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COACHING FOR
Success
LEARNING COMMUNITY

COACHING RELATIONSHIPS: CHANGING MINDSETS

Integrating Innovative Employment & Economic
Stability Strategies into TANF Programs



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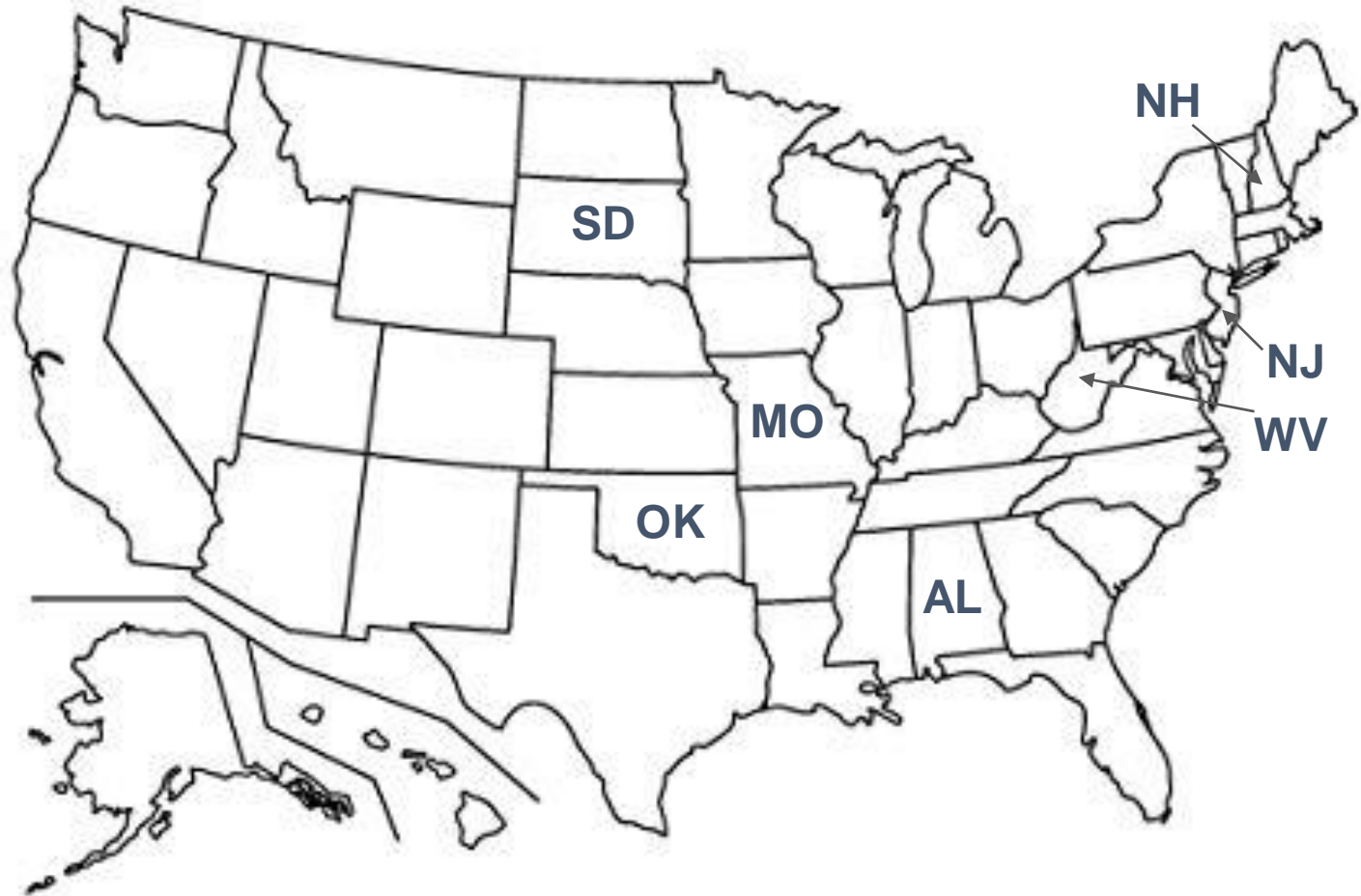
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COACHING FOR SUCCESS LEADERS

- Alabama
- Missouri
- New Hampshire
- New Jersey
- Oklahoma
- South Dakota
- West Virginia



PURPOSE

- Review the stages of the coaching relationship
- Understand how a strengths-based approach enhances the coaching relationship
- Recognize how thoughts, feelings and actions affect the coaching relationship
- Explore the coaching stance
- Apply relationship-building strategies to case examples from the field



**Building
Trusting
Relationships**

**Accountability
& Follow Up**

**Goals
Orientation**

**Problem
Solving**

**Self-Assessment
& Goal Setting**

Capacity to Aspire

Motivation

ROADMAP TO COACHING

STRENGTHS-BASED VS PROBLEM-FOCUSED



STRENGTHS-BASED VS PROBLEM-FOCUSED

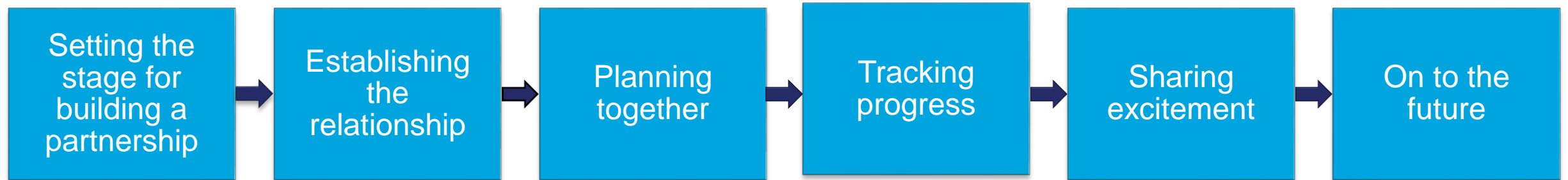
Strengths-Based Approach

- Start with client strengths
- Focus is on future positive outcomes
- Caseworker supports client to identify changes they want and needed solutions

Problem-Focused Approach

- Start by identifying problems
- Focus is on fixing the problems
- Caseworker finds the solutions

STAGES OF THE COACHING RELATIONSHIP



WHAT AFFECTS OUR RELATIONSHIPS?



THINKING



FEELING



ACTING

ESSENTIAL FEATURES OF THE COACHING STANCE

Sharing in the
effort

Avoiding the
“expert”
position

Exploring
instead of
knowing

Using the
parallel process

Genuinely
understanding
the client’s
experience

Slowing down
and taking it one
step at a time

Holding hope

Adapted from Johnston & Brinamen, 2005



COACHING STANCE

- What does it look like?

COACHING STANCE - EXAMPLE



COACHING STANCE EXAMPLES – YOU TRY

Sharing in the effort

Avoiding the “expert” position

Exploring instead of knowing

Using the parallel process

Genuinely understanding the client’s experience

Slowing down and taking it one step at a time

Holding hope



CASE EXAMPLE

ACTIVITY

APPLYING A STRENGTHS-BASED APPROACH

- Have you had a challenging coaching relationship?
- What happened?
- Why was this a challenge?



TEAM SOLUTIONS

- Strengths-based approach
- Coaching Stance



RELATIONSHIPS MATTER

“I had a really cool experience today. I was talking to an applicant who only received TANF for a short period 20 years ago. I was explaining how we want TANF to be a much different experience, that we want to build a relationship with her and we want to see her SUCCEED! Her face immediately lit up, while also relaxing, if that makes sense. I have such high expectations for this program!”



QUESTIONS OR COMMENTS?



NEXT STEPS WITH LEARNING COMMUNITY

- Upcoming webinars: 5/9, 6/13, 7/11 & 8/8.
- Monthly calls
- Site visits



SURVEY

- A survey will pop up immediately after the webinar ends. Please take a couple minutes to respond.
- Your answers are important to us!



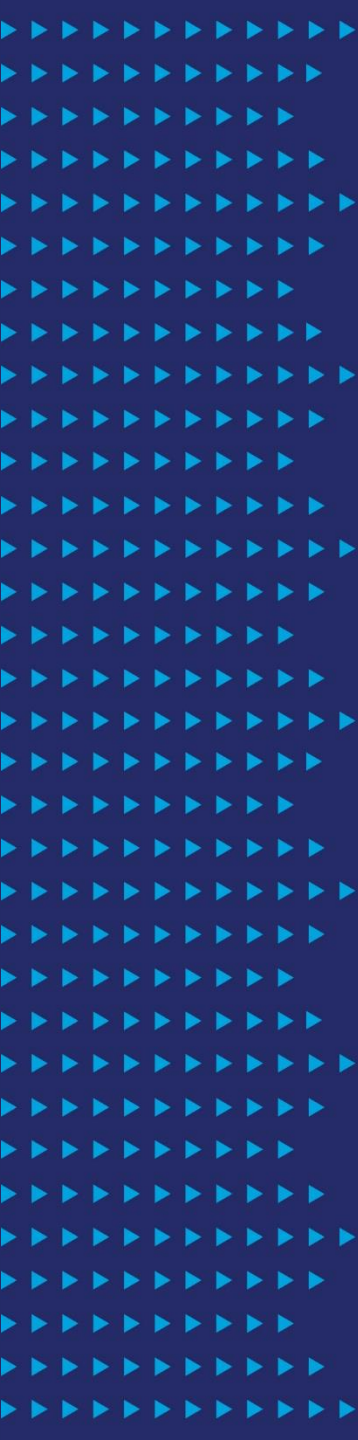
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Coaching for Success Series 2019-13

This product was developed by Public Strategies, EMPATH, and MDRC, and funded by the Office of Family Assistance under contract number HHSP23337005T, Integrating Innovative Employment & Economic Stability Strategies into TANF Programs (IIEESS).