



The PHI Coaching Approach[®]: At the Core of a Supportive Workplace Culture

November 7, 2017

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Executive Director

Cooperative Development Foundation

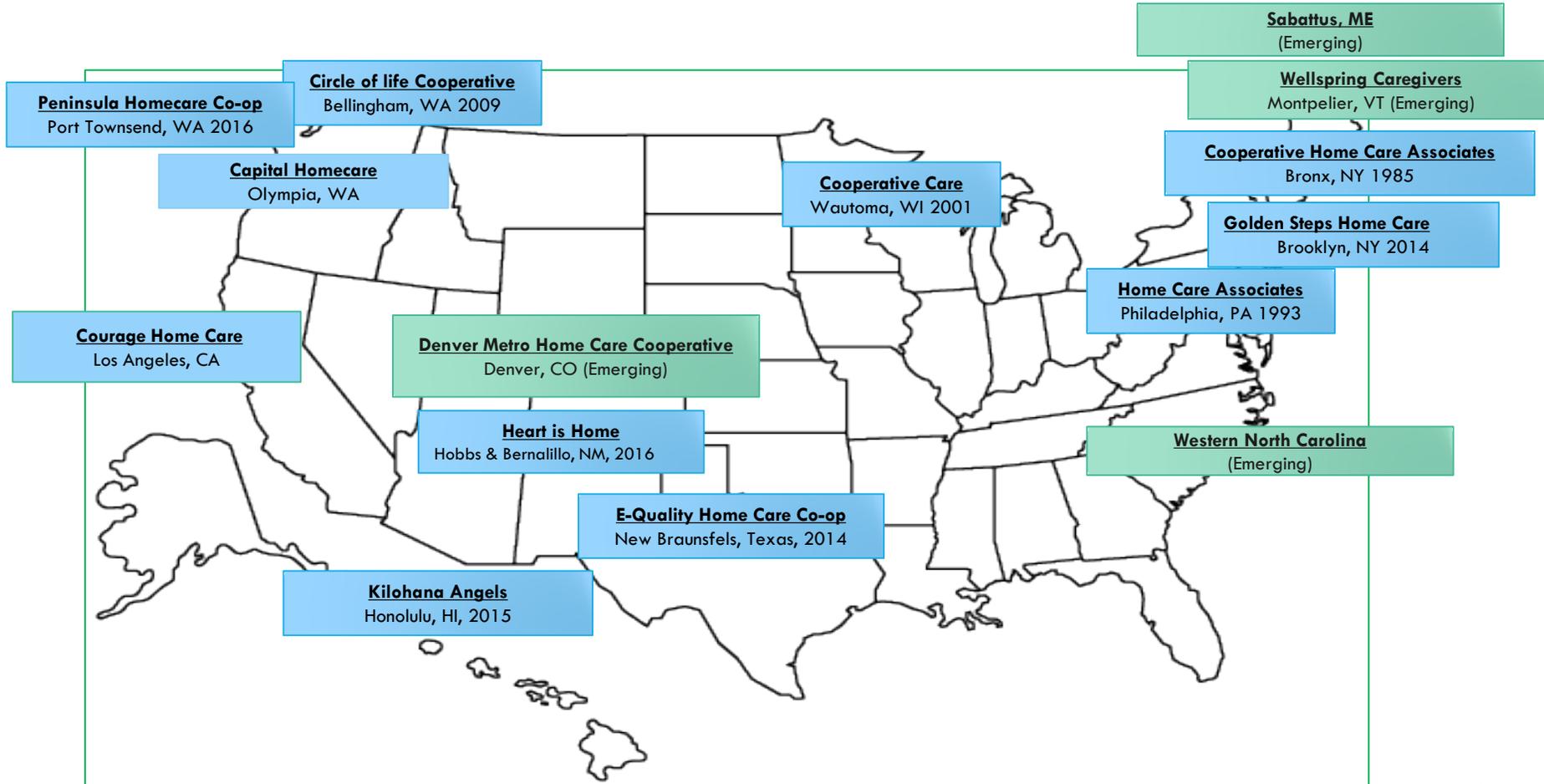
Washington, DC



CDF promotes and develops cooperatives to improve economic opportunities for all.



Map of Home Care Co-ops



Susan Misiorski

National Director of Coaching & Consulting Services

Paraprofessional Healthcare Institute

Bronx, NY

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PHI Coaching Approach[®]

Maria Elena Del Valle, Organizational Change Consultant
Susan Misiorski, VP of Workforce Innovations



Welcome and Introductions

A Little About PHI



-  We work with employers, policymakers, and other stakeholders across the care continuum to improve quality of care through improving the quality of jobs
-  25 years, 360 degree perspective

Today's Preconference



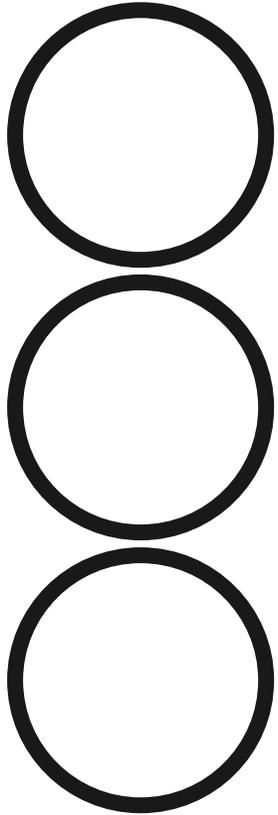
Skills

- Active Listening
- Self-Management: Pulling Back
- Constructive Feedback

Breaks

- 10:00-10:30
- 12:00-1:00
- 2:30-3:00

Today's Preconference



Breaks

10:00 – 10:30 

12:00 – 1:00 

2:30 – 3:00 

Active Listening: Body Language

Active Listening

Giving our
FULL ATTENTION
to the speaker

Most people do not
listen with the intent
to *understand*.
Most people listen
with the intent to
reply.

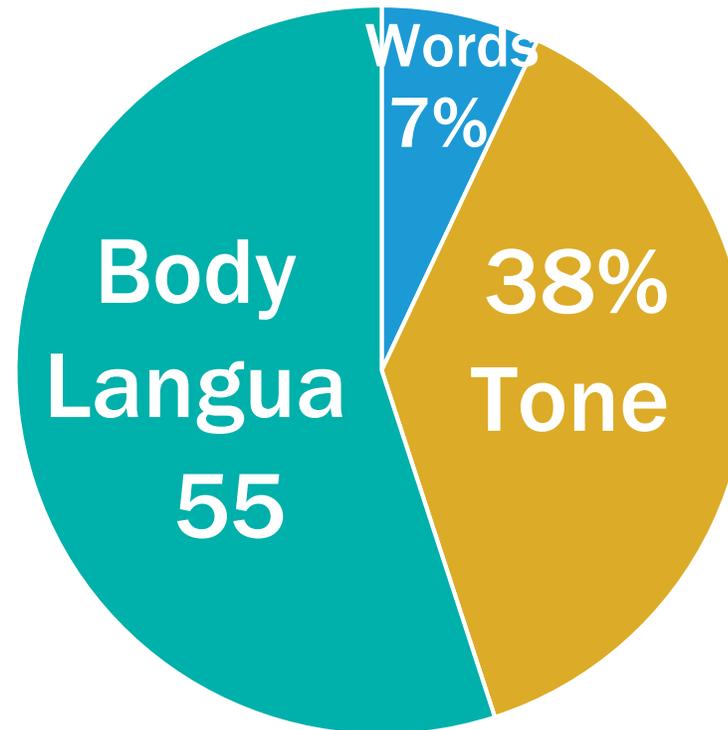
~ Stephen R. Covey
ilovemylsi.com

Based on the intention to do one of four things:

- 🌀 Understand another person
- 🌀 Enjoy another person
- 🌀 Learn something
- 🌀 Give help or solace (empathy)



How Important is Body Language?



Examples

What are some examples of *attentive* body language?



Examples

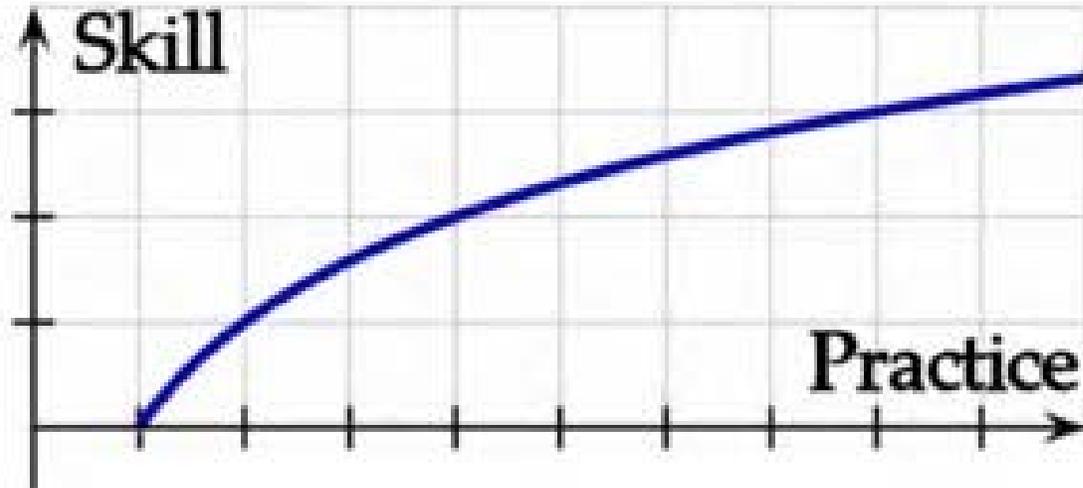
What are some examples of *Inattentive* body language?



What do you See?

 Insert Video of Mark and Makeeda

Time to Practice!



Active Listening: Paraphrase

What is Paraphrase?

- Stating in your own words what you understood from what the speaker said.

“Mrs. Smith just isn’t herself today. She’s sleepy and keeps her blowing her nose. I’m worried about her.”

“It sounds like you think Mrs. Smith might be coming down with something.”

Why Paraphrase?

- People deeply appreciate being heard
- Clarify misunderstandings/prevent miscommunication
- De-escalate an emotionally charged situation
- Helps listener stay focused



Rephrase restate reiterate reword paraphrase ingeminate

Time to Practice!



Active Listening: Open Questions

Open vs. Closed

Closed Questions	Open Questions
<ul style="list-style-type: none">• Prompt the person to share a specific piece of information.	<ul style="list-style-type: none">• Have more than one possible answer.
<ul style="list-style-type: none">• Are useful when the person asking needs specific information, but not helpful if you want to learn as much as possible about the other person's thoughts, feelings or perspective	<ul style="list-style-type: none">• Invite the person who is answering to share as much as he or she wishes about his or her perspective, ideas and/or feelings.
<ul style="list-style-type: none">• Are usually “yes” – “no” or either x or y type questions.	<ul style="list-style-type: none">• Usually begin with “How” or “What”.

Leading Questions

Open-ended questions should not be leading. This means that they should not lead the person who is answering the question to say something that the questioner expects to hear.

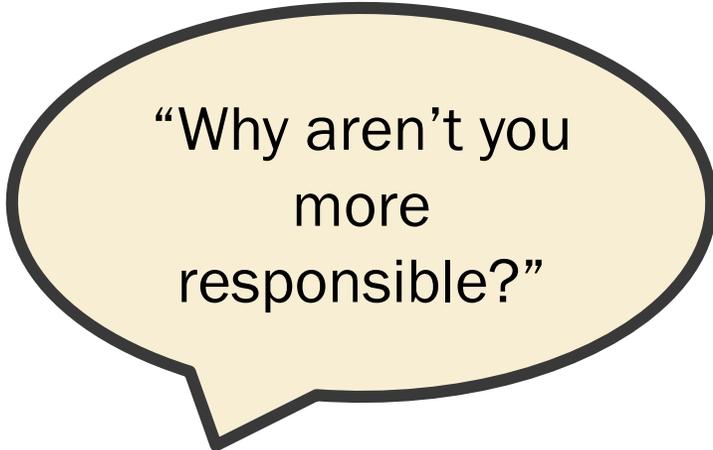
“Why don’t you buy a new watch so that you won’t be late?”



Loaded Questions



Open-ended questions should not be loaded either. This means they do not contain judgements or assumptions.



“Why aren’t you
more
responsible?”



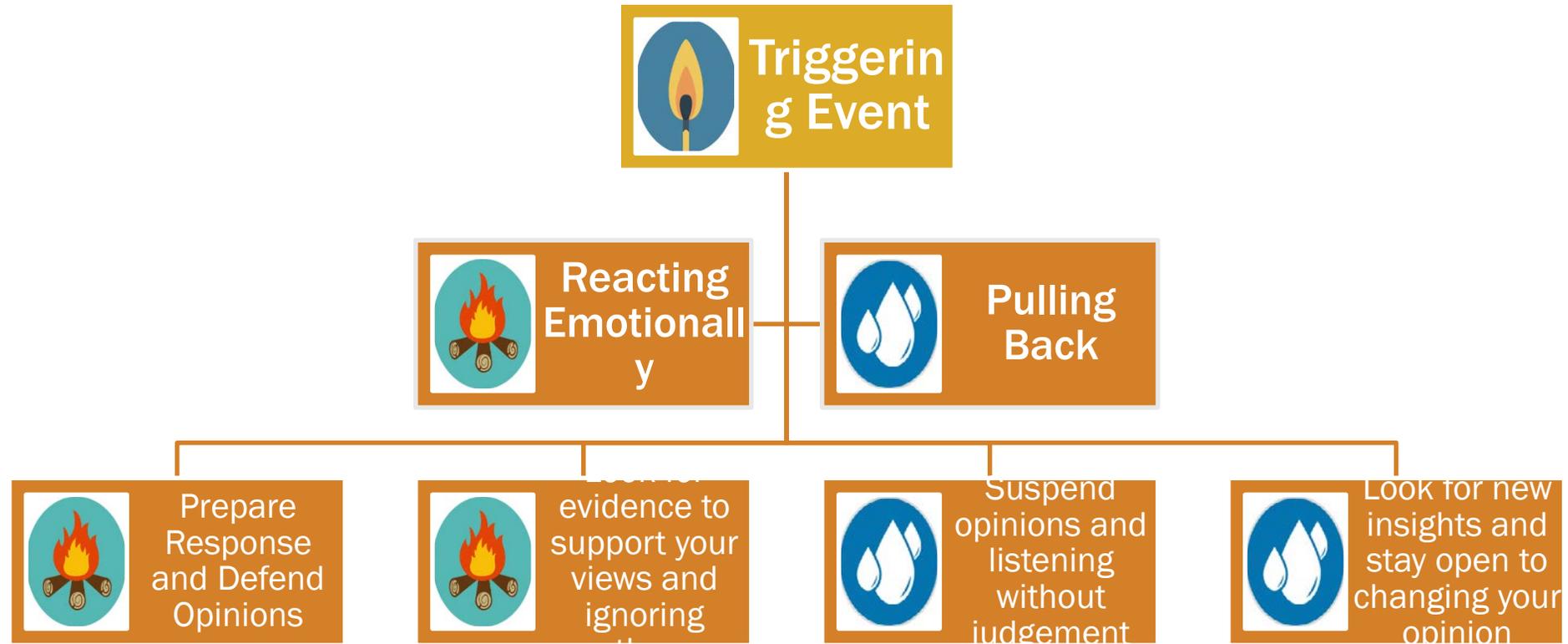
Pulling Back

Pull Back Scenarios

- What did you observe about the Home Care Worker's response to the scheduling coordinator?
- What is the likely outcome for their relationship?



Pulling Back



Pulling Back



Trigger	Emotion	Response
1. You're working with someone that performs a task differently than the way you like to do it.	Frustrated	Stop them to tell them to do it your way because you think it's better.
2. Your mentee shares something you relate to or sparks a thought or idea.	Excited	You interrupt them to tell them your idea.
3. Your mentee is trying to perform a new task but it's taking them longer than necessary.	Annoyed	You butt in and do it for them.

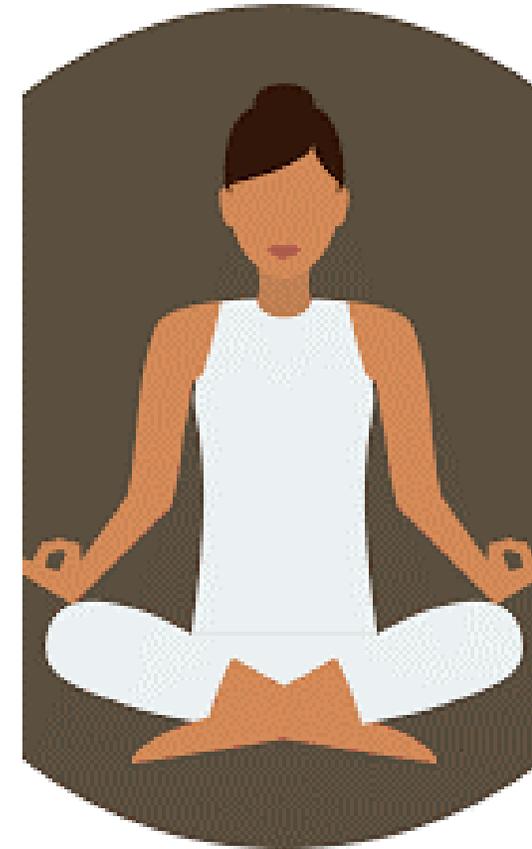
Your Triggers & Pull Back Strategies

“Pulling Back” Means....

- Being able to pause
- Getting one’s emotions under control
- Clearly observing and assessing the situation before responding

The goal of pulling back is to be able to listen to the other person, in spite of your emotional reaction.

What strategies do YOU use to pull-back?



Your Triggers & Pull Back Strategies



- Use the worksheet to reflect on your own triggers and pull back strategies.
- When you are finished, share your responses in a group.

Constructive Feedback

- Think about a time when you received feedback that was so impactful that you still carry it with you today?
 - What made it so impactful?
 - How did it make you feel?
 - How did it change you?
 - How do you feel about the person who gave you that feedback?

Feedback Pitfalls

Correcting every little thing the mentee does.

Treating your *preferred* way as the 'RIGHT' way.

Taking it personally or getting defensive if the mentee is struggling.

Acting like the 'BOSS' instead of a peer.

Feedback Snappy Practice

- What pitfall did this home care worker fall into?
- What would be the impact of hearing this type of feedback from your co-worker?



That's not the way we do things around here.

Feedback Snappy Practice

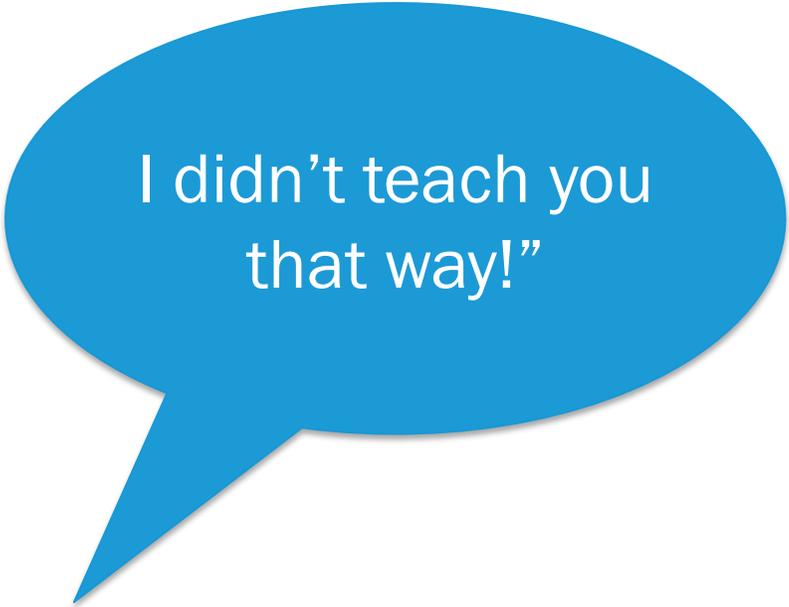
- What pitfall did this home care worker fall into?
- What would be the impact of hearing this type of feedback from your co-worker?



Don't take
short cuts.

Feedback Snappy Practice

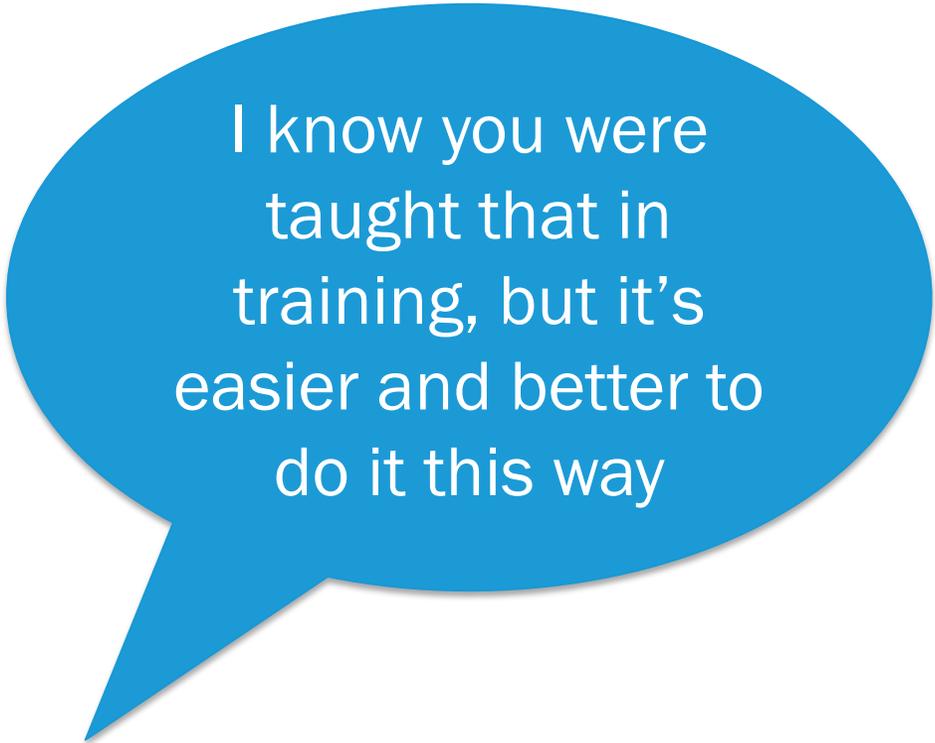
- What pitfall did this educator fall into?
- What would be the impact of hearing this type of feedback from your educator?



I didn't teach you
that way!"

Feedback Snappy Practice

- What pitfall did this home care worker fall into?
- What would be the impact of hearing this type of feedback from your co-worker?



I know you were taught that in training, but it's easier and better to do it this way

Guidelines for Giving Feedback

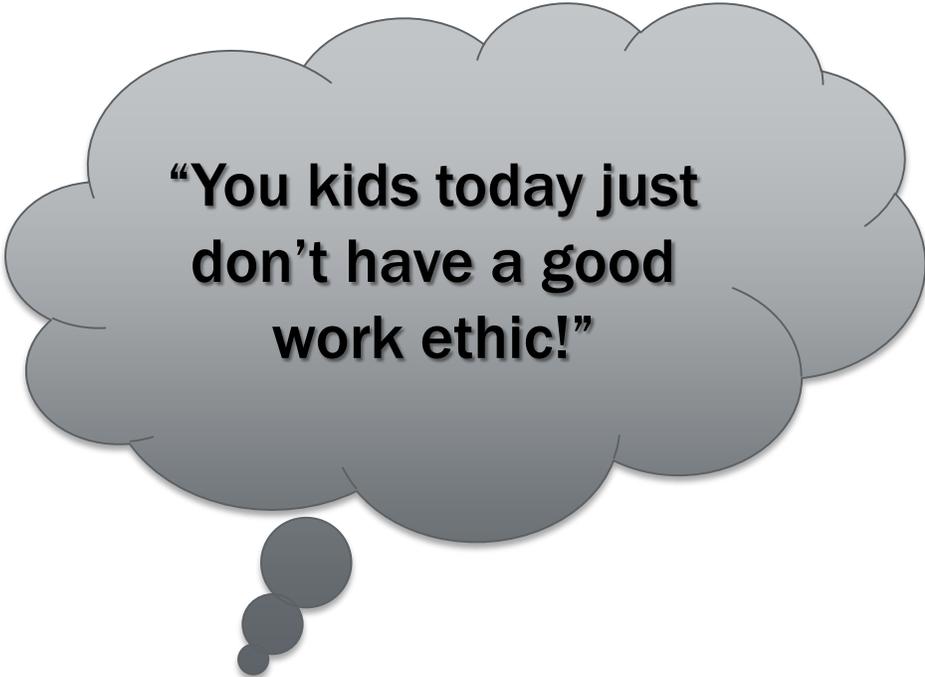


1. Be clear and direct
2. Use language free of blame and judgment
3. Express belief in the person

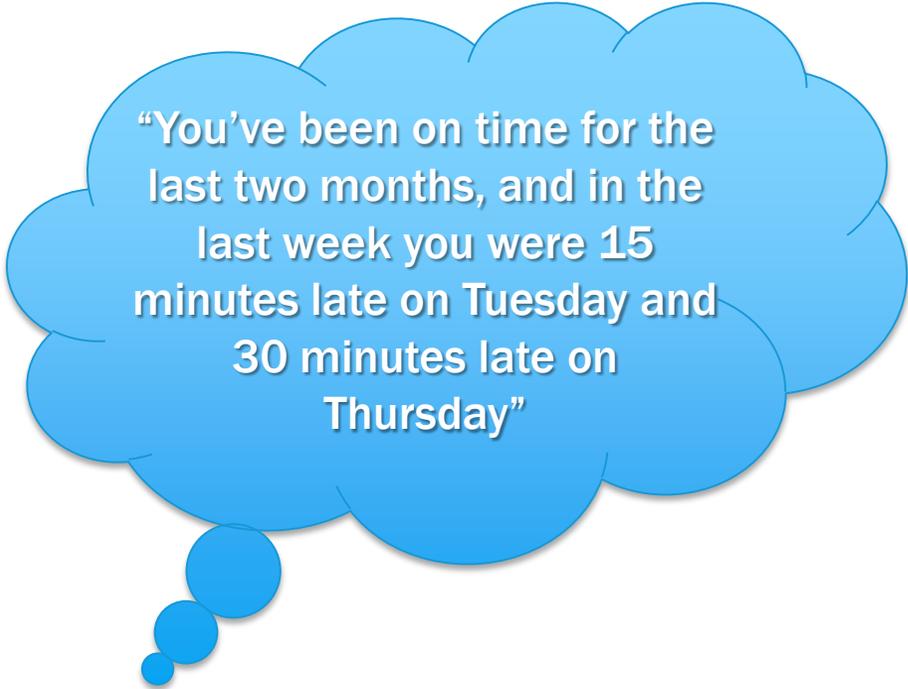
Example

Destructive

Constructive

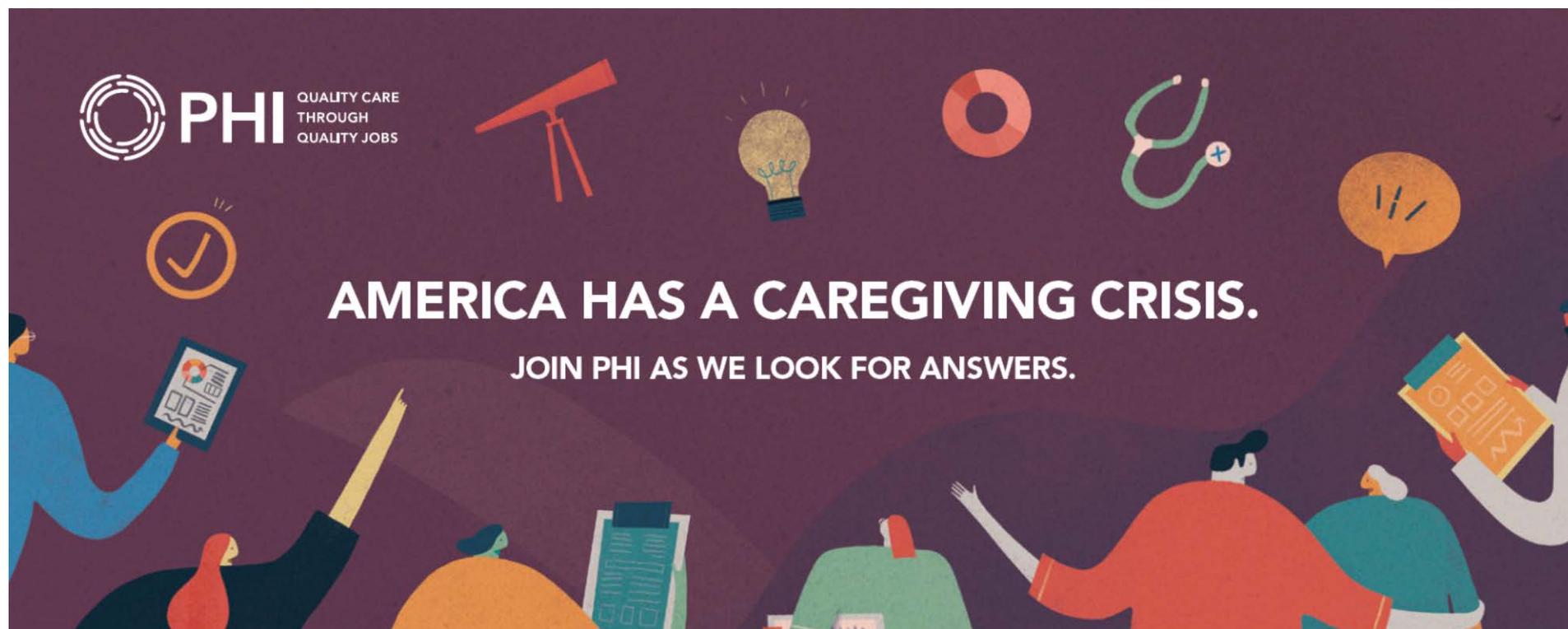


“You kids today just don’t have a good work ethic!”



“You’ve been on time for the last two months, and in the last week you were 15 minutes late on Tuesday and 30 minutes late on Thursday”





 **PHI** QUALITY CARE
THROUGH
QUALITY JOBS

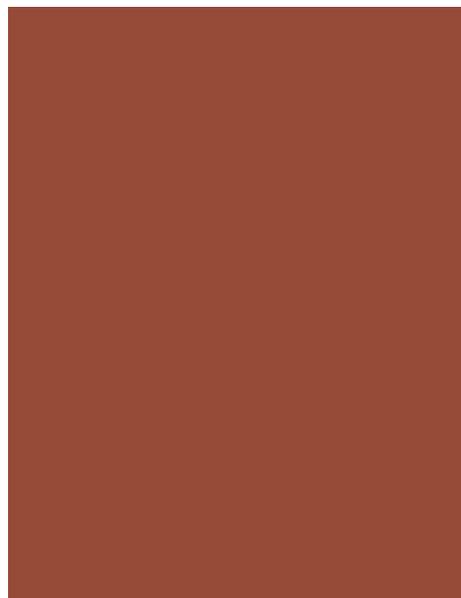
AMERICA HAS A CAREGIVING CRISIS.
JOIN PHI AS WE LOOK FOR ANSWERS.

60CaregiverIssues.org | [#60CaregiverIssues](https://twitter.com/60CaregiverIssues)



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Thank You
