revenue growth, as opposed to companies without strong coaching cultures.

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And people just enjoy a collaborative approach people who use coaching leadership report that their own job satisfaction increases along with the satisfaction and retention of their team members. Coaching allows you to improve improve relationships and engagement within your own agency.

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00:12:57.803 --> 00:13:10.524

By respecting and valuing individuals, you improve relationships, you increase engagement and you boost the success that companies coaching the very active just asking someone a question values that person in their answer.

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00:13:10.764 --> 00:13:15.923

And if you only tell there's never an exchange, and that's no value is added to that relationship.

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Okay, and this is a good question, and it can be kind of a sticky think.

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So, if you know, on average, how much does it cost your agency.

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To have a new employee, just hire a new employee. How much does that cost your agency? If you know.

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I can tell you that for replacing 1 of the agency tiered support consultants. At least.

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00:13:46.349 --> 00:13:53.099

8000 dollars that's bare minimum. Yeah. Bare minimum. At least 8000. just to have 1 of us replaced.

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00:13:55.619 --> 00:13:59.458

Oh, my gosh. Well, 90000 dollars.

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Could be, depending on the job, the technical difficulty of it, the certification of it.

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Could be quite a bit of money and it's expensive right? That retention losing people. That's expensive. And it's hard to constantly have that revolving door because it does hurt your bottom line.

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So, let's go ahead and move to the next slide. Good thing to know is that coaching cost less.

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Then formal training, right? And it helps individuals maintain their skills over a longer period of time.

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So, if we have 1 company that talked about the estimate for their monetary pay off for coaching, they received, and the managers had described, they.

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There was an average return of about a 100 grand or about 6 times what it costs for them to implement their coaching program. And a lot of times.

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Having those coaching relationships help, you harness the strengths and qualities of your own people, it allows you to have the mindset and the skill to tap into your people's strengths.

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And in that way, you uncover those undeclared talents, those undeclared skills that kind of help you figure out who's the best for what? Practical solutions to problems that you're running into and the.

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00:15:13.979 --> 00:15:27.269

The only way to really tap into that is to talk to the people who have in depth knowledge of the problems they're facing. They're in it every single day, they have the best knowledge, and those are the people we should be tapping into to kind of fix some of those problems.

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Put the next next place and so.

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I don't know how many of you guys have you ever heard of growth mindset versus fix mindset?

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00:15:40.078 --> 00:15:44.339

If you have go ahead and put in chat, you have, and if you haven't, you can always put in chat. You have it.

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00:15:46.349 --> 00:15:54.208

Oh, yes. Oh, good. Okay. So it doesn't look I want to do a ton of explanation, but I'm going to give a quick kind of quick rundown.

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Of what to fix mindset? What's the growth mindset? So, mindset believes you have fixed talents.

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They're static you are born an artist, or you weren't born an artist and that's just how it is.

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And there's no, like, really room for improvement, whereas in a growth mindset, they believe.

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You know, limit is the potential for anybody's limited, just unlimited. Right? It's just, there's no way. You can be stagnant in your skills. As long as you're developing training and so forth.

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00:16:27.144 --> 00:16:38.844

They also look at, like, failures as just a bump on the road on that journey, as opposed to. Oh, God. Well, this means I can't do it. They see it is. Okay. Well, I'm going to learn from this. I'm going to move forward.

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So, fix mindsets, believing that you either have tell her you don't there's some big issues with those kinds of cultures developing within your agency.

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I study show that in organizations with fixed mindset, cultures were being smart and talented as prize over all over their behaviors. Employees at all levels, tend to hoard resources, even from their teammates.

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To lie more frequently to colleagues and to clients and doubling others when things go south and probably the worst of all, they ignore or abandoned learning opportunities that would foster growth and innovation.

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So, huge issue, if you start seeing a fixed mindset culture developing within your agency.

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On the other hand, if you have an agency that really adopts that growth mindset really encourages that learning and continuous development. We have found that.

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40 employees with growth mindsets are 47% more likely to say their colleagues are trustworthy.

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Then fix mindset, peers, they're 34% more likely to have a strong sense of ownership and commitment to their organization. So that goes back to that retention and satisfaction.

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They're 65% more likely to say that their organization supports risk taking, which goes back to that productivity and innovation and tackling those everyday problems. And then they're also 49% more likely to say their organization fosters that innovation and fix mindset. Peers.

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00:18:02.453 --> 00:18:16.913

So, organizations were learning, and growth are encouraged, have a culture that is more collaborative and innovative these organizations also place a very high premium on learning from both successes and failures and tend to have employees who became much more ethically.

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All right, so now we've talked a little bit about benefits.

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To coaching, right? It goes back to retention. It goes back to developing talent within your agency boost productivity. It also gives you a big return on your investment.

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So, now, let's talk about the process. What does coaching actually look like what is what is coaching and then how do you take that process?

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And make a systemic change within your agency so.

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Quick question, how do you guys currently teach skills?

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Cheer employees what strategies you use we talked a little bit about, like, processes before where we had coaching or video modeling, or in person training, but with how do you actually teach.

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Staff to, like, let's say, document.

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00:19:20.068 --> 00:19:23.338

I like that watch 1. do 1 teach 1?

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00:19:23.338 --> 00:19:32.128

That's what that's a good bottle follow the I do it and then we do it and then you are going to do it. I also have a similar 1, Amy.

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Explain demonstrate observe and do it themselves. What I love about all your answers. I've seen a lot of modeling.

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And a lot of participation like them, doing role, playing themselves.

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00:19:48.568 --> 00:19:53.788

I like bringing it down a different tasks so looking at what needs to be done that's great.

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00:19:53.788 --> 00:20:02.459

So a lot of you guys are implementing a lot of best practice already, which is great. So, go ahead and talk a little bit more about what coaching looks like.

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So 1 of the coolest things about.

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Talking about coaching is that we have this incredible model that we can follow and not only does this matter and can be used when you're coaching somebody. But it also just like the way to do training.

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We talk about the behavioral skills training model, which if you've been around before you've heard us talk about it. It might not be very new.

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If you haven't, it's such a good way to think about how I'm going to get a new skill, or a new thing to a person in a very structured manner. And if you know anything about tiered supports, we like structure. We like systems, we like processes.

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00:20:44.753 --> 00:20:46.193

So, it worked out really, really well.

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So this BSC model, I'm going to briefly cover it, because I think that based off of the responses that we're getting, a lot of you are using good portions of this model. So I'm going to briefly touch on what this looks like.

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So, in the model, we have instruction, modeling rehearsal and then feedback and instruction. It focuses around your abilities to explain the reasons why.

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Somebody might need to do this skill how somebody might need to do this skill when somebody might need to do this skill. So it answers all of those questions of why is this important? Should I care? Yes, you should here's how to do it. And all the reasons behind the why.

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So that's a little bit about instruction. This can come through video models are face to face in person. It can come on site or in the classroom.

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The next thing that it follows is modeling, and that's my ability to demonstrate the skill for you so that.

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Um, I'm going to do it and then we're going to do it and then you are going to do it is.

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Towards that modeling function of let me demonstrate this skill for you again, this can be done through video examples. It can be done through roleplay examples. Just in some way to show the person, here's how you would facilitate X, Y, and Z.

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And then it follows rehearsal or practicing that skill. So.

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00:22:04.679 --> 00:22:16.584

I would sign that a lot of the trainings that we look at when we're going in and evaluating organizational systems is the lack of having someone practice that's still in the moment and getting immediate feedback.

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So, give people the opportunity to demonstrate their understanding of this thing. That you just pass them, can they re, teach it to you? Can they teach it to somebody else?

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00:22:26.189 --> 00:22:38.219

And they demonstrate this skill when you ask them to please pull out of the medication for this person at this time, and walk me through those steps.

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So that's a lot about that rehearsal and practice and then it's followed by immediate feedback.

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Um, that immediate feedback is so so so important, because if you don't say anything, and you're just like cool, awesome and you walk away, we won't know if I was successful or not, or what I might need to work on in the future.

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00:22:52.854 --> 00:23:05.574

So, feedback is a combination of here all of the things you did successfully as well, as I'd also like you to try these things that time. That's that corrective feedback that thing that I'm going to, we're going to practice further and further down the line.

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00:23:05.874 --> 00:23:18.114

So, in a training situation, this can be really structured it can be as long and hard as you want it to be and then in a coaching manner, when you're maybe in the environment or doing it right.

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Then, and there might have to be a little bit more flexible, but typically you really want to make sure that you give them the chance to demonstrate that scale and get feedback from you as the expert in that. And that's really just a quick snapshot overview of what the key is asking for.

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Wonderful. So, this model is really effective and there's lots of evidence to support that it works. It works to teach skill and help individuals, maintain their skills over time. So how do you take something that works so well, and turn it into a system?

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The way I think about systems frequently, we think about systems is 3 real big parts. 1 is our procedures, right? It's written out.

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What's happening? when's it happening? Who is it? You know, who's doing it right? That's all written out. We also then have our agency practice so what actually happens so we might have a procedure, but if it's in a dusty binder somewhere and nobody follows it well, then it's not part of our agency practice.

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00:24:11.844 --> 00:24:25.253



So we have to have both procedures, and then the agency practices following the procedures that we've outlined, and then the final most crucial part, and you'll hear about it all the time. And shared supports is that database decision making so, is it working.

160

00:24:25.679 --> 00:24:35.999

Are we doing it? Those questions are things that we're gonna be looking at whenever we're going through and assessing is a system really effective. So if we develop a coaching system.

161

00:24:36.233 --> 00:24:49.673

Is effective is it working likely intended or if it's not, what do we need to do to adapt the system, or maybe change about it? So that way we do get that effectiveness we're hoping for because why build something and it's not going to be effective.

162

00:24:50.183 --> 00:24:55.253

So, you can have a coaching system that's really elaborate. Got lots of moving parts.

163

00:24:55.409 --> 00:25:10.044

You can have a very simple coaching system. It really depends on your agency needs your resources on. What's going to be the best thing for you but the 1 thing it has to be is again that effective this. We need to see that.

164

00:25:10.044 --> 00:25:12.713

So, it can be a simple or elaborate, but it must be effective.

165

00:25:14.068 --> 00:25:24.028

So, we're going to dive into procedures 1st and talk a little bit about what would you need to think about when you're talking about procedures with your agency.

166

00:25:24.028 --> 00:25:31.648

Well, 1 of the 1st, things to think about, is that onboarding process right? We want to flush this out. 1st how do we introduce.

167

00:25:31.648 --> 00:25:46.403

Our coaching system to our employees how do we make sure that people are aware of it when they 1st come on to this agency? So we might think about the training procedures. So, when a new employee comes on, what the training procedures happen, what trainings do they have to have?

168

00:25:46.943 --> 00:25:48.324

What do we need to.

169

00:25:49.199 --> 00:26:03.804

Have necessary for to get them on the floor, you know, what do we need to have the necessary to be a new manager and supervise people? Like, what kind of training needs to happen who's doing that training also think about timelines. So, what are the timelines for these trainings?

170

00:26:04.044 --> 00:26:18.953

That's a lot of moving parts when you have a new, a new employee come on and they have to have so many trainings before they can be effective in their job. So, thinking about, what are those timelines? What is the most important thing we need to work on? What can wait? Those are things That'll need to be worked out in your procedures.

171

00:26:19.169 --> 00:26:25.739

And then how do you prepare staff? So how do you introduce staff to the system? Right? New employee orientation.

172

00:26:25.739 --> 00:26:38.183

Is that where we do it? Is it an ongoing thing? Is do we have a new employee orientation checklist that we go through and make sure things? Sure. Things are hit? What do we do to prep staff and make sure that they are really well versed?

173

00:26:38.183 --> 00:26:43.253

And this is how we do coaching at this agency and then think about.

174

00:26:43.558 --> 00:26:49.288

Your onboarding processes right now. And does that set your person up for success?

175

00:26:51.298 --> 00:27:04.648

Next slide so now I want to talk to you a little bit about competency procedures. So Nicole walked you through some components necessary to build a good training procedure.

176

00:27:04.648 --> 00:27:08.608

But now I want you to look at that competency component.

177

00:27:08.608 --> 00:27:21.358

When we look at competency, we're trying to identify just a few things and this is not like all encompassing. There's a lot more steps to consider, but generally we look at the initial and ongoing competency components.

178

00:27:21.358 --> 00:27:26.969

Our timeline the roles that are going to be done.

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00:27:26.969 --> 00:27:30.509

And whether or not, we have checklists to help us keep on track.

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00:27:30.509 --> 00:27:34.679

So, what I mean, when I say initial and ongoing competency.

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00:27:34.679 --> 00:27:37.858

Um, I'm looking at, you know, what does it look like.

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00:27:37.858 --> 00:27:43.979

To ensure that staff competent and when I say competent, I mean, that they can do that still.

183

00:27:43.979 --> 00:27:51.148

On the regular when you are, or are not around, can they demonstrate that skill and do it successfully?

184

00:27:52.199 --> 00:28:01.348

Are there, remediation processes in place? Like, what if a person doesn't meet competency? Do you have a method to make sure that there's that extra.

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00:28:01.348 --> 00:28:05.398

That or that extra level of support to get that person to the next stage.

186

00:28:05.398 --> 00:28:09.689

Are you offering some sort of refresher for those staff who are struggling as well?

187

00:28:09.689 --> 00:28:21.898

Could your team members request some level of extra ongoing coaching so they have their 1st initial competency check. You check them off. They're good to go. Are you naturally.

188

00:28:21.898 --> 00:28:27.209

Following up on a regular basis with that coaching that coaching.

189

00:28:27.209 --> 00:28:35.429

Um, research suggest that you should do maybe 1 per week. That's a lot. So we're gonna talk about how you can feasibly do that.

190

00:28:35.429 --> 00:28:39.118

Um, depending on the number of staff that you have employed in your agency.

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00:28:39.118 --> 00:28:49.769

Um, but can you think about all of these potential things about what can this person do to request, or get extra support in the event that they need it when they're not meeting that initial competency?

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00:28:49.769 --> 00:29:00.179

We also want to think about timeline. So, how soon does this person need to get initial competency? And how frequently are we going to get that person competency checks afterwards?

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00:29:00.179 --> 00:29:04.048

What we typically do, so if you've ever been through a tools of choice class.

194

00:29:04.048 --> 00:29:18.653

Um, you might have an 1530 and then 45 days after you finish your tool's class now, that's just what we can feasibly do, but we also have a lot of people to coach. So we have to cut ourselves off at some point.

195

00:29:18.653 --> 00:29:25.374

Otherwise we won't be able to get all of the people and now that might be something you need to figure out what that what's that going to look like.

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00:29:26.219 --> 00:29:31.078

You also need to think about who's going to be doing these competency checks.

197

00:29:31.078 --> 00:29:42.749

Are they going to be House managers? Are they going to be program managers or are they going to be administrators your agency trainer depending on who you have resources wise people wise.

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00:29:42.749 --> 00:29:51.239

That might be a hard question to answer. So you want to think about who could feasibly do this and just incorporate it regularly into their normal job functions.

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00:29:51.239 --> 00:29:55.409

And then, lastly, 1 of the biggest things is, do we have competency checklist.

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00:29:55.409 --> 00:30:05.608

Are we ensuring that the coach knows what it is that they are looking for, and that they can accurately and consistently measure the success or not success at that scale?

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00:30:05.608 --> 00:30:08.999

When I go out and I'm looking for skills of the trainings that we teach.

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00:30:08.999 --> 00:30:17.759

I have a checklist that says they need to do this, this, this and this does it have to be in that order? No, but I need to see them do everything in 1 of these skills before I can say. Yes.

203

00:30:17.759 --> 00:30:21.868

You've shown me that you are competent, and you can do this Phil successfully.

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00:30:21.868 --> 00:30:24.959

So really think about those competency checklist.

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00:30:26.009 --> 00:30:36.868

So, now we want to ask you a quick question and this is kind of a little opportunity to self evaluate to self. Assess your current procedure around coaching and training.

206

00:30:37.979 --> 00:30:43.588

So, I want you to think really hard about this. Do you have a written onboarding training?

207

00:30:43.588 --> 00:30:48.628

You have something written down that you train to all new staff every time they use it a new staff.

208

00:30:48.628 --> 00:30:52.499

If you did good job, Erica, I guess she's like, yes, we do. Okay.

209

00:30:52.499 --> 00:31:03.298

Within that training, I'd like for you to answer these questions. So you're going to give yourself either a score of 1 out of 3 a 3 out of 3 a 2 out of 3.

210

00:31:03.298 --> 00:31:11.368

So, do you have a timeframe in how long a new staff needs to complete that onboarding training?

211

00:31:11.368 --> 00:31:22.288

Do you have a person who teaches it and do you have training and coaching checklists that you can use to make sure that you're following everything that you need to in that training? So, do you have 1 out as a free.

212

00:31:22.288 --> 00:31:29.699

You have 2 out of the 3 3 out of the 3 is a really good way to quickly assess whether or not you've got some of these components in place.

213

00:31:33.058 --> 00:31:36.449

Is anywhere from a 1 to 3? I like it.

214

00:31:36.449 --> 00:31:40.378

Okay, I got to so we don't have a timeline. That's all right.

215

00:31:41.578 --> 00:31:47.038

We're getting a lot of 2 to 366%.

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00:31:49.108 --> 00:31:52.318

Awesome. Excellent.

217

00:31:55.074 --> 00:32:08.784

So, it's really great about this is if you need help and assessing your current training or coaching, feel free to reach out to the tools for consultants because that's what they're trained to do. So, just a little plug that if you're like, hey, I want to know how I can beat this up.

218

00:32:09.118 --> 00:32:12.868

You could reach out to your regional transport consultants and they could totally help you.

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00:32:14.278 --> 00:32:19.259

So, we have some other things that we'll talk about at the end that you could also come to, you.

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00:32:19.884 --> 00:32:33.864

We're just we're teaching here, but I would say that a lot of agencies that we interact with a lot of providers out there do have a really strong core start up. They got that good training system in place. They know what they're looking for.

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00:32:33.864 --> 00:32:38.784

So, we're going to do another 1 of these assessments just a little bit later to look at the next part.

222

00:32:39.058 --> 00:32:50.094

Of your coaching and training programs. Okay. So continuing procedures. Think about fidelity. So what I'm talking about fidelity this is that are we doing it?

223

00:32:50.094 --> 00:32:58.794

So, what procedures do we have in place to make sure we're following procedures so procedures to follow procedures if it makes any sense, and we're going to have some goals.

224

00:32:58.973 --> 00:33:10.824

So, let's say we want to have, let's say we're doing those coaching observations, and we want to have at least 80% coaching observations for our staff for that week. That would be our goals 80. and we want to see are we meeting that goal consistently?

225

00:33:10.854 --> 00:33:15.713

Are we hitting like we need to do and then what happens when we have gaps or turnover so if we lose a coach.

226

00:33:16.739 --> 00:33:27.114

What happens, then does our system just crumble to dust and we can't meet the functions that we set up or do we have some sort of gap coverage outlined in our procedures?

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00:33:27.743 --> 00:33:28.854

Should this personally,

228

00:33:28.854 --> 00:33:32.814

this is how everything shifted around so that way we still hit those goals that we want to,

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00:33:33.023 --> 00:33:37.794

and don't have any service disruptions and then also think about reliability,

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00:33:37.794 --> 00:33:38.423

how do you,

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00:33:38.753 --> 00:33:49.733

how are you going to reinforce staff are being meaning that fidelity component right and hitting that 80% goal and making sure that staff are being recognized for those efforts.

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00:33:49.733 --> 00:33:51.114

Those are all things to think about.

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00:33:51.749 --> 00:34:04.259

So, when you think about fidelity procedures, by next, we're going to talk about your coaches, the people who are going to be implementing the system that you have created.

234

00:34:04.259 --> 00:34:13.619

Uh, maybe you already have some of these people, maybe you really need to be in that. Maybe you need to identify somebody. So here are some things to think about when you're looking at defining a coach.

235

00:34:13.619 --> 00:34:22.798

I'm thinking about selection and placement who's going to be doing it? Where are they going to be doing it? How are you going to get them out there through deployments?

236

00:34:22.798 --> 00:34:29.128

Um, do you need a training coordinator and do you have some sort of ongoing professional development? So.

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00:34:29.128 --> 00:34:32.159

When we look at the election and placement.

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00:34:32.159 --> 00:34:38.699

Is there a process that you have internally to help you identify coaches?

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00:34:38.699 --> 00:34:45.983

Um, to help your agency long term, are you keeping an eye out for those people? Does your H R keep an eye out for those people?

240

00:34:46.193 --> 00:34:58.704



Do you have an annual survey that looks for some of these skills that you want as an agency coach and can you look at these people and say, yes, they have the time and the necessary skill set that I am looking for.

241

00:34:59.068 --> 00:35:09.958

It's something to think about when you're creating, not only job performance and development in your organization, but it also can be something that you think about when you're hiring new people.

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00:35:09.958 --> 00:35:16.259

When you're thinking about how you're going to get these people out there, you know, consider.

243

00:35:16.259 --> 00:35:27.148

Where are these coaches going to go? Do you want 1 for every single cell or environment that you have in your services? Do you want them? And just certain locations.

244

00:35:27.148 --> 00:35:36.389

Can they be deployed across all environments in your organization? Are they expected to do regular ongoing coach coaching if you have.

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00:35:36.389 --> 00:35:39.958

You know, 50 staff and 2 coaches is that feasible?

246

00:35:39.958 --> 00:35:50.579

If you have 25 staff and 8 coaches is that overdoing it, you know, you really want to make sure that you're using your resources reliably and successfully here.

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00:35:50.579 --> 00:36:03.688

Um, when you think about how big your organization is, I would recommend that you consider getting a training coordinator, who's going to organize all of this moving these moving parts.

248

00:36:03.688 --> 00:36:10.974

Into something that's going to be functional and successful. Is there does there need to be somebody who oversees the coaching system?

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00:36:10.974 --> 00:36:20.304

And some of the providers that we've talked to, we have a couple of people who oversee their coaching system because we also recognize that you have dual role you're doing a lot of jobs that want.

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00:36:20.304 --> 00:36:31.614

So don't think it needs to be 1 person you can always spread this out based off the resources that you have available to you. And then, lastly, how are you going to continuously maintain that? The skills of those coaches.

251

00:36:32.213 --> 00:36:42.833

Do you have ongoing trainings that you're providing them? Is your training coordinator the person who provides that professional development do they have their own coach that's going to help them get there?

252

00:36:43.463 --> 00:36:44.003

Luckily,

253

00:36:44.003 --> 00:36:44.903

for most of you,

254

00:36:44.903 --> 00:36:47.693

if you are a part of the church support program,

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00:36:47.873 --> 00:36:54.893

you have unlimited access to expert level coaches who can give you that professional development through 1 on 1 phone calls,

256

00:36:55.523 --> 00:36:57.684

through practice and feedback opportunities,

257

00:36:57.684 --> 00:36:59.364

through virtual coaching workshops.

258

00:36:59.603 --> 00:37:01.164

We have a lot of ways to help boost.

259

00:37:01.469 --> 00:37:08.278

Your coaches to be the best that they can be. So, if you're like, man, I can think about lots of these things, but I'm struggling on their professional development.

260

00:37:08.278 --> 00:37:13.498

Well, we've got you covered, so really invest in your coaches and help them deal.

261

00:37:13.498 --> 00:37:16.588  
Supported and that they're doing a good job.

262

00:37:17.514 --> 00:37:30.623  
All right, right so the last bit of procedure is talking about data collection procedures, so really outlining what kind of data are you collecting? It should be not collecting data.

263

00:37:30.623 --> 00:37:44.813  
Just for data sake relate to what you want to see right? So, that goal that we talked about, that you have for your system and seeing, if it's effective, that's the data, you should be collecting to see. Is it effective? Right? And you also want to look at are we doing it?

264

00:37:44.813 --> 00:37:52.014  
So that fidelity data are, we actually saying what we're actually going to do, and then also think about the process.

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00:37:52.014 --> 00:38:03.864  
So who collect the data, how do they collect it once I've collected where does it go all those things need to be worked out and then regarding data aggregation review procedures again, you have to have that process.

266

00:38:03.864 --> 00:38:13.313  
So, data's been collected it's been inputted somewhere then who's responsible for pulling that data and making sense of it and seeing trends and deficits and accesses that we need to maybe.

267

00:38:13.679 --> 00:38:26.460  
Make some decisions about, like, oh, you know, we're seeing this team's really struggling. So what can we do to support that team and make sure that they're really getting the training that they need that coaching that they need also think about.

268

00:38:26.460 --> 00:38:35.369  
How do we share the data? You know, what the form of communication that we're going to? Are we going to discuss it at meetings? Did we send out emails? What are we doing to make sure that the data is not just.

269

00:38:35.369 --> 00:38:46.795  
You know, collected visualized and then goes nowhere else. We don't do anything else with it because that, that would be inefficient. And the thinking about how do you share data? So, are you going to share data with your staff and talk to them about it?

270

00:38:46.824 --> 00:38:57.175

Are you going to be sharing with your stakeholders and talking to them about it and being really open and showing the successes? And some of the struggles again.

271

00:38:57.840 --> 00:39:02.250

Bring in other opinions, bring in other perspectives and to hopefully, you know, kind of problem solve.

272

00:39:02.250 --> 00:39:06.000

All right, so that leads us to another assessment. I think.

273

00:39:06.000 --> 00:39:13.980

Yes, okay. So, just like we did before I want you to look at these components and assess whether or not you have them in place.

274

00:39:13.980 --> 00:39:21.780

So, do you have a written ongoing competency training? Do you have something that's going to be competency focused.

275

00:39:21.780 --> 00:39:25.829

With the following and identified on site coach.

276

00:39:25.829 --> 00:39:30.869

An evaluation measure that you can have for your trainer.

277

00:39:30.869 --> 00:39:34.590

And you have data collection systems in place.

278

00:39:34.590 --> 00:39:37.920

Seeing some maybe trickle in now.

279

00:39:37.920 --> 00:39:43.019

And we got a 1 out of a 333%.

280

00:39:43.019 --> 00:39:49.800

Kathy 0, 1, 2.

281

00:39:55.349 --> 00:40:01.380

Yay, Laura identified onsite coaches. That's sometimes even the most hardest thing to accomplish.

282

00:40:01.380 --> 00:40:15.150

All right, so what's cool about this is that we're also going to have in the near future a tool for you to go into a deeper dive of this self evaluation. So this is really helpful for you and you can identify which components you're missing.

283

00:40:15.150 --> 00:40:22.920

We're going to offer you something a little bit more in depth that's gonna make this whole system making much easier, because you can feel like I need to start right here.

284

00:40:27.449 --> 00:40:34.315

So, I want to talk a little bit about. Are we doing it because I'm sure you've heard many, many times. This idea of are we doing it and is it working?

285

00:40:34.344 --> 00:40:46.644

So, we want to make sure that we are doing what we say that we are doing, whether that be through fidelity measures through fidelity of the procedures, which just means, are you doing and following the procedures that you have spent?

286

00:40:46.644 --> 00:40:50.125

So much time outlining our, those being met, are those being followed.

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00:40:50.460 --> 00:40:54.449

You have effective and sustainable systems in place.

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00:40:54.449 --> 00:40:58.619

Not only are they actually doing what you want them to do, but.

289

00:40:58.619 --> 00:41:12.420

Are they long term sustainable? It's not just that. We can do these for a couple of months. And then we're like, okay, we're done. We don't need to do them anymore. These things have to go long term past the point. That you might even be here. That's what we're talking about when we say sustainable.

290

00:41:12.420 --> 00:41:27.144

Are you communicating your systems and your your data and your everything on a regular basis? Do people know about them? And can they make sure that they say, even if I'm not 100% sure I know where to find them because I know that I have great communication with my leaders and my coaches.

291

00:41:27.144 --> 00:41:38.215

Are they accessible? Exactly what I said, I might not know all of them all yet, but I definitely know where to find them to evaluate whether or not I'm doing them successfully. So are we doing it? Lots of evaluation.

292

00:41:40.914 --> 00:41:55.675

Okay, so now that we kind of covered practice. Let's talk about the database decision making. So, again, we're looking at data collection. Is it accurate data collections that we're putting in and collecting our data input? Accurate reliable data entry.

293

00:41:55.675 --> 00:42:09.324

I know. That's something that we struggle with that reliable data entry and the data aggregation. Are you using data visuals like, are using graphs or? You're just looking at a bunch of numbers on a page the big difference when you're making data decision making you're looking at trends.

294

00:42:09.625 --> 00:42:14.574

If you haven't visualized versus if you have just a bunch of numbers, and then again, that data review.

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00:42:14.880 --> 00:42:26.815

Who's making the decisions? Do we have admin at the meeting looking over that data and discussing it and coming up with a decision that's hopefully going to make an improvement to our system? Right?

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00:42:26.815 --> 00:42:35.454

Because that's what we're looking for, is that effectiveness and so that data will show us are their breakdowns are things not working well, is it not sustainable?

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00:42:35.454 --> 00:42:43.974

We just can't keep it up and what do we need to change and that database decision making will really help you identify where those breakdowns are and what can you do about it.

298

00:42:45.690 --> 00:43:00.264

All right, move on, so some next steps so some things we want to talk about, if you, uh, next slide is the coaching framework tool, this is a tool that we will have available on the website. Eventually we also have instructions for it.

299

00:43:00.264 --> 00:43:11.815

And then if you're to support agency, you'll be able to get with your support consultant, and they can help you go through this process of

framing out a coaching system right? And building that framework. And then.

300

00:43:12.355 --> 00:43:27.204

Implementing, so now that we kind of have this rough idea of this is what we want, how do we go about even implementing it because it's a big thing. It's a lot of things to think about a lot of moving parts. How do you implement successfully? It's no small fee for sure.

301

00:43:27.804 --> 00:43:38.425

And so we do this for lots of system designs, and we would do the same thing for coaching framework. So, if you're interested, we'll have it on the website eventually and we will also have the tools for consultant, be able to help you as well.

302

00:43:41.369 --> 00:43:56.094

So, in relation to that coaching framework, we also would recommend that you start to build up your action plan around coaching sets that you want to accomplish. So, if you found that, when you did those evaluate those self assessment that there are components that you were missing.

303

00:43:56.460 --> 00:44:07.260

Add them to your action plan if you don't know how to make an action plan, there are resources on the website on action planning. We have a great that was done by re, Evans.

304

00:44:07.260 --> 00:44:13.710

And she goes into all of those great components of what it means to build an action plan and make it clear and attainable.

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00:44:13.710 --> 00:44:21.954

So, you can look at these action examples that we have on the screen here that talks about my objective is to develop this formal coaching system.

306

00:44:21.954 --> 00:44:36.715

It all ties back to the grander goal that I have about developing and training a coach to, to get those staff up to where I want them to be identify who's going to do it when it's going to be done and whether or not it got there. So, when you're working.

307

00:44:37.110 --> 00:44:52.050

Individually or privately, an action plan can be a great way to drive your organization to success. And if you want extra help, you can always reach out to your regional agency to your support consultant team. We know a lot about action plans. We talk about them a lot.

308

00:44:52.050 --> 00:44:59.610

Um, so if you're, like, who can I ask, who is my featured support consultant? Well, we can definitely get those resources to you as well.

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00:45:01.405 --> 00:45:04.675

Yeah, so I want to plans sorry real quick.

310

00:45:05.304 --> 00:45:19.945

What I like about action plans is like, how do you, even elephant, you take a bite at a time and that's essentially what you're doing here is you're going to take this big idea and you're going to break it down into workable pieces to where you could implement month by month and it's not this big overwhelming project.

311

00:45:19.945 --> 00:45:20.335

So.

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00:45:21.150 --> 00:45:27.659

Yeah, it's so much more fun when it doesn't feel so overwhelming.

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00:45:28.675 --> 00:45:35.304

So, what other cool things are coming that can help you develop, or enhance your coaching system?

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00:45:35.574 --> 00:45:43.855

Well, there are a couple really cool resources that the tier support team across the state of Missouri are working on actively to provide to you on a regular basis.

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00:45:44.219 --> 00:45:51.750

We are going to be hosting coaching workshops. We're going to be hosting those in our official tier support workshop series.

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00:45:51.750 --> 00:45:56.635

Um, hopefully towards the fiscal year, we're gonna be offering those to a wide reaching group of people.

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00:45:57.054 --> 00:46:10.525

It is going to be focused on, evaluating your current coaching systems and whatever capacity, whether that's from delegation to documentation to medication to anything that you want. There's a lot of Asians here in this field.

318



00:46:10.829 --> 00:46:17.070

We can help you evaluate your current systems and then help you build that action plan of what that system can look like.

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00:46:17.070 --> 00:46:25.590

We also are going to identify and talk about how to optimize that coaching procedure. And that coaching system that you have in place.

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00:46:25.590 --> 00:46:34.619

And then how you're going to track it with data and review that data because if you're collecting data and you're not using it for anything, you're spending a lot of energy.

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00:46:34.619 --> 00:46:43.170

Um, with information, just flipping through your fingers. So these coaching workshops is going to be really, really beneficial to you. I hope that you join us and they come out.

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00:46:43.170 --> 00:46:54.625

Uh, in the meantime, we do have virtual coaching workshops available to our agency coaches and to really anybody who's interested. So we can get those out to you as well. And I, those might also be on our website.

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00:46:55.195 --> 00:47:03.985

Yes, Nicholson nodding saying yes, they are also on our website so you can go find that and do some 1 on 1 coaching practice with us.

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00:47:06.804 --> 00:47:21.204

All right, so if anyone has questions feel free to put them in chat, you can also email your questions to steering committee at dot. Gov. We will love to take any questions that you have. Whether it's just like, hey, who is my regional tiered support team? How can I get in contact with them?

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00:47:21.204 --> 00:47:28.795

We can set you up with that and we would love to see you guys come to these coaching workshops there for all agencies not just tiered agencies.

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00:47:29.639 --> 00:47:35.760

So feel free to take advantage of any resources. We have take advantage of the webinars. We already have recorded.

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00:47:35.760 --> 00:47:43.735

And if you don't have any further questions, that's the end of our presentation. And we, thank you guys for coming. We hope we kind of broke down.

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00:47:43.735 --> 00:47:51.565

What is systemic coaching system is and what that looks like and some ideas of how to implement in your agency.

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00:47:51.869 --> 00:47:55.739

Thank you guys.

330

00:47:58.139 --> 00:48:00.900

You guys have a wonderful Monday thanks for coming.