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## Supportive Supervision and Resiliency Ohio - Guidance for Coaches: Supporting Resilience

Quality Improvement Center for Workforce Development (QIC-WD)

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# Guidance for Coaches: Supporting Resilience

## I. Preparation for Coaching Session

### A. Preparation of Supervisor

- Review Coaching Skills and Coaching Process (see Pgs. 4-5 **Coaching in Child Welfare Participant Guide** from the Supervisor's Coaching Training)
- Reflect on how coaching builds a trusting relationship
  - Commitment to confidentiality
  - Clear mutual understanding of coaching, the process and expectations
  - Modeling the coaching mindset/skill set
- Review the basics of Resilience Alliance (**Handout of Slide Deck provided at the Supervisor's Coaching Training**)

### B. Preparation of Caseworker (can be done by supervisor in unit/team meeting)

- Discuss how Resilience coaching is a part of supportive supervision
- Discuss the frequency of supportive supervision – (as part of regular supervision)
- Duration of each supportive supervision session will be at least 15 minutes and then individualized to meet the caseworker's needs
- Discuss how supervisors will engage caseworkers to reflect on workplace stress and focus sessions in general alignment with Resilience Alliance sessions. Supervisors should explore new insights gained from the sessions, the use of new skills/tools and the impact on managing caseworker's stress and building

## II. Initial Coaching Session

### A. Establishing the Coaching Relationship

- Clarify what caseworkers should expect from Supportive Supervision including how they will be asked to reflect on their Resilience Alliance group experience
- Explain confidentiality of coaching sessions and under what circumstances information will be shared and with whom
- Discuss logistics of session –location, frequency /duration, notetaking etc.
- Review the importance of focusing and managing distractions at the beginning of each session
- Inquire if there are questions or clarifications needed

**Note:**

*This is a companion document to QIC- WD "Coaching to Support Resilience" which provides a bank of coaching questions aligned with each of the Resilience Alliance Modules. Coaches can draw from this bank of questions to anchor their coaching session.*

# Guidance for Coaches: Supporting Resilience

## B. Building an understanding of the Coaching Process

- Review the coaching process with the caseworker so they know what to expect and provide the diagram /picture if needed
- Discuss how sessions will be individualized to meet the needs of the caseworker and align with the focus of Resilience Alliance Session (see **Coaching to Support Resilience- Coaching Questions for General readiness /Post orientation**)
- Explain how Coaching uses powerful questions to help promote insight.
- Discuss the coaching process of Clarifying the Focus for each session, Identifying Goal, Developing Actions and Gaining Commitment (use the Coaching Process diagram, pg.- 4 **Coaching in Child Welfare Participant Guide**)
- Discuss the importance of giving and receiving feedback as a part of the coaching process

## III. Ongoing Coaching Sessions

### A. Creating safe and protected space for coaching

- Manage the physical environment to ensure privacy and minimize distractions
- Focus together to be fully present
- Engage and explore general wellbeing and current level of work-related stress
- Listen, reflect and clarify

### B. Explore the impact of Resilience Alliance (RA) session

- Anchor the discussion by inquiring where the coachee is in the RA process (i.e. What sessions have they participated in? What they've learned in RA sessions, what have they tried to put into practice?
- Using the RA Coaching Questions (What and How) explore what new information was learned and new tools provided
- Reflect and clarify how coachee will use the information/tools
- Explore opportunities and challenges to applying the new learning
- Support the coachee to develop next steps to put information/tools into action
- Gain commitment to the desired actions
- Give and receive feedback on the coaching session