

Job Coaching Skills Workshop for Job Coaches

Unit 1

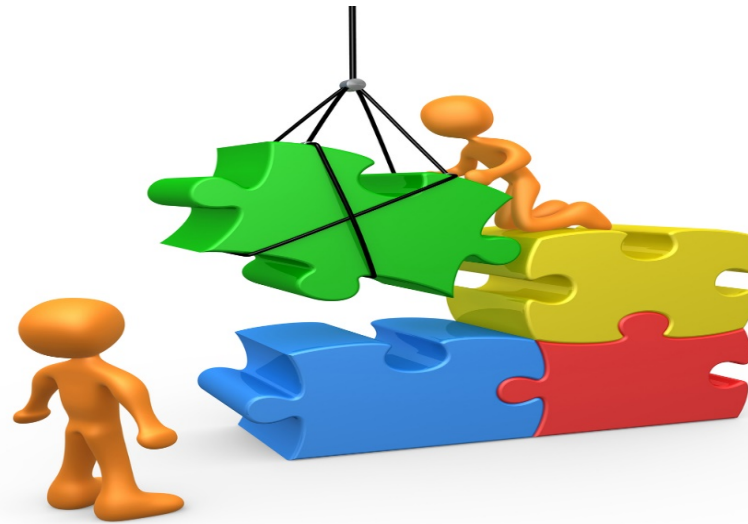
What is a Job Coach?

- Successful Coaching
- Job Coaching Readiness Self-Assessment
- Characteristics of a Good Job Coach



Successful Job Coaching

It takes more than being able to do the job well.



The ability to share knowledge and skill effectively can be learned and practiced.

From One Job Coach to Another

“**Ability** is what you're capable of doing.”

“**Motivation** determines what you can do.”

“**Attitude** determines how well you do it.”

- Lou Holtz, former Head Coach, University of South Carolina

Job Coaching Readiness

The self-assessment determines

- Your strengths.
- Things you can work on to improve your success as a job coach.



Characteristics of a Good Job Coach

Responsiveness

Flexibility

Desire

Humor

Enthusiasm

Commitment

Tolerance

Sincerity/Honesty

SUPER BLOOPERS

Goal Setting --- What's In It For Me?

WIIIFM?



Job Coach Readiness Self-Assessment Activity

A Job Coach...

- Uses structured techniques to assist individuals with disabilities to learn and accurately carry out job duties.
- Job coaches provide on-the-job training and support the individual to adjust to their chosen work environment.
- With this support, individuals will be able to become independent in carrying out the duties of their job with effective supports.

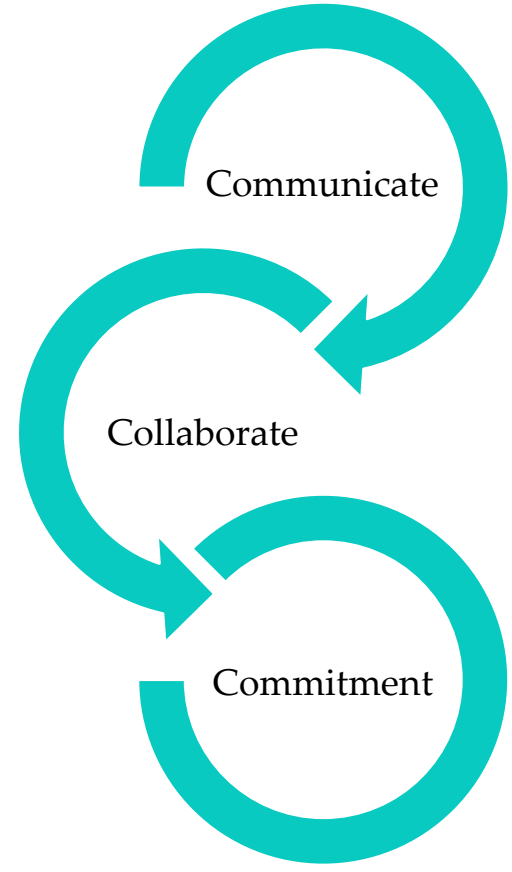
Unit 2

Establishing Rapport and Building Relationships

- Establishing a Relationship
- Effective Communication
 - Listening Skills
 - Asking Good Questions
 - Giving Feedback
 - Communication Skills Summary
- Responsibilities

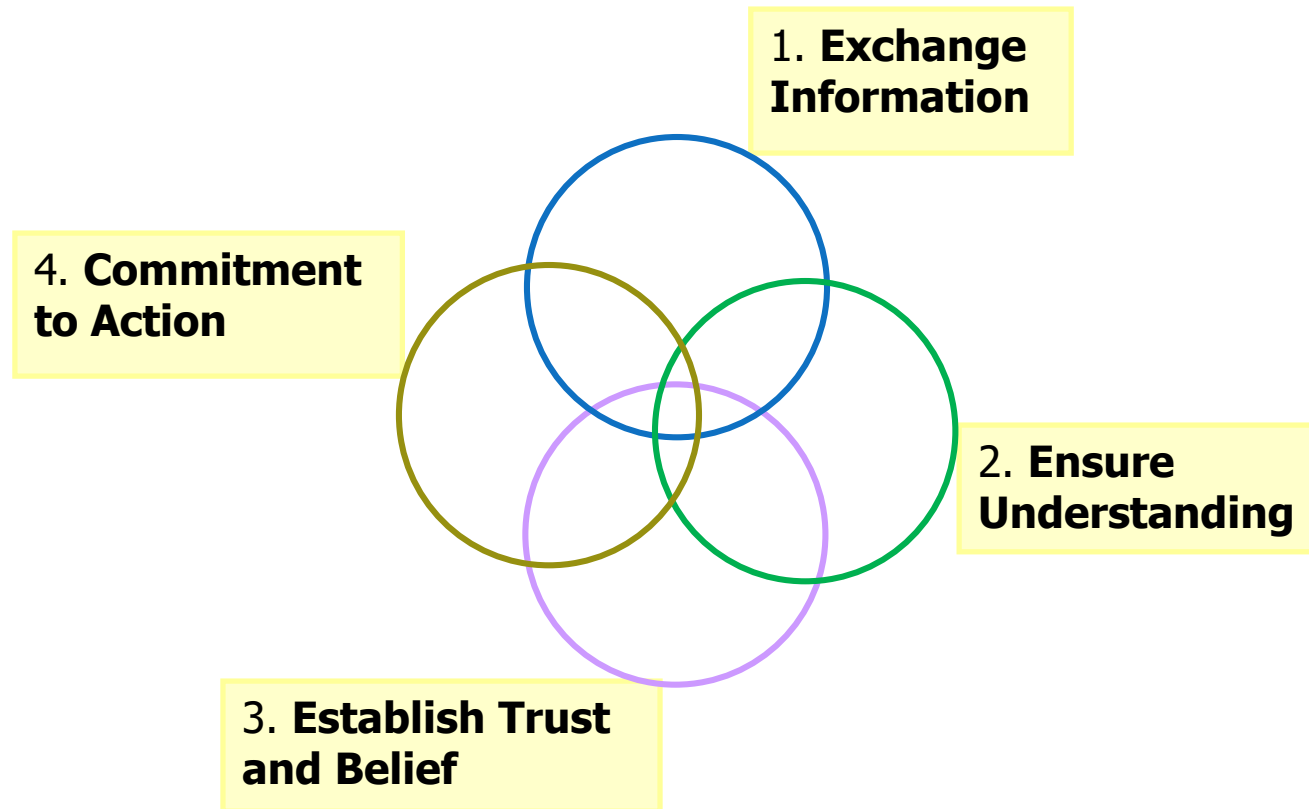


Establishing a Relationship



Effective Communication

The Communication Process



Listening Skills

“Seek first to understand,
then to be understood.”

Stephen Covey (1990)


The 7 Habits of Highly Effective People



Next to physical survival,

“the greatest need of a human being is psychological survival-- to be understood, to be affirmed, to be validated, to be appreciated. Listening provides this ...for it provides ‘psychological air’.”

Stephen Covey



When you listen carefully to another person you validate them.

Once the need for validation is met, others are open to listen to you. It is then you can focus on influencing them or solving problems.

Good Listeners:

- **Don't interrupt or plan a response while the other person is talking**
- **Are not judgmental**
- **Think before answering**
- **Try to face the speaker; maintain eye contact**
- **Watch nonverbal behavior; listen with eyes and ears**
- **Ask questions and wait for an answer**
- **Don't have to have the last word**

adapted from Richard Gemmet 1977

Asking Good Questions



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- Gets the trainee and job coach talking
- Controls attention because they require a response
- Helps the learner think

Types of Questions

- Open-ended
- Closed-ended



Closed-Ended Questions

- Usually result in a yes or no answer
- Usually begin with
Do..., Is..., Can..., Could..., Would..., Should..., Will..., Shall...,
- Should be avoided
- Example:
“Are you ready to move to the next step?”

Open-Ended Questions

- Help evaluate trainee's understanding
- Establish strengths and concerns of the trainee
- Begin with
How..., Why..., When..., Where..., What..., Who..., Which..., If...
- Example:
"What additional information do you need in order to move to the next step?"

Closed-Ended Questions to Open-Ended Questions

Open Questions Begin

What

When

Who

Where

Which

How

Closed Questions Begin

IS

DO//DID

CAN

HAS/HAVE/HAD

SHALL

WILL

Boomerang Question

- Redirect a question back to the learner
- Example: “That’s a good question. What do you think ought to be done in that situation?”





Open And Closed Ended Activity

Giving Feedback





- To reinforce corrections
- To point out actions that need to be corrected through further practice

Feedback Techniques

Praise

- Let trainees know how well they are doing
- Use sincere praise to create a more constructive atmosphere





Clarifying

- Restate what you heard the trainee say
- Listen for confirmation that what you are saying is correct
- Encourage trainees to tell you if you are right or wrong

Giving Feedback

Effective job coaches:

- Give plenty of timely positive feedback
- Give negative feedback privately
- Accept criticism without becoming defensive



Informal versus Formal Feedback

Informal Feedback

– **Given as issues arise**

Formal Feedback

– **Given at specified times**

Communications Skills Summary



- Job Coach's responsibilities
- Supervisor's responsibilities
- Trainee responsibilities

A Job Coach is part of a team.

Responsibilities

- Job Coach's responsibilities include
 - Assessing trainee knowledge and skills
 - Organizing and planning training
 - Developing relationship with the trainee
 - Teaching knowledge and skills
 - Evaluating progress
 - Suggesting changes needed to the program





Unit 3

Characteristics of Student Learners

- Characteristics of student Learners
- Experience and Learning
- Effective Job Coaching
- Effective Assessment
- Job Coaching Checklist
- Steps to Successful Job Coaching

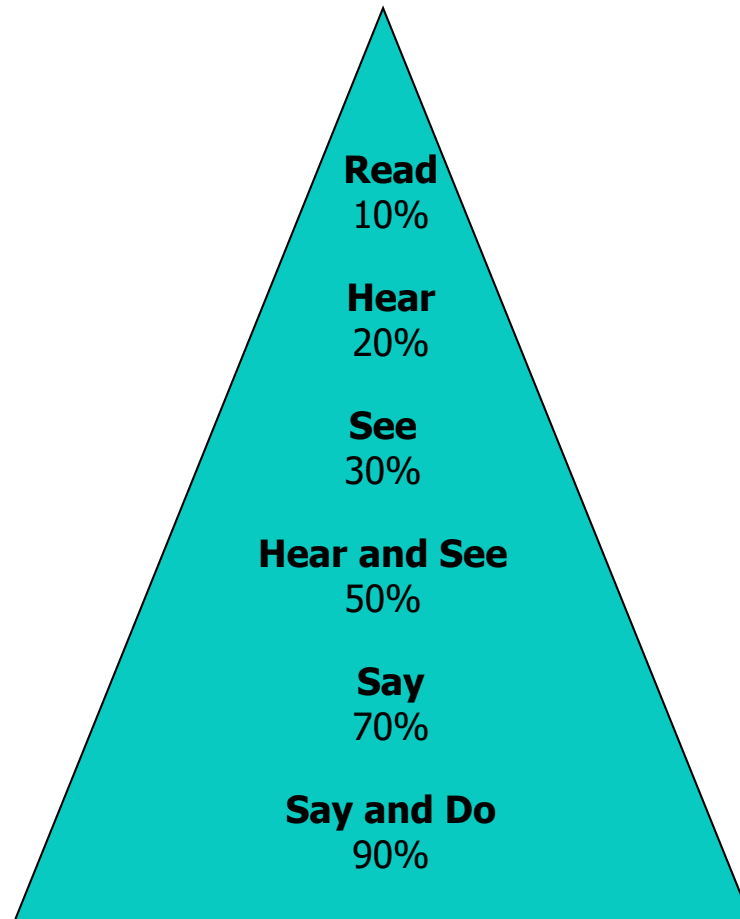


Characteristics of student Learners



Student Learner Activity

Cone of Learning



Effective Job Coaching

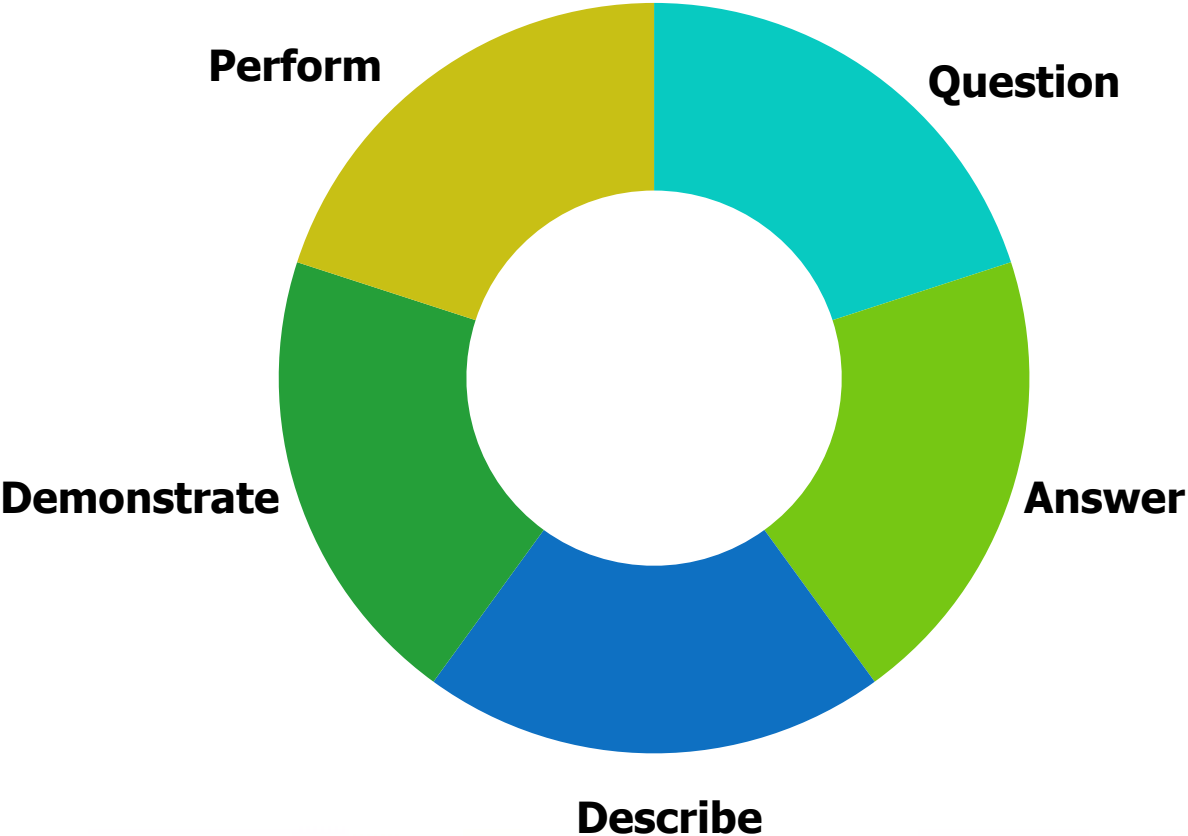
- Clear Goals
- Valid Content
- Appropriate Delivery Method
- Assessment
- Remediation



Effective Job Coaching Activity



Effective Assessment



Job Coaching Checklist

Job aid to use

- As you are preparing to job coach
- While you are job coaching
- For self-evaluation



Steps to Successful Job Coaching

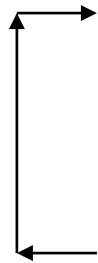
1. **Focus**

THEN

2. **Explain and Demonstrate**

3. **Observe**

4. **Feedback**



Unit 4: Job Coaching Practice



ACTIVITY

- Create a teaching outline
- Take turns as job coach, trainee, and observer

Job Coaching to Different Skill Levels Activity

Match your job coaching to the trainee

- Assess the trainee's knowledge and skill
- Adjust your teaching to that level



Unit 5





- What Is a Job Coach?
- Establishing Rapport and Relationships
- Job Coaching students learners
- Preparing a Training Outline
- Job Coaching Practice

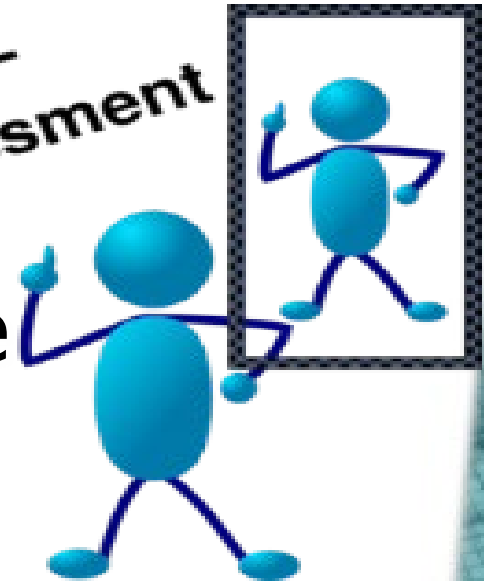


Job Coaching Readiness

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Self-
Assessment



Workshop Expectations



Job Coaching Skills Workshop Evaluation

