



Identifying Coaching Strategies


Instructions: Review each of the three situations and respond to the issues listed after each situation.


SITUATION 1

Pat is a fairly experienced worker who recently started having trouble completing all of the written justifications for case plan decisions in Safety and Risk Assessments and Family Service Plans and Child Permanency Plans. From supervisory conferences and discussions with family members, it is known that the work Pat is doing with families is consistent with the Quality Service Review Practice Indicators, Role and Voice and Engagement. However, the work is not being documented properly. The supervisor overhears her complaining to her coworkers that the level of documentation is exclusively for licensure.

-  List the practice standard to be met.

-  What appears to be the primary cause of Pat's performance gap?


-  Which coaching strategy should be used with Pat?


-  What will you do when meeting with Pat on this issue?


Identifying Coaching Strategies (continued)


SITUATION 2


Juan is a new worker just back from *Charting the Course: Module 6: Case Planning with Families*. He is very excited about what he has learned, but still is not very good at identifying appropriate objectives for families on his caseload. He has two cases that need family service plans completed by next week.

-  List the practice standard to be met.

-  What appears to be the primary cause of Juan's performance gap?

-  Which coaching strategy should be used with Juan?


-  What will you do when meeting with Juan on this issue?


-  What resources are available to assist you in coaching Juan?


Identifying Coaching Strategies (continued)


SITUATION 3

Estella is a fairly new worker who needs to contact angry parents to begin the engagement process necessary to develop their case plan. After some difficulty getting started, you have seen her succeed with your help, but she is very nervous and afraid when you are not with her.

-  List the practice standard to be met.

-  What appears to be the primary cause of Estella's performance gap?

-  Which coaching strategy should be used with Estella?

-  What will you do when meeting with Estella on this issue?