

Coaching as a strategy for supporting client success

Opening Plenary
Tribal TANF Summit
September 16, 2019



In my early professional years I was asking the question: How can I treat, or cure, or change this person?

Now I phrase the question in this way:

How can I provide a relationship which this person may use for his own personal growth?

Carl Rogers
Father of Humanism, Psychology

What is Coaching?

Coaching is a person-centered, strength-based way of working with others that helps them direct the changes they want to make in their own lives.

Coaching is:



Active Listening



Powerful Questions



Individualized and Self Directed

Coaching is not:



Passive and Distracted Listening



Authoritative Statements



Generic, Agency or Caseworker Directed



Coaching as a Case Management Tool



Coaching is an effective way to engage and build rapport with **participants**.



Coaching promotes independence, builds problem-solving skills, and helps participants **realize their strengths**.



Coaching techniques are useful through **the case management phases** of intake, assessment, goal-setting, and follow-up.

But why Coaching?

Coaching

Builds Skills

breaks the barriers

SUPPORTS EXECUTIVE FUNCTION

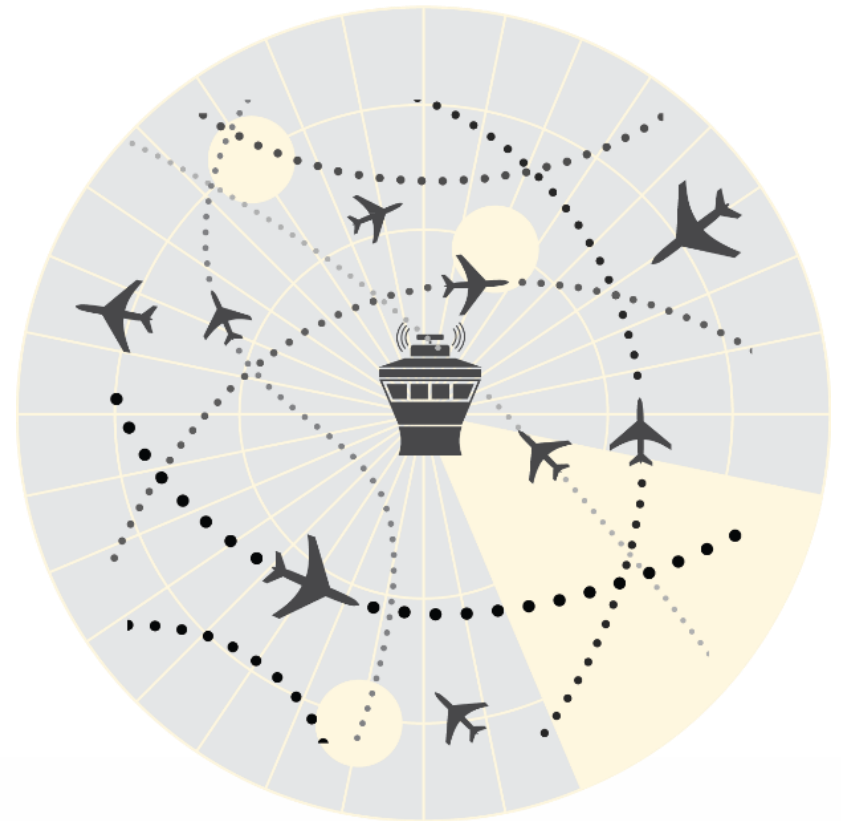


What is Executive Function?

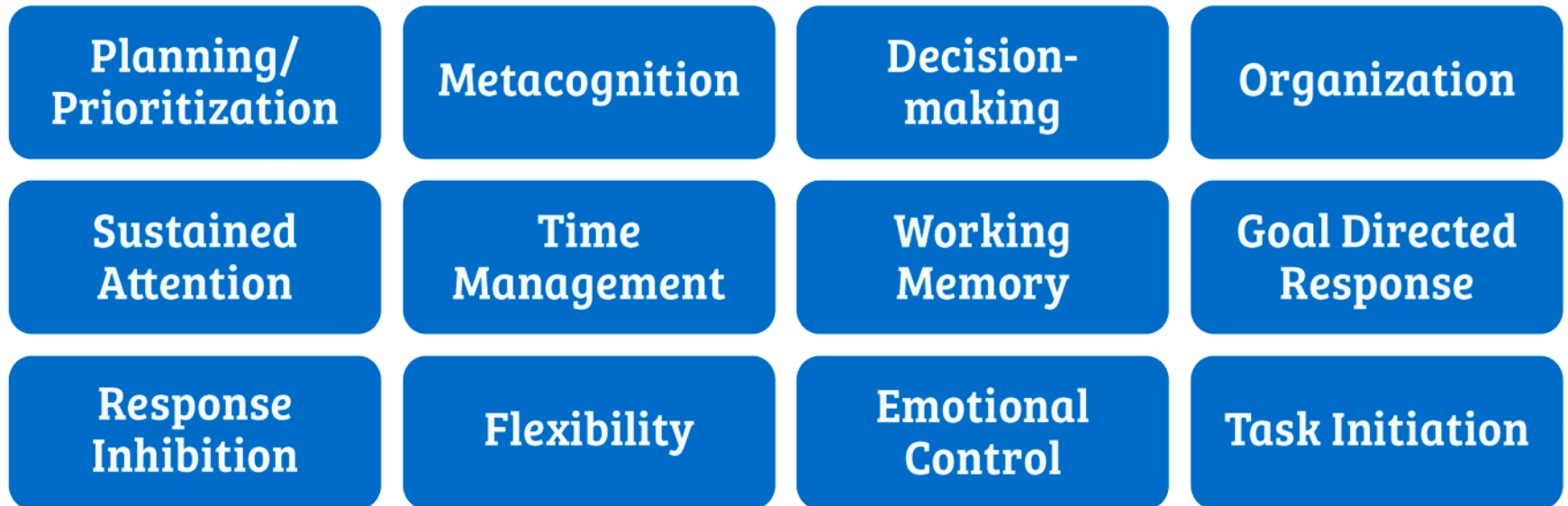
Air Traffic Controller of the Brain

The **frontal lobe** of the brain organizes other brain functions. It acts as the “executive” to the overall brain functioning.

Executive function impacts people’s **ability to succeed** in the workforce, in educational attainment and in personal relationships.



Executive Skills



We all have strengths and weaknesses.

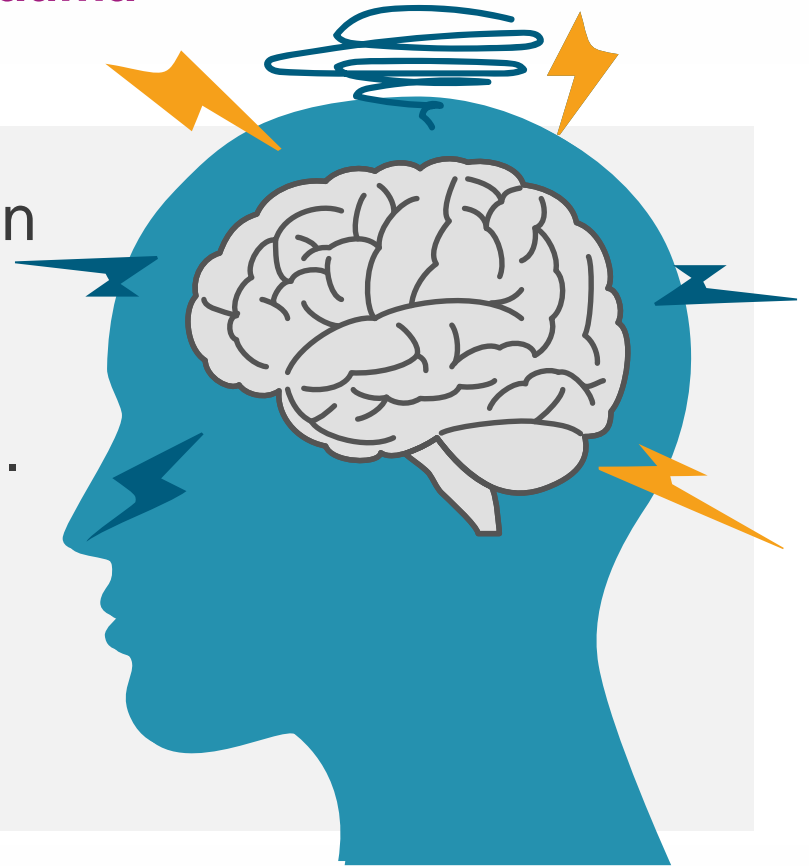


Negative Impacts on Executive Function

The Science of Toxic Stress and Trauma

Healthy brain development can be derailed by excessive or prolonged activation of stress response systems in the brain.

- ACES
- Historical Stress
- Toxic Stress



Stress and Scarcity Lead to...

Tunneling

Whatever is most urgent, whatever unmet need is most pressing, fully captures the mind and crowds out everything else.



Bandwidth Tax

Results in a person being less insightful, less forward thinking, and less controlled.



Neuroscientists have pointed to the following interventions:

REDUCE COGNITIVE LOAD

- Streamline processes
- Share data/reduce application processes
- “Nudge” concepts



INCREASE PARTICIPANT SKILLS AND CAPACITY

- Coaching
- Fostering Peer Networks and Support
- Aerobic Exercise



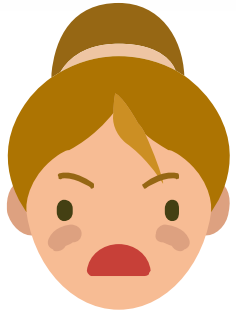
How we think our mornings should look



How they really look!



Signs that Stress may be Impacting Executive Function...



Frustrated



Have a short fuse



Distracted



Lack of time management



Fired from several jobs



Started educational programs without finishing

DISRESPECTFUL
DON'T CARE
DISTRACTED APATHETIC
UNMOTIVATED
STRESSED IMPATIENT **ANGRY**
UNFOCUSED FORGETFUL **DISINTERESTED**
SHORT-FUSED WILLFUL NON-COMPLIANCE
FAILURE TO PARTICIPATE
INCOMPLETE PAPERWORK





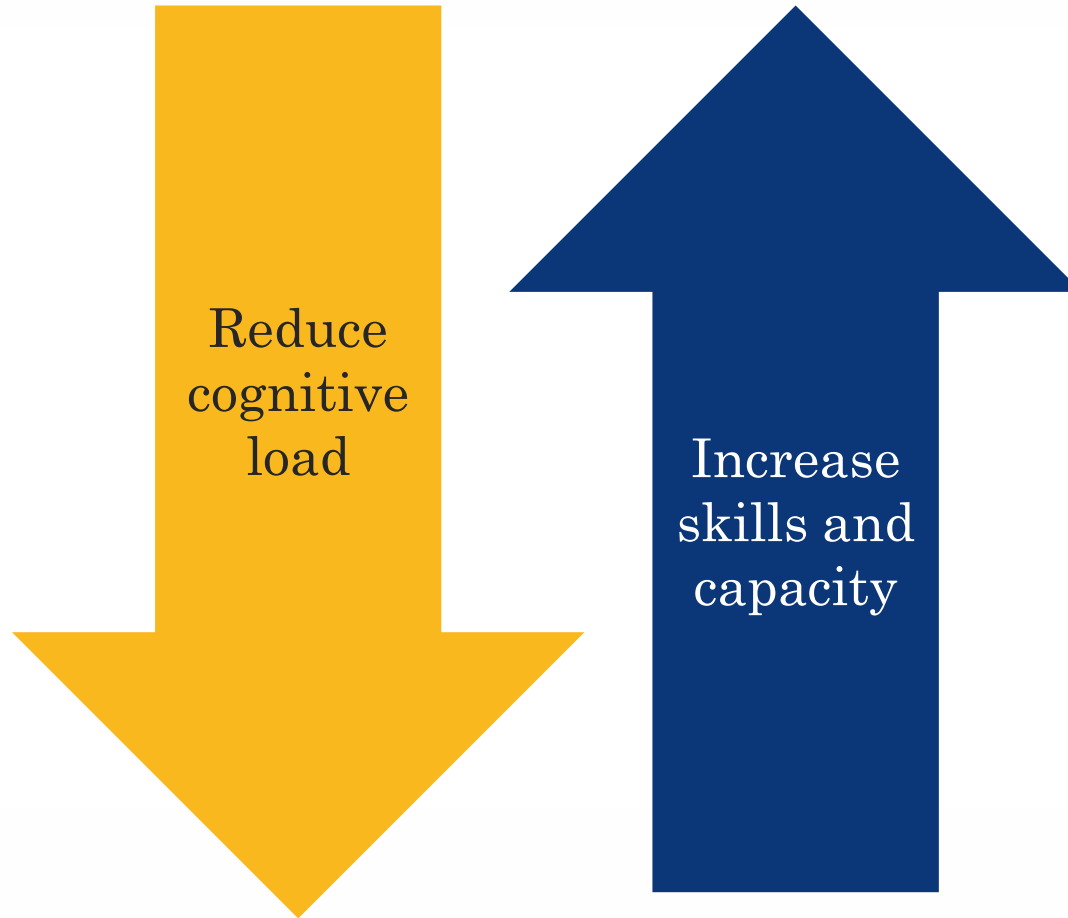
““””

Living in poverty means living in chronic scarcity – and scarcity comes with a set of cognitive consequences that may be beneficial or adaptive in the short term but highly deleterious when experienced chronically.”

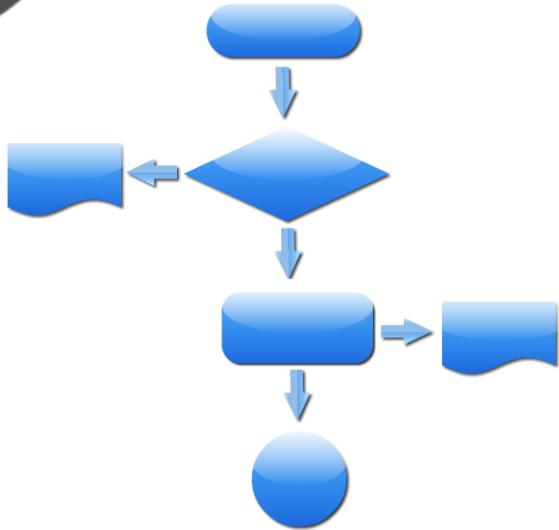
Daminger, Hayes, Barrows, and Wright (2015)

Supporting Executive Function and Executive Skills Development: Tools and Techniques

How YOU Can Help



Reduce Cognitive Load



Reduce Cognitive Strain in Correspondence & Conversation

Maximize legibility with font

Make message memorable

Phrases easy to read

Concrete words

Short as possible

Signposts

Concrete examples

Sticky phrases

Visual images



PCG Human Services Coaching Framework™



**Person
Centered**



**Relationship
Based**



**Goal
Driven**

Sustainable Change Monitoring & Evaluation



**Person
Centered**



A Person-Centered Approach:

...recognizes choice and complexity



...develops the participant's sense of ownership



....recognizes barriers, but leverages strengths to overcome them

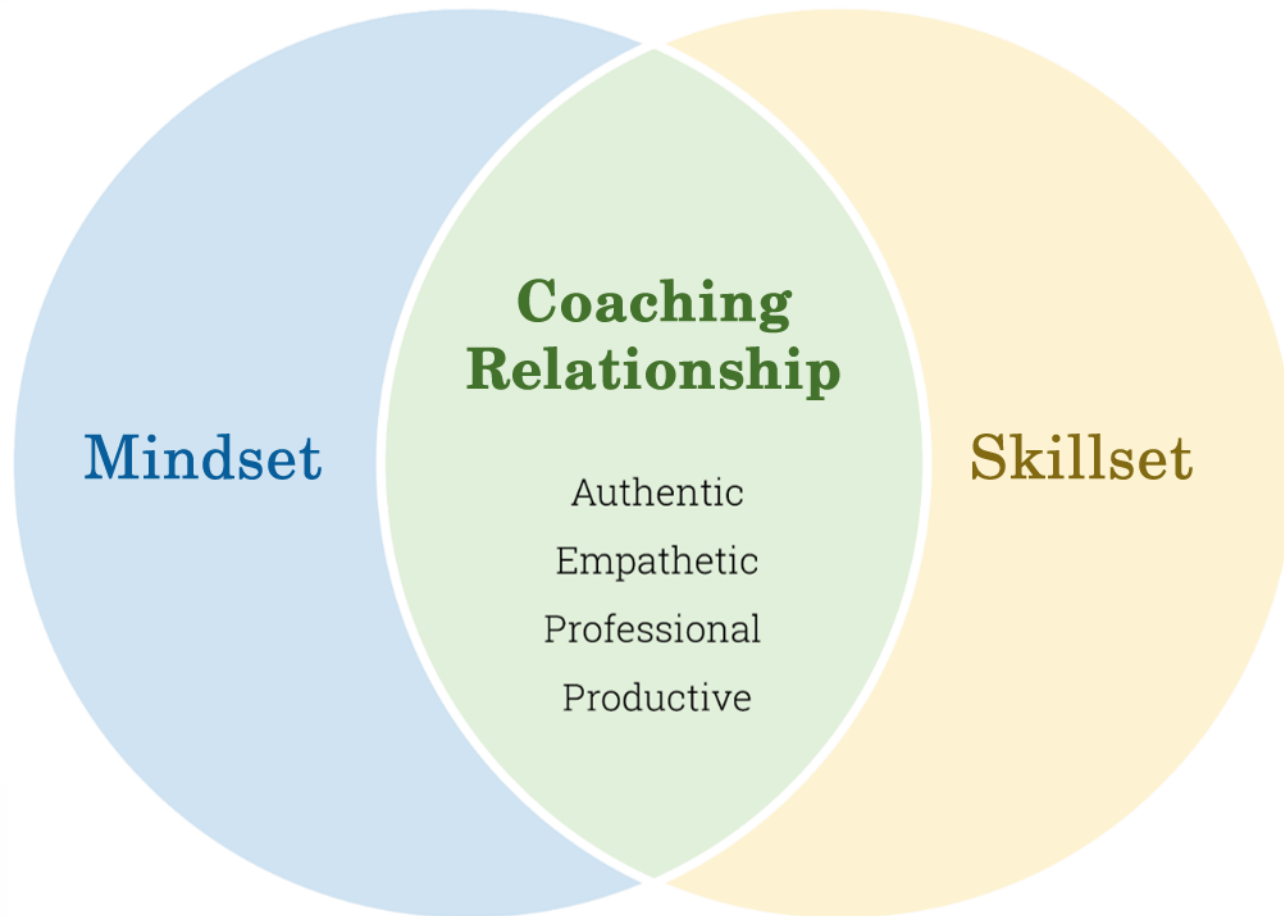




Relationship Based

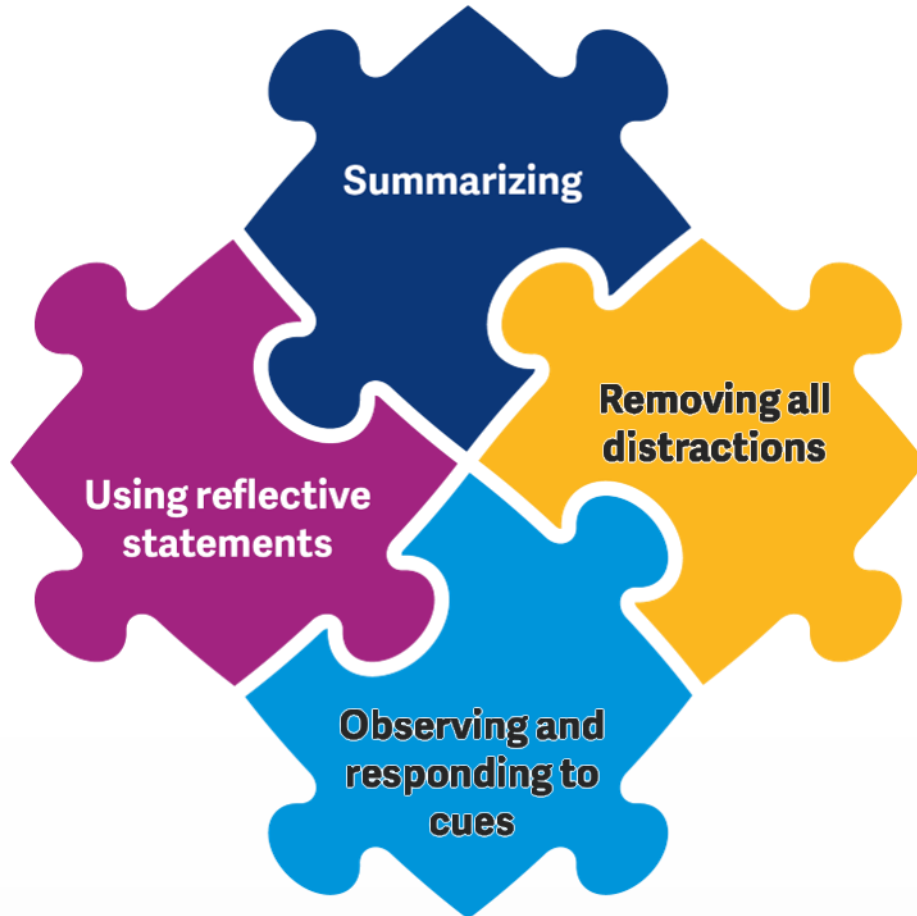


Components of a Coaching Relationship

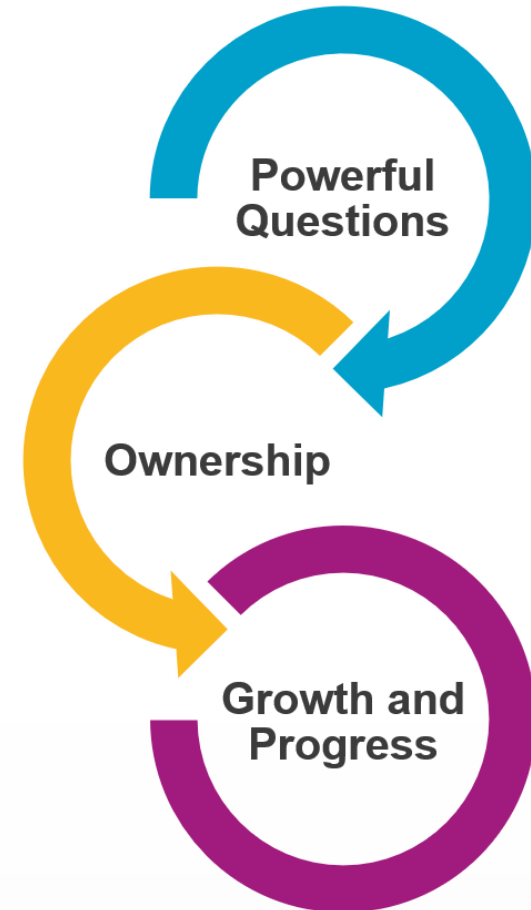


Tools for Building a Coaching Relationship

Active Listening



Powerful Questions





**Goal
Driven**



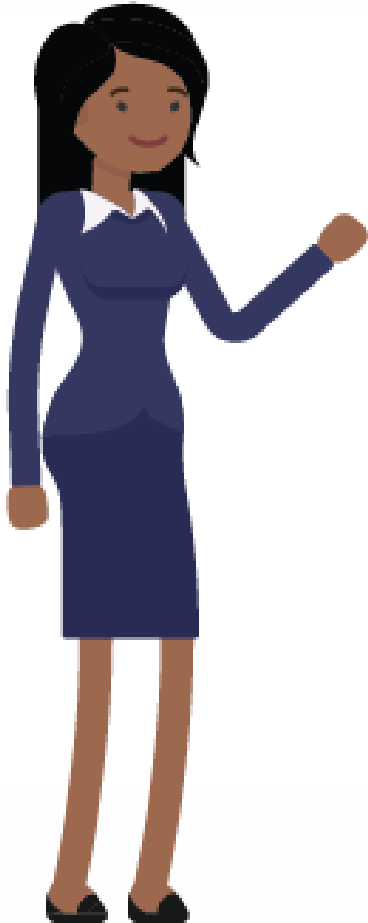
Research Says Goals Make a Difference

Goal Setting



**High Levels
of Performance**

Best Practices in Goal Setting



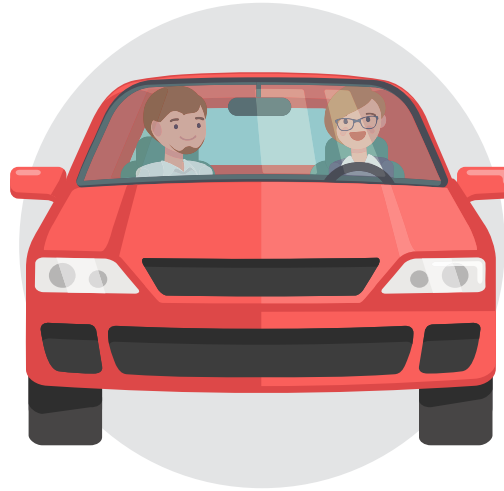
- ✓ Specific goals work better
- ✓ People should set their own goals
- ✓ Rewarding progress is more effective than punishing setbacks
- ✓ Short-term goals lead to progress -- break tasks into smaller parts

The “Coaching Mindset”: Supporting Skill Development



Partnership of Equals

A partnership that honors person’s expertise and experience



Ownership

Progress is made when individuals are in the driver's seat of their journey



Choice

The participant is resourceful and can choose how he/she responds to life



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