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

WIIFM?
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

Communicate

Collaborate

Commitment
Effective Communication
The Communication Process

1. Exchange Information
2. Ensure Understanding
3. Establish Trust and Belief
4. Commitment to Action
“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

- 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

Positive Feedback Results
• 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

- Goal-oriented
- Self-directed
- Problem-centered
- Experience-based
- Practical
Student Learner Activity
Effective Job Coaching

• Clear Goals
• Valid Content
• Appropriate Delivery Method
• Assessment
• Remediation
Effective Job Coaching Activity
Effective Assessment

- Perform
- Question
- Demonstrate
- Answer
- Describe
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

It's a Wrap
What Is a Job Coach?

Establishing Rapport and Relationships

Job Coaching students learners

Preparing a Training Outline

Job Coaching Practice
The self-assessment determines

- Your strengths
- Things you can work on to improve your success as a job coach
Workshop Expectations
Job Coaching Skills Workshop Evaluation