Today's Agenda

- Role of Coaching in a Stable Workforce Culture
- PHI Coaching Approach to Supervision®
- Blocks to Listening – Self Awareness and Self Management
- Relational Skills
  - Active Listening
    - Paraphrase
    - Open Questions
  - Impact/Outcomes

What do we believe is our role in creating a culture of workforce satisfaction and retention?

A leader is a coach, not a judge.

Edmunds Dunning
Workers do not leave their jobs, they leave their supervisors

Nurses and Many Frontline Managers supervise staff yet few nurses have been afforded adequate supervisory training

The Supervisor/Worker Relationship

The single most important contributor to worker satisfaction and retention!
PHI Coaching Supervision

A relational approach to managing and supporting direct-care workers and teams that helps them to own problem-solving skills... i.e. the ability to think critically, prioritize and communicate effectively

Benefits of Coaching Supervision

- Enhances retention of employees
- Defuses conflict
- Improves problem solving
- Improves the likelihood that the needs of both the resident and the work will be met

Traditional Supervision: Five Steps

- Identify issue to be addressed
- Explain the rules clearly
- Explain the consequences of breaking the rules
- Offer possible solutions to the problems
- Request or direct the worker to comply with work rules
Coaching Supervision

- Create a relationship with the worker
- Clearly present the problem or give feedback
- Gather information about the worker’s perspective
- Engage in problem-solving with the worker
- Support the worker to commit to action steps

Coaching Supervision is a RELATIONAL approach

Workers are trusted and believed in to own their work. And Leaders provide them with the resources and knowledge to do that work.

The Primary Coaching Skills

- Active Listening
- Self-Awareness and Self-Management
- Clear Communication without Blame or Judgment
Communication Gone Bad!

When Listening is Blocked
We can’t fully take in what the other person is saying
Our attention is focused—at least in part—on ourselves and meeting our own need in that moment

“Most people do not listen with the intent to understand; they listen with the intent to reply.”

Stephen Covey

Coaching Approach to Supervision
Listening Blocks
Rehearsing Advising
Mind Reading Sparring
Filtering Placating
Dreaming Comparing
Identifying Judging
Blocks in Action

What does it sound like?
What does it feel like?
What's the impact on the person?

"You weren't listening, I said, 'DON'T fall.'"

Judging

You dismiss others based on who you think they are or what they say. You aren't really listening but are having a knee-jerk reaction.

When does judging come up for you in your work as a Supervisor?

Blocks in Action

What does it sound like?
What does it feel like?
What's the impact on the person?

"You weren't listening, I said, 'DON'T fall.'"
Advising....
Before people get to what’s really troubling them, you jump in with suggestions for how to solve the problem. Before they are finished talking, you are thinking about what to do.

When do you find yourself going to Advising?

Self Awareness is the Key
Notice when your listening is blocked!
Put your attention back on the other person
Stay open to hearing their perspective!

Paraphrase
Putting into your own words what you think someone else just said
- Keeps you focused on what the other person is saying
- Provides an opportunity to check your understanding and clear up misunderstandings on the spot
- Lets the other person know you are listening
- Helps the other person think through their ideas
Skills Practice

Closed Questions can be answered with a simple yes or no and tend to end a conversation.

Open questions help you learn the other person’s perspective, they lead to discussion and keep a conversation going.

Why Ask Questions!

Learn what’s important to the other person
Better understand the persons perspectives
Develop relationship
Build mutual acceptance and understanding
Skills Practice

When We Don’t Listen

- We are not as likely to understand the other person
- The other person is more likely to “give up” on trying to be in relationship
- Mistrust and misunderstanding grows
- People do not see themselves as partners or a team

Learning Circle

What are you taking away from today that feels useful or interesting to you?
Homework

Practice skills you learned today for 5 minutes with someone you might have difficulty listening to.

For more information about PHI Coaching Approach to Supervision:

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