

Providing Feedback and Coaching to Support Skill Development

Program Description

How can supervision be positive, strengths based, *and* hold people to high standards? This workshop supports supervisors and managers in expanding their abilities to develop the skills of staff and volunteers via feedback and coaching. Together we'll explore multiple models of feedback, examine which would suit your team, identify effective communication to develop intrinsic motivation to change, and practice providing each other with positive and constructive feedback to develop familiarity and comfort.

Program Objectives

Upon completion of this workshop, participant should be able to:

- Describe multiple models for providing feedback.
- Examine which model might be the best fit for your team.
- Demonstrate the ability to provide positive and constructive feedback.
- Explain the role of coaching in skill development.
- Integrate effective communication skills that evoke change talk into feedback and supervision.

Target Audience

Supervisors and Managers who work in health, public health, parent education, mental health, or substance abuse.

Contact Hours:

3.0 contact hours

Program Agenda

- Have you set the agenda? Are both of you clear about what you plan to do this time together?
- What kind of feedback is this person looking for? Are they looking for feedback on specific skills, or a particular aspect of what they are trying to accomplish?
- How are you working at their pace--partnership, acceptance, compassion, evocation—both verbally and non-verbally?
- Are you using open questions and reflecting to help people hear themselves and to evoke and strengthen change talk?
- What level and kinds of affirmations will support this person's learning process?
- How are you modeling the skills you are asking to see demonstrated while giving feedback?
- Models of feedback:
 - Master's class style for group coaching
 - Structured self-reflection and observer input
 - Elicit, Provide Elicit

- GROW (Goal, Reality, Options, Who/What/When/Where)
- Matrix

Faculty

Rachel Galanter, MPH, is El Futuro's Technical Assistance and Consultation Lead. A NC Parenting Education Network Certified Parenting Educator, she has over 25 years of experience with children, youth, and families. She uses Motivational Interviewing, the Community Resiliency Model, and Biofeedback to help families address the stress and emotional issues that can be barriers to making change. She has employed proven models—Attachment Bio-Behavioral Catch Up, SafeCare, Language Is the Key, Triple P and Parent Child Interaction Therapy—to improve relationships between caregivers and children. Since 2002, Rachel has served as a task supervisor or field instructor for students in the MSW program at the School of Social Work. A certified trainer by the Motivational Interviewing Network of Trainers, she provides training and coaching to professionals on parent engagement, coaching, self-care, and cultural awareness to help other agencies engage clients who need support but are ambivalent about making change or getting professional support. In addition to her professional work on behalf of families, Rachel was a foster parent for a decade and added two daughters (and now four grandchildren) to her family from that time.