



MEANINGFUL PARTNERSHIPS WITH THE WORKFORCE: CREATIVE AND COLLABORATIVE COACHING

ALLEGHENY COUNTY, PENNSYLVANIA- COLLABORATIVE FOR APPLIED
LEARNING, TRAUMA AND TECHNICAL SUPPORT

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A GOOD COACH
IS CRITICAL TO
THE SUCCESS OF
A TEAM



WORKSHOP OBJECTIVES

1

Understand the purpose and benefits of coaching and how it is integrated into TCOM.

2

Identify strategies for increasing investment in TCOM through collaboration and coaching.

3

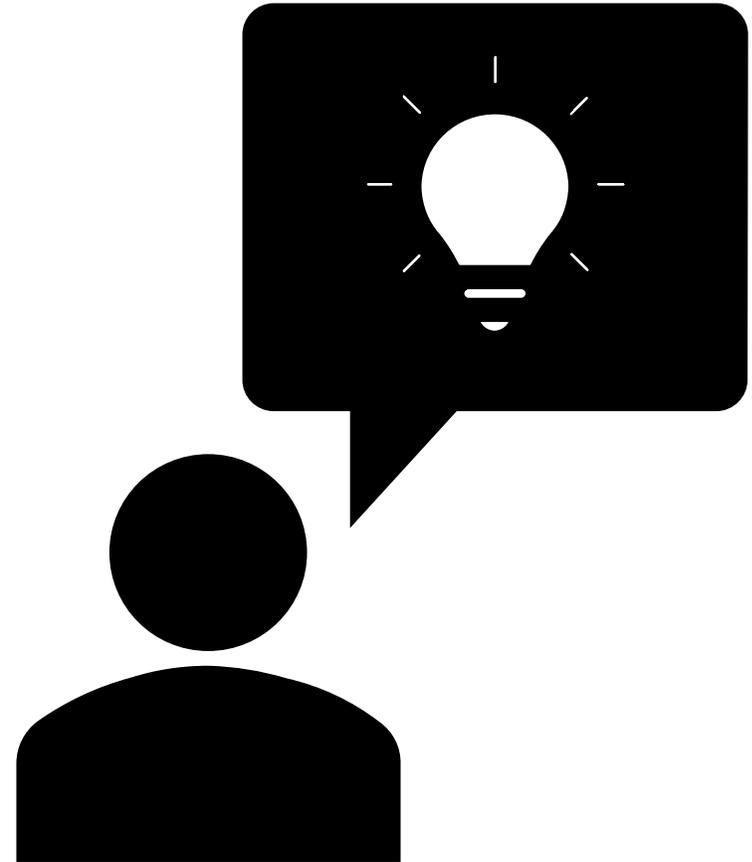
Develop a coaching plan that aligns with the needs of your organization/jurisdiction.

***WHAT IS ONE
WORD THAT
DESCRIBES A
GOOD
COACH?***



CHALLENGE- CONSIDER:

- Consider your TCOM training/testing process- what is your role in supporting staff?
- Do staff have access to needed support or coaching?
- What is your overall goal around supporting staff?



WHAT IS COACHING?

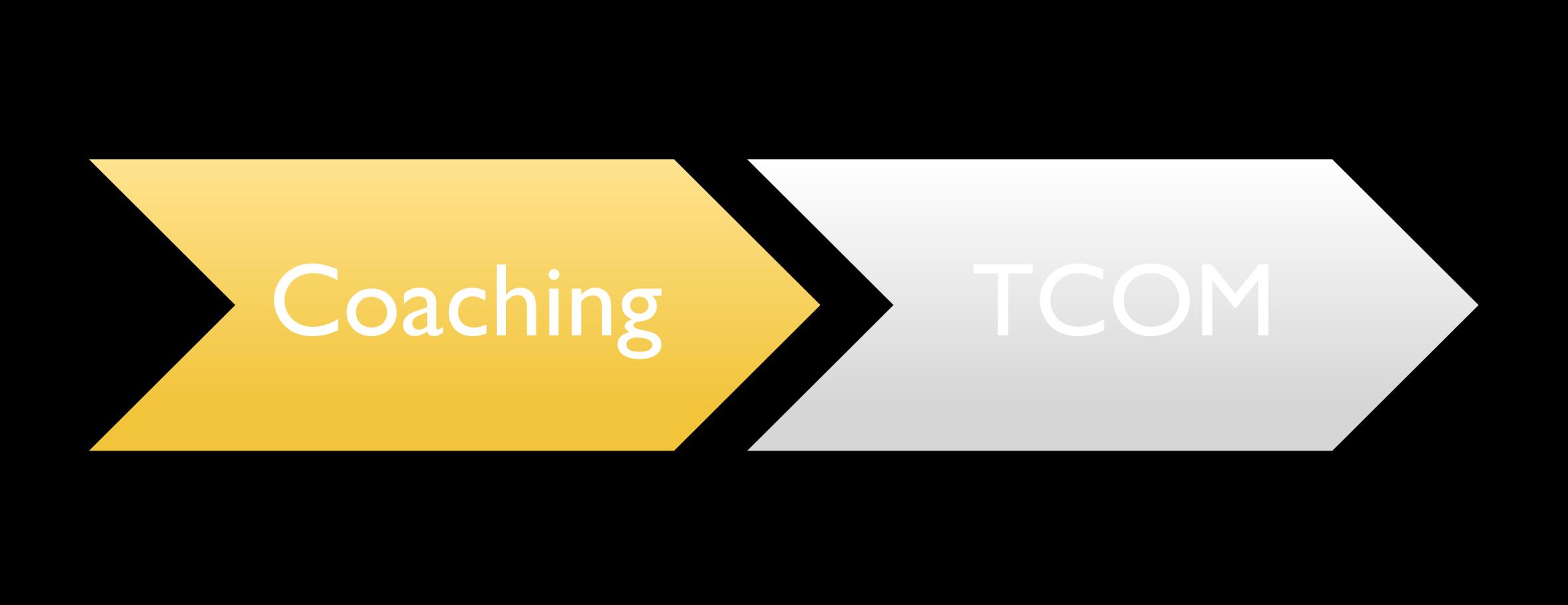


*COACHING IS THE
PRACTICE OF
TURNING INSIGHTS
INTO ACTION*

A COACH IS...



- Collaborative
- Non-judgmental
- Focused on growth
- Helping others to learn, think, do something new or different



Coaching

TCOM

A PARALLEL PROCESS...

COACHING COMPONENTS:



- Development
- Feedback
- Questioning
- Listening

COACHING COMPONENTS

- Development
 - Competence
 - Commitment



COACHING COMPONENTS

-
- Feedback
 - Begin with the end in mind
 - Looking forward and not behind



COACHING COMPONENTS

-
- Questioning
 - Reflection
 - Relationship



COACHING COMPONENTS

-
- Listening
 - Understanding
 - Diagnostics



"You can't make a great play until you first do it in practice." -Chuck Noll

**"More grounded, more humble, more selfless, makes us more opportunistic."
-Mike Tomlin**

**"Confidence is a fragile thing."
-Bill Cowher**

**"When you become a head coach, you've played the game; you've coached the game. You have a great understanding of what happens at every level. "
-Bill Cowher**

**"...coaches are very much guilty of trying to implement players into their schemes versus trying to fit schemes into players. That's the thing that can separate good coaches from bad."
-Bill Cowher**

**"Good things happen to those who hustle."
- Chuck Noll**

**"It's not about what your capable of, it's about what you're willing to do."
-Mike Tomlin**

**"It's not my job to hold your hand. It's my job to take motivated people and show them how to become better."
-Chuck Noll**

**"... a good communicator is recognizing and understanding that and trying to make the complex simple. I try to capture a concept, an idea or a moment in a few words. If they remember it, job done."
- Mike Tomlin**

COACHING IN ALLEGHENY COUNTY...

Relationship building begins with training.



Communicate that we are here for staff- for any issues or questions

IT Concerns

Testing Support

Practice Support

TESTING PROCESS- WHEN DO WE OFFER OR REQUIRE COACHING?

Staff are connected to the Praed training site after they complete CANS/ANSA/FAST Training

Staff are encouraged but not required to review the site and complete a practice test prior to taking the final test

Office hours are available for drop-in support following each training

If learners fail twice, they receive a coaching email from Praed. They are also required to participate in a coaching session with a local certified CANS/ANSA trainer/coach.

COACHING AGENDA (TESTING)

Typically a one-hour session (now offered virtually through Teams or Zoom)

- Open the session with conversation...what questions do they have? Where do they feel they need support?
- Review the testing process- why, scoring, vignette tips
- Review Rating scales
- Review Six Key principles
- Review Commonly Missed Items
- Use the Praed site multiple choice quizzes to practice
- Wrap it up- establish a time-line for testing retake

COACHING PLAYBOOK:

Consider your training/testing process- what is your role in supporting staff?

Do staff have access to needed support or coaching?

What efforts are made to support staff in practice- engagement, planning?

What resources are in place? What improvements could be made?

What is your overall goal around supporting staff?

What action steps need to be taken to reach your goal?



ACTIVITY- SHARING YOUR COACHING STRATEGIES



“People aren't very good listeners, by nature ... Part of being a good communicator is recognizing and understanding that and trying to make the complex simple. I try to capture a concept, an idea or a moment in a few words. If they remember it, job done.”

-- Mike Tomlin

THANK YOU



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