



SERVING, EMPOWERING AND
SUPPORTING MISSOURIANS
TO LIVE THEIR BEST LIVES.

Competency Coaching

Missouri Tiered Supports
Department of Mental Health | Division of Developmental
Disabilities

Objectives

- 👤 Review what a Competency Check is and why they are done
- 👤 Evaluate & Review the Competency Form
- 👤 Practice
 - 👤 Using the form
 - 👤 Evaluating observation data points

What is a Competency Observation?

- 👤 Ensures consistency of a defined skill
- 👤 Provides an opportunity for feedback

How to conduct a competency observation?

- 👤 Observe: Observe the setting for 30-60 minutes to identify if staff are using each defined skill effectively. Document the skills observed on a competency checklist
- 👤 Collect: place checkmarks, words, or any other markers next to the skill observed
- 👤 Report: Take data. Look for 100% accuracy of the defined skill.

Competency Checklist

Stay Close- Cool, Routine, and Random	Obs. 1	Obs. 2	Obs. 3
1. Moved toward the person and remain within arm's reach			
2. Touched as appropriate to the situation			
3. Used caring facial expressions			
4. Used caring tone of voice (avoiding neutral/monotone)			
5. Maintained relaxed body language			
6. Asked open-ended questions			
7. Used empathy statements			
8. Provided encouragement			
9. Listened- spoke less than the person without interruption			
Coercions: (Lecture/Logic, Teasing, Criticism, Arguing, Questioning, Threats, Despair, Talking about the behavior, Taking Away, Force)			

Role Play and Discussion

Feedback

- 👤 Ask them how they felt it went - get their opinions & perspectives
- 👤 Offer corrective feedback
- 👤 Highlight the positives
- 👤 Ask them to give you feedback



Feedback



Resources

Webinars

-  Data Collection: Positive: Negative Observations
-  Coaching: Supervising Using Best Practices

Family Coaching:





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Dr. Nicole Kanaman, GoodLife Innovations

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