



Presented by:

**Brenda H. Lockwood, MA, CLC**  
**Christa M. Doty, MSW, LCSW**  
Butler Institute for Families  
Graduate School of Social Work  
University of Denver

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# Child Welfare Supervision: Coaching Conversations

*International Conference on Innovations in Family Engagement  
Fort Worth, Texas*



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# WELCOME!

## We're Glad You're Here!

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# Goals for Today

- Promote the use of coaching in the context of Child Welfare supervision
- Practice Conversation Strategy to build casework practice skills





# Our Agenda

9-9:15	We & Introductions
9:15-9:35	Creating a Learning Culture
9:35-9:45	Need for Coaching in Supervision
9:45-10:30	Coaching Skills
10:30-10:45	BREAK
10:45-11:45	Coaching Conversation to Build Practice Skills
11:45-12pm	Wrap Up



# Creating a Learning Culture



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# Training, Coaching and Learning





# Learning Culture

*“A learning organization is an organization skilled at creating, acquiring, interpreting, transferring, and retaining knowledge, and at purposefully modifying its behavior to reflect new knowledge and insights”*

(Garvin, 2000, p. 11)





# The Need for Coaching in Supervision



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# Research on Need for Coaching

- **5% of learners will transfer a new skill into their practice as a result of learning a theory**
- **10% of learners will transfer a new skill into their practice as a result of learning a theory and seeing it demonstrated**
- **20% of learners will transfer a new skill into their practice as a result of theory, demonstration, and practice during the training**
- **25% of learners will transfer a new skill into their practice as a result of theory, demonstration, practice, and corrective feedback during the training**
- **90% of learners will transfer a new skill into their practice as a result of theory, demonstration, practice, and corrective feedback during the training — when it is followed up with job-embedded coaching**

SOURCE: ACCWIC



# What is Coaching?

The ongoing staff development process designed to insure implementation and model fidelity and develop professional judgment





# Goal of Coaching



Engage staff in self-directed learning and development of skills.



# Coaching Skills

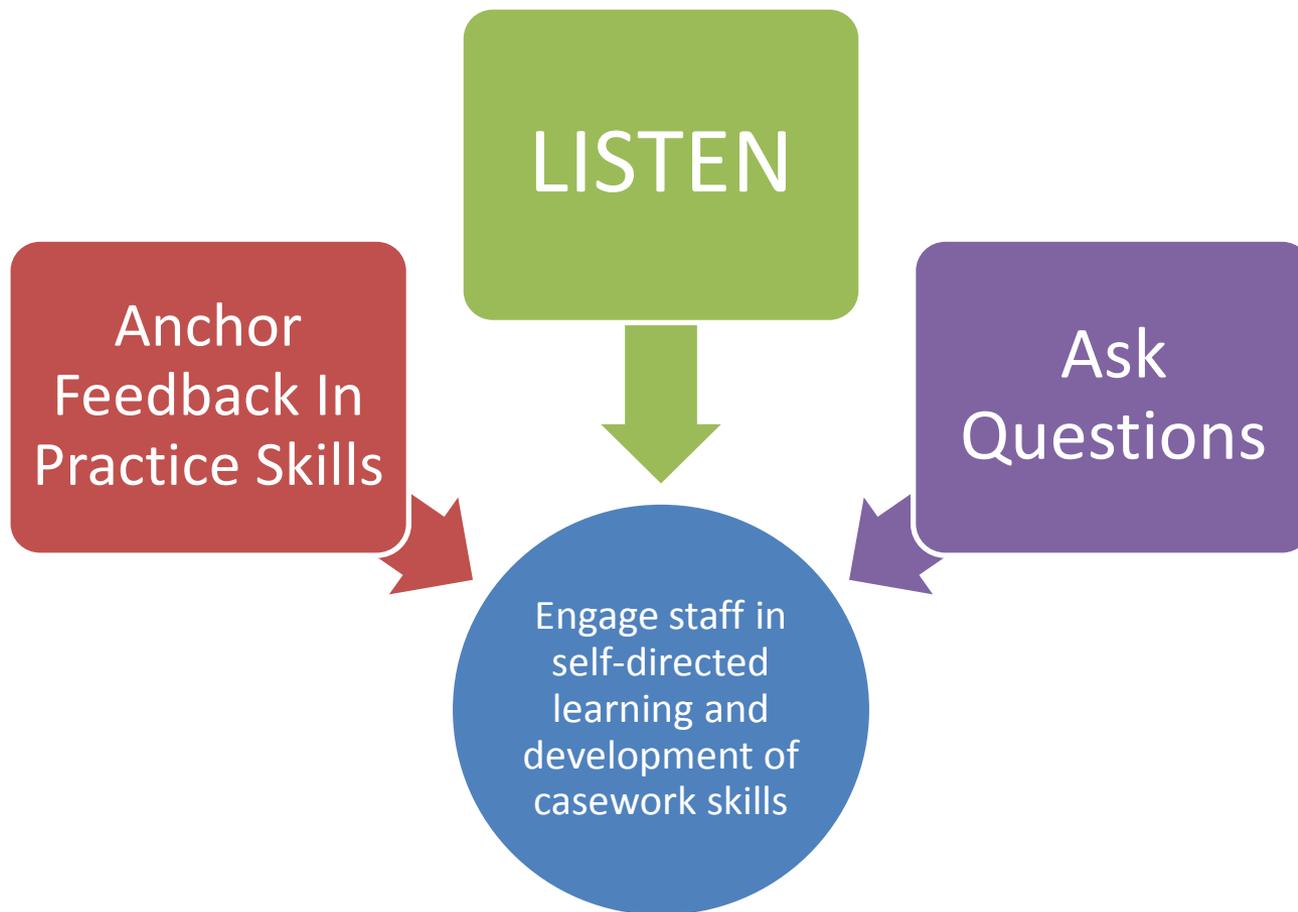


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# Coaching Skills





# The Way We Listen Tends To

**Orient us toward some actions**



**...and Away From Others**



“Successful people do very little talking; they **spend most of their time asking questions and listening** so they can gather enough information to make decisions and build solutions.”

Source: The 7 Powers of Questions: Secrets to Successful Communication in Life and at Work. Dorothy Leeds (2000). pg. 132



# Activity: RECIPE FOR SUCCESS

- **Pair up with on other person**
  - One person takes on role of coach
  - One person takes on role of coach-ee
- **Share about a time in your work when you felt truly successful**
  - Coach listens and takes notes
  - Coach reads back your “recipe for success”
  - 20 minutes
- **Switch Roles**

**RECIPE FOR  
SUCCESS:  
HEAT UP AN IDEA  
TAKE ACTION  
MIX IT UP WITH  
PASSION AND BELIEF  
THEN ADD A DASH  
OF PERSISTENCE**



# Coaching Conversation to Build Casework Practice



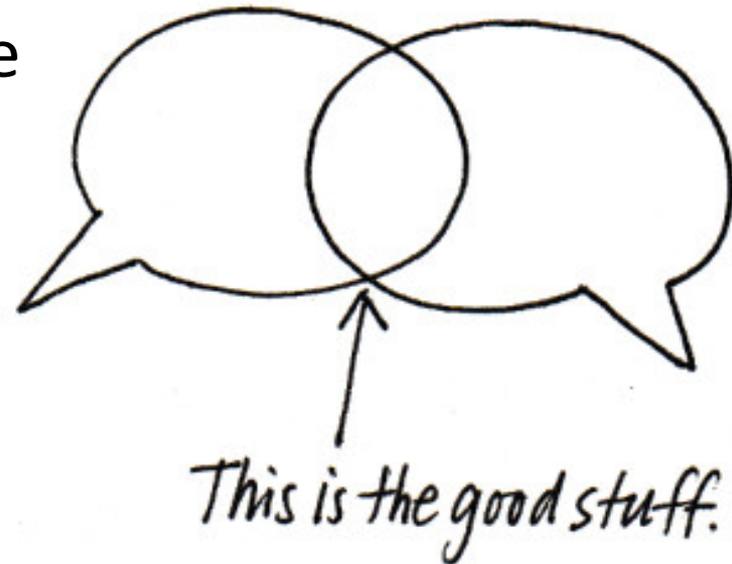
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# Why Coaching Conversations?

- ✓ Builds relationship
- ✓ Allows for ongoing dialogue
- ✓ Parallel Process





# Coaching for Skill Building



## Advocating

Recognizing and supporting the power of individuals and families to speak about their well-being, find solutions, and continue to grow. Working on behalf of a client, family and/or community, communicating with decision-makers, and initiating actions to secure or enhance a needed service, resource or entitlement.



## Assessing

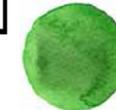
The process of gathering and synthesizing accurate, comprehensive and credible information concerning the child, youth, and family's strengths, needs, preferences and underlying issues to objectively develop a plan for safety, well-being and permanency.



## Collaborating

Collaboration is characterized by agencies, families, and community partners working across organizational, social and/or cultural lines toward a shared vision or goal.

## Communicating



Sharing and disseminating oral and written information so that meaning and intent are understood in the same way by all parties involved.



## Planning

Planning is the process of thinking about and organizing the activities required to achieve a desired goal. It requires the creation and maintenance of a plan. The finished product is based on the assessment of risk and the needs of the family, youth and children. It forecasts what the family wants to achieve in a designated period of time. Planning requires the input of the family, youth and children and should be revisited to establish when objectives are met, changes should be made, and most importantly, goals are achieved.



## Engaging

Engaging involves all aspects of connecting with youth and families in a deliberate manner to make well-informed decisions about safety, achieving permanency, lifelong connections, and well-being. Family engagement is an intentional practice with utilization of particular skill sets to ensure partnership. Family Engagement is founded on the principle of communicating openly and honestly with families in a way that supports disclosure of culture, family dynamics, and personal experiences. Engagement goes beyond mere involvement; it is about motivating and empowering families to recognize their own underlying needs, protective capacities, and supports. True engagement supports families in taking an active role in working toward change.



## Demonstrating Cultural and Diversity Competence

Cultural and diversity competence is an ongoing developmental process that includes an acquired understanding of the patterns and potential dynamics of specific groups and cultures, including our own. It is the understanding of how culture (the values, beliefs, attitudes and traditions acquired from affiliate groups) as well as personal circumstances, conditions, nature and experiences influence our own and other people's thinking and behaviors.



## Partnering

Partnering is based upon respectful and meaningful cooperation in the development of strength-based, trusting relationships with families to achieve safety, well-being and permanency for children. True partnership forms the basis for family engagement and embracement of youth, family and caregiver "voice and choice."



## Implementing

To implement involves the process of placing a decision or plan into effect by utilizing effective and appropriate methods to support and meet goals established in the planning stage.



## Evaluating

Acquiring and reviewing information to determine if desired goals are being achieved and, if not, reconsider services and resources provided to promote safety, ensure well-being, prevent re-traumatization and achieve permanency.



## Documenting



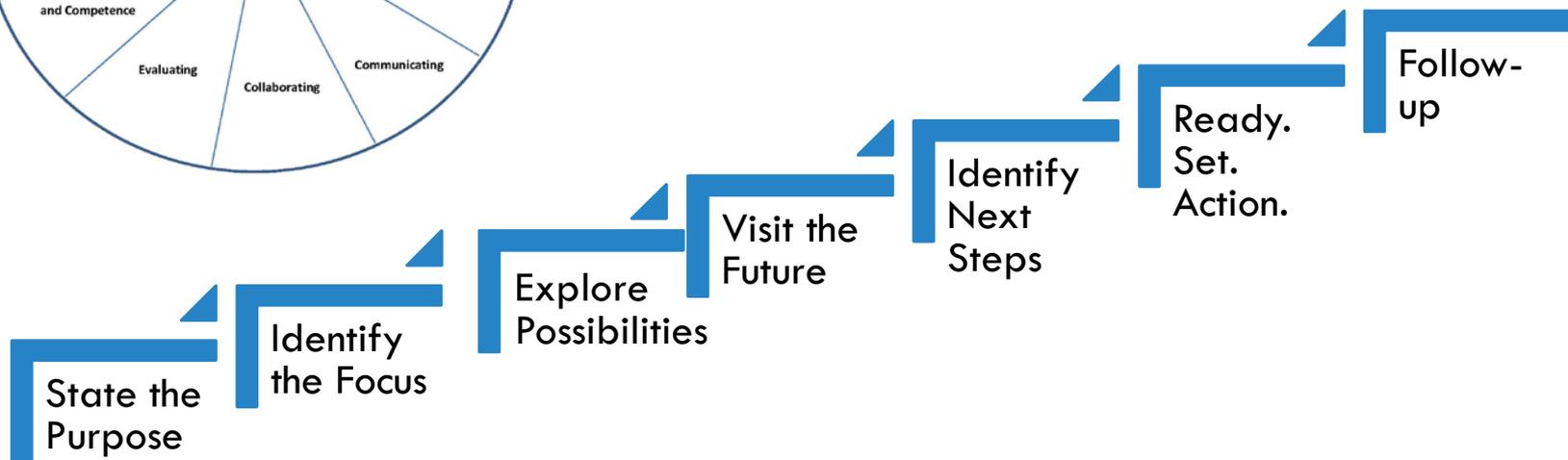
Documentation is the technical communication and formal reporting of facts, incidents, evaluations, and observations of a specific situation that serves as the official record.



# Coaching to the Casework Practice



10 ————— 5 ————— 1  
Optimal                      Developmental                      Unacceptable





# Activity

- Pair up with one other person
- One person take on the role of “coach”
- One person take on the role of “supervisor”
- 30 minutes to practice the Coaching Conversation





# Wrap Up



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# Review of Key Points

## Coaching Conversations:

- ✓ Builds relationship
- ✓ Allows for ongoing dialogue
- ✓ Parallel Process





# One Take Away





# Contact Information:

- Brenda Lockwood,  
Butler Institute for Families  
[Brenda.Lockwood@du.edu](mailto:Brenda.Lockwood@du.edu)  
or 612-481-6704



- Christa Doty,  
Butler Institute for Families,  
[christa.doty@du.edu](mailto:christa.doty@du.edu)  
or 303-