

# Coaching with Backbone and Heart

**November 16, 2017**

NorthWest AHEC

475 Deacon Blvd, Winston Salem NC 27105

## OVERVIEW

Effective coaching is a key element of adult learning, and is a component of implementing TeamSTEPPS®, Just Culture and quality improvement activity. We've heard that "practice makes perfect," but it's not just practice, but "practice with feedback" that enhances performance and helps individuals improve. Giving useful feedback, encouraging others, mentoring and role modeling are all skills that can be learned and utilized by those in a coaching role. This workshop will prepare you to be an effective coach, through self-assessment, increased understanding, and skills development.

### Have you ever wondered...

- How can I be more direct as a coach?
- How can I engage those not quite engaged?
- How do I balance coaching with the disciplinary process in the workplace?
- How to coach someone who does not accept fault?
- How to approach the younger generation to enhance work flow?

... Then this course is for you!

## LEARNING OBJECTIVES

Participants will:

- Define what great coaching is and what it looks like in practice
- Determine your role as a coach and the role of the performer
- Learn a model of coaching and practice several key coaching skills
- Build your self awareness as a coach and performer and increase your confidence and interest in coaching

**REGISTER** *by November 7th*

[Click Here](https://events.ncha.org/event/1513/register) TO REGISTER

or visit:

<https://events.ncha.org/event/1513/register>

## Who Should Attend

This course is designed to support new and experienced staff and providers who are required to coach others as a manager and in peer-to-peer situations. It will also enhance the skills of those who serve on project teams or quality improvement committees. Past participants of TeamSTEPPS® and Just Culture® trainings are strongly encouraged to attend to sharpen their coaching skills.

Registering for this program authorizes the NC Quality Center to take pictures to be used for Quality Center publications, website and presentations.

Contact Laini Jarrett at [ljjarrett-echols@ncha.org](mailto:ljjarrett-echols@ncha.org) or 919-677-4123 with registration questions.

# Coaching with Backbone and Heart

November 16, 2017

## WORKSHOP AGENDA

<b>8:00 - 8:30 AM</b>	Registration
<b>8:30 - 8:45 AM</b>	Welcome and Introduction
<b>8:45 - 10:15 AM</b>	The Coaching Model
<b>10:15 - 10:30 AM</b>	Break
<b>10:30 - 11:15 AM</b>	Coaching Roles
<b>11:15 - 12:00 PM</b>	Coachability Skills
<b>12:00 - 12:45 PM</b>	Lunch
<b>12:45 - 2:15 PM</b>	Conversation Skills
<b>2:15 - 2:30 PM</b>	Break
<b>2:30 - 3:00 PM</b>	Perspective Skills
<b>3:00 - 4:30 PM</b>	Progress Skills
<b>4:30 - 4:45 PM</b>	Summary and Wrap-up and Evaluation

## CONTINUING EDUCATION CREDITS

**.6 CEUs FROM WAKE FOREST SCHOOL OF MEDICINE**

**6.75 CONTACT HOURS FROM NORTHWEST AHEC**

### Nurses:

This educational activity (6.75 contact hours) can be applied toward your continuing competence plan for maintaining your current licensure with the North Carolina Board of Nursing.

*Northwest Area Health Education Center (AHEC), a program of Wake Forest School of Medicine and a part of the North Carolina AHEC System.*

## FACILITATORS

Your facilitators for the day have led and/or consulted on transformational performance improvement initiatives and projects that have accelerated the achievement of quality and operational outcomes.

### **Debbie Hunter, Performance Improvement Specialist**

Debbie's skills in organizational development, coaching and facilitation have contributed to her success in building high performance teams and engaging associates to achieve established goals. Debbie is a Six Sigma Master Black Belt and previously worked as Assistant Vice President of Quality and Performance Improvement at Wake Forest Baptist Medical Center where she was responsible for planning and coordinating the development, management and implementation of the Medical Center's performance excellence and quality improvement strategies.

### **Laini Jarrett, Project Manager**

Laini has 20 years experience working with and in health organizations in various management and quality improvement technical support capacities. She has a strong understanding and respect for the work cultures that exist in small and large organizations that provide services in urban and rural communities. She has dedicated her work to helping the staffs of programs operate at an optimal level to achieve successful outcomes. She holds a Bachelors Degree in Health Education and a Masters Certificate in Community Health Center Administration.

## REGISTRATION FEES

NCQC PSO or Small Hospital (< 50 beds) Member \$200.00

NCHA Member \$240.00

Non-NCHA Member \$275.00

## SPECIAL DISCOUNTS

50% Discount for Past TeamSTEPPS & Just Culture Attendees

50% Discount for second attendee from same facility

## CANCELLATION POLICY

Cancellations received by 5:00 PM Nov 2, 2017 will be refunded. No refunds will be issued for no-shows or cancellations received after 5:00 PM.

## SUBSTITUTIONS

Registrants unable to attend may send an alternate. Report substitutions to [ljarrett-echols@ncha.org](mailto:ljarrett-echols@ncha.org) 919-677-4123 by Nov 7, 2017 so appropriate accommodations can be made.