NATIONAL CONFERENCE ON COACHING IN HUMAN SERVICES
GROWING BEST PRACTICE

April 24-25, 2018
at the University of California, Davis
NORTHERN CALIFORNIA TRAINING ACADEMY
CONFERENCE OVERVIEW

Growing Best Practice

Coaching is quickly gaining the time and attention it has deserved in the field of health and human services. Organizations are finding that coaching, whether it’s external, internal, group or individual, is providing, at long last, much needed support for staff and clients to:

• Embed best practices into common day practice
• Think more critically about complex situations
• Gain confidence in skills and abilities
• Develop potential

Hosted by UC Davis Extension’s Northern California Training Academy, this conference provides a wonderful opportunity to connect with colleagues across the country who are passionate about helping people achieve success through coaching. Together we will learn from each other’s successes and challenges as we continue to develop coaching programs that benefit human services professionals and clients.

WHO SHOULD ATTEND

• Coaches who work with human services professionals or clients
• Trainers who are interested in learning more about coaching
• Leaders in the field of human services who are interested in exploring coaching and programs that utilize coaching
• Professional Development staff who are either already implementing coaching programs or are curious about coaching

This two-day event will feature plenary sessions and numerous workshops, as summarized in this guide. Day 1 registration starts at 8 a.m. (continental breakfast at 8:30) and ends at 5 p.m. Day 2 runs from 9 a.m.-4:30 p.m.

ABOUT THE NORTHERN CALIFORNIA TRAINING ACADEMY

As part of the Center for Human Services at UC Davis Extension, the Northern California Training Academy provides training, research, evaluation and consultation to 29 Northern California counties and two Native American tribes. The counties include rural and urban counties with various training challenges for child welfare staff. The Academy recognizes the priority need for integrated training across disciplines in the region, and we are committed to delivering high-level training and other professional services to meet counties’ needs.
AGENDA AT A GLANCE

TUESDAY, APRIL 24, 2018
9:00-10:15 a.m. Welcome Plenary Session
10:15-10:30 a.m. Break
10:30-11:45 a.m. Workshops A
11:45 a.m.-12:00 p.m. Break
12:00-1:30 p.m. Keynote Luncheon: Isabel Blanco
1:30-1:45 p.m. Break
1:45-3:00 p.m. Workshops B
3:00-3:15 p.m. Break
3:15-4:30 p.m. Workshops C

WEDNESDAY, APRIL 25, 2018
9:00-10:15 a.m. Keynote Session: Lindsey Godwin
10:15-10:30 a.m. Break
10:30-11:45 a.m. Workshops D
11:45 a.m.-1:30 p.m. Lunch and Learn
1:30-1:45 p.m. Break
1:45-3:00 p.m. Workshops E
3:00-3:15 p.m. Break
3:15-4:00 p.m. Closing Keynote Session: Beth Cohen
Adaptive Leadership Coaching

The path to better outcomes in the field of human services relies on the approaches that improve the ability to reflect, strengthen tolerance for frustration, increase understanding of blind spots and patterns of resistance to facing problems. By supporting staff and leadership’s general adaptive capacity for future challenges, future successes will be achieved. Adaptive challenges require a different form of leadership behavior. Adaptive leaders do not provide the answers, as they know that the “answer may simply not exist.” Instead, they accept that a degree of disequilibrium is needed to sustain adaptive change. This can be said of leaders at all levels of the organization and of anyone attempting to make change.

Isabel Blanco is senior director of with Casey Family Programs, the nation’s largest foundation solely focused on safely preventing the need for foster care. She leads Casey’s system reform efforts in Kansas and Mississippi and consults in jurisdictions across the country in value-driven, data-informed performance enhancements in child welfare outcomes. As deputy state director for South Carolina and Child Welfare director in Georgia, Blanco led unprecedented Child Welfare Outcome improvements, including a safe reduction of nearly 50% in the number of children in care in Georgia along with one of the lowest rates of repeat maltreatment in the country. In addition, Blanco assisted in the creation and led the implementation of Permanency Roundtables, an intervention designed to facilitate the permanency planning process by identifying realistic solutions to permanency obstacles for youth. This model is currently in use in 34 states.
KEYNOTE PRESENTATION BY LINDSEY GODWIN, PH.D.

Coaching for Transformation:
The Answers Are in the Questions

What if a coaching session left not only your coachee, but you as a coach feeling uplifted, motivated and inspired for action? What if we were able to coach others to understand their root causes of success and leverage their strengths to create meaningful change in their work and lives? The key to unlocking these outcomes lies in the very questions we ask as coaches. Management professor and Appreciative Inquiry specialist Lindsey Godwin will invite us to re-examine the power of questions in our coaching practices. Building on the principles of Appreciative Inquiry, Godwin will explore how questions shape our reality, our ideas about possibilities for the future, as well as how we see our clients, our colleagues and ourselves. If what we ask determines what we find, learning to ask appreciative questions can help us help others create innovative solutions to the complex challenges they face.

Lindsey Godwin, Ph.D., is a professor of Management at the Robert P. Stiller School of Business at Champlain College in Burlington, Vermont, where she serves as the director of the David L. Cooperrider Center for Appreciative Inquiry. She holds a Ph.D. in Organizational Behavior from Case Western Reserve University, where she studied with the founding thought-leaders in Appreciative Inquiry (AI). Her work has been published in a variety of journals and books, including the Oxford Handbook of Positive Organizational Scholarship. As a practitioner-scholar, she remains active in the global Appreciative Inquiry community, having served as the program chair for the 2007 World AI Conference in Florida, co-chair for the 2009 World AI Conference in Nepal, and a member of the International Advisory Board for the 2012 World AI Conference in Belgium and 2015 World AI Conference in South Africa. With a passion for helping organizations leverage their potential through strength-based change, Goodwin has facilitated Appreciative Inquiry processes with organizations around the world.
KEYNOTE PRESENTATION BY BETH COHEN, PH.D.

Coaching with Secondary Trauma and Burnout in Mind

Research has shown that human services professionals have a higher incidence of traumatic stress, compared to the general population, as a result of chronic exposure to human tragedy, crisis, pain and suffering. Cutting-edge neuroscience research offers new understanding about the impacts of primary and secondary trauma. This research has also led to updated interventions to inoculate against trauma and promote employee health and well-being. Revising organizational cultures and practices has also been found to enhance employee resilience and increase employee retention.

The presentation topics will examine:

• Keeping the neuroscience of trauma and its effects on the brain in mind as we develop our coaching relationships
• Utilizing symptoms and signs of traumatic stress and related issues as an additional tool to provide coaching interventions and resources
• Identifying evidence-based strategies that coaches can use to facilitate resilience and recovery

Beth Cohen, Ph.D., is an organizational and clinical psychologist with 28 years of expertise in organizational and individual health and well-being. Her expertise also includes conducting organizational needs assessments, designing interventions, developing programs and training leadership, management and staff in both private and public sectors. She is a professional threat assessor, trauma and violence prevention expert, national speaker and certified meditation instructor with post graduate studies in organizational neuroscience. Cohen has worked extensively with human service organizations across the nation. She also designs and implements post-trauma responses after traumatic events, including disasters, child deaths, mass murder and terrorism. Cohen is currently writing a book on trauma and its impact on organizational and individual health and well-being. It will be available by spring 2018.
WORKSHOPS

**A Coaching Conversation for Skill Development**

Brenda Lockwood, Senior Program Associate, Butler Institute for Families
Christa Doty, Butler Institute for Families

Coaching is a powerful tool to help staff working in any capacity acquire and improve skills and abilities. In this workshop, participants will observe a coaching conversation that leads to a skill development plan and then dissect the conversation to identify skills used and discuss what made the process effective. Coaching conversations are structured to support individuals in moving toward a goal or acquiring and developing a new skill. When this is done skillfully, it looks to others as though the coachee is leading the conversation. Yet, under the surface, there is much more going on. In this interactive workshop, participants are introduced to a structured coaching conversation and will explore what’s going on beneath the surface that makes it effective.

**Breathe Life into Goal Setting**

Alison Book, Academic Coordinator, Northern California Training Academy, UC Davis Extension
Nancy Hafer, Academic Coordinator, Northern California Training Academy, UC Davis Extension

We’ve all been there—that workshop or seminar that teaches goal setting 101 in a less than scintillating format. Come join us at this interactive and creative workshop to discover what we as coaches can do to help set meaningful goals that are anything but boring. The workshop will review the basics of the WOOP method. Prepare to learn the WOOP process and then test it out on yourself and others! By the end of the session, you’ll leave with a plan for turning a wish or goal into reality.

**Build Your Coaching-Conscious Relationship Toolkit**

Antonia Jackson, Director of Coaching and Talent Management, Beyond Emancipation
Angely Miranda, Transition Services Coordinator, Beyond Emancipation
Paula Buck, HR/Operations Manager, Beyond Emancipation

This experiential session will offer participants a coaching toolkit featuring three coaching tools (values extract, four levels of listening, and empowering questions) that can be used to build relationships with clients and co-workers, as well as managers’ relationships with their staff. The presenters will demonstrate coaching skills in real time and share their perspective on coaching vs. case management.

**Becoming a Strengths Spotter: Expanding your Coaching Practice through Appreciative Inquiry**

Lindsey Godwin, Director of the David L. Cooperrider Center for Appreciative Inquiry

Appreciative Inquiry (AI) invites individuals to discover what is already working and then design ways to build on and expand these successes. At its heart, AI is all about the questions we ask, inviting us to spot the strengths in others, help them lift up and learn from what is working, and transform problems into possibilities. In this hands-on workshop, we will go through an AI process to explore how you can work to bring appreciative questions into your own coaching practices. Using the AI 4-D model of Discovery, Dream, Design and Delivery, we will roll up our sleeves and practice creating and asking coaching questions from an appreciative lens.
Building Proficiency in Using Coaching Skills to Support Implementation

Carolyn Rohe, Senior Director of Supervision and Coaching, Administration of Children’s Services
Mattie Ramlakan, Director of Supervision and Coaching, Administration of Children’s Services

Building proficiency in using coaching skills is essential to supporting implementation. This interactive workshop will review New York City’s Administration of Children’s Services Workforce Institute multi-level implementation approach. Participants will reflect on how to incorporate learner feedback into sustainability plans and discuss the benefits of developing accessible implementation support strategies.

Coaching by Supervisors to Support Knowledge into Practice

Diane DePanfilis, Professor, Hunter College
Michele Vigeant, Program Director, Hunter College

Substantial research suggests that training alone is insufficient to support practitioners applying what they learn in the classroom to the real world. This workshop guides participants to consider how coaching by supervisors can be used to support transfer of learning of core child welfare practice skills by line staff. Implementation activities necessary for installing and initially implementing this initiative will be discussed, including 1) outreach and engagement of supervisors, managers and staff in five boroughs of New York City; 2) active roles of an implementation team and workgroups; 3) methods for selecting, preparing and coaching staff who are in turn coaching supervisors; and 4) installing methods for the continuous use of data on outputs, fidelity and outcomes.

Coaching for Relational Trauma

Darla Henry, Developer and Social Worker, Darla Henry and Associates

The national foster care system faces a primary challenge of recruiting families equipped to respond to the needs of youth in care. Adults interacting with these youth bear the responsibility to ensure that their interactions are reparative in nature. This workshop will present a coaching model that uses those exact skills in an effort to grow adult protective factors and contribute to child well-being.

Coaching Leaders to Guide and Support Implementation

Cathy Fisher, Coach/Consultant, Great Eastern Consulting
Susan Maciolek, Consultant

Implementation is often focused on practice change of front-line staff, but leaders must attend to the organizational drivers of change by enhancing communications, promoting readiness and guiding the implementation process. Coaching can help leaders engage the implementation team, promote participatory decision-making and address barriers to change and sustainability. The purpose of this workshop is to demonstrate how coaching using an implementation science framework can promote the critical leadership behaviors needed to support systems change.
Coaching Skills for Leaders

Zo Tobi, Course Leader and Director of Communications, Academy for Coaching Excellence

Working with a team can be rewarding or frustrating. Whether you are a coach, supervisor, manager or leader, there are coaching skills that you can use in any interaction to be a more empowering presence. As a result, you create the environment which allows creativity and excellence to emerge. In this session, you will learn an empowering definition of success, the hidden process by which our brain continuously shapes our perceptions and actions, and a simple tool used by thousands worldwide that is guaranteed to bring out the very best in others in difficult and stressful situations.

Coaching Utah Social Workers to Coach Families: Tips for Implementing a Successful Coaching Program

Deborah Joffe, Associate Manager, Public Consulting Group, Inc.

Dorothy Hall, State Program Manager, Utah Department of Workforce Services

Kate Probert Fagundes, Division Manager, Public Assistance Employment Services Programs, Ramsey County Workforce Solutions

Reba Nissen, Region Training Manager, Utah Child and Family Services

Courtney Bailey, Region Trainer, Utah Child and Family Services

Trainers coach new caseworkers to the Utah Child and Family Services Practice Model using the skills in a parallel process. Drawing inspiration from this model and in partnership with the caseworker and their supervisor, we will share examples of how we demonstrate and build skills leading to increased proficiency. This workshop will showcase leading and emerging trends in TANF programs related to coaching, executive function and adopting a family-centered approach. Presenters will share highlights of how coaching frameworks are being infused into case management practices at state and county TANF agencies, including lessons learned from development and implementation.
**Courageous Leadership**
Lauren Morley Hutto, Coaching Manager, The Kempe Center for the Prevention and Treatment of Child Abuse and Neglect
Kasey Matz, Project Director and Instructor, The Kempe Center for the Prevention and Treatment of Child Abuse and Neglect

Leadership begins with the courage to be yourself and, in turn, inviting those you lead to do the same. We believe and have experienced that the most effective way to transform practice in human services is to transform people—through a top-down, inside-out approach. This workshop will support you to initiate a person-centered approach to leadership by first courageously identifying how to leverage your most authentic self as a leader.

**Creating Sustainable Coaching Programs**
Regina Goree, Assistant Regional Administrator, LA County Department of Children and Family Services
Yadira Flores, Supervisor, LA County Department of Mental Health
Jeacqueline Monroy, Clinical Supervisor, LA County Department of Mental Health
Sheri Dowler, Training and Development Manager, Denver Human Services
Jessica Calderon, Training and Development Supervisor, Denver Human Services
Jo O’Callaghan, Training and Development Supervisor, Denver Human Services

This workshop will highlight two promising coaching programs, one in Los Angeles and the other in Denver, Colorado. In Los Angeles, the departments of Children and Family Services and Mental Health partnered to transform child welfare practice using a coaching lens. Likewise, Denver Human Services took on an intensive internal coaching program. Both entities invested in a robust coaching program and have enjoyed much success. In Los Angeles, the journey began with a shared vision and a comprehensive certification process that moved the impossible to the possible by certifying thousands of staff and equipping them via coaching skill development and collaboration. Denver Human Services, in following promising practices in Colorado, invested in a coaching program which could help staff achieve their goals of professional development and, in turn, improve the practices which directly improve the lives of the children and families in Denver. This session will provide an overview of the creation of a sustainable and forward-thinking coaching program, including professional coaching and practice mentorship. Both support an array of staff needs for development, from coaching the whole person to technical assistance through mentorship.

**Critical Thinking Coaching**
Alison Book, Academic Coordinator, Northern California Training Academy, UC Davis Extension
Nancy Hafer, Academic Coordinator, Northern California Training Academy, UC Davis Extension

This experiential workshop will provide participants with a framework for first understanding critical thinking and then how to coach with the intent of increasing critical thinking. Critical thinking is discussed frequently in the field of social services—the need for more of it, that is! Please join us at this workshop to learn practical and relatively easy steps to first (and foremost) increase your own critical thinking and then coach others to increase theirs.
Every Coaching Client is a Leader
Jeremy Stover, CPCC ACC Leadership Coach
Susan Jordon, CPCC ACC Leadership Coach

For years the human potential movement has isolated leadership development for those who have already been nominated as leaders. However, what would be possible if organizations better understood how to elicit the latent leadership inside everyone? What would be possible for you in your varied role(s) if you were more resilient and empowering leadership in yourself and others? Building on 25 years of thought leadership in the coaching industry, Coaches Training Institute offers a much-needed, new perspective—awakening the leader within, rooted in self-acceptance and authority in service of a greater purpose. From this foundation, everyone can take responsibility for the whole and be accountable to the part they have to play.

Group-Based Coaching
Maria Araiza, SOP Coach, San Diego County Child Welfare Services
Jennifer Whitton, SOP Coach, San Diego County Child Welfare Services

This workshop will include principles from adult learning theory and team-based learning. The presenters will model the group-based coaching framework by asking participants critical thinking questions to deepen the conversation, and to draw on the experience and skills of the participants in the room. By the end of this session, participants will understand the difference between training and group coaching and how group coaching aids in the transfer of learning. Presenters will also share how San Diego County has used data from the continuous quality improvement department to incorporate in coaching sessions and how it has helped in the demonstration of best practice.
Increasing Supervisor Confidence, Competence and Skill Development through Contra Costa County’s Supervisory Coaching Program and the Supervision Matters Program

Trudi Frazel, Practice Coach and Training Specialist, Contra Costa County Children and Family Services

Ade Gobir, Contra Costa County

Elisa Medina, Supervisory Coaching and Training Specialist, Child Welfare Academy, University of Maryland

Contra Costa County and the University of Maryland will both share their promising practices to provide supervisors with the skills to coach for best practice. Supervisors are one of the key factors in employee satisfaction and retention. However, many child welfare jurisdictions rely on external training programs to provide new supervisors with the skills and tools they need to do their jobs. Some jurisdictions have determined that insufficient training of their supervisory staff has direct negative effects in the areas of social worker retention; maintaining compliance with local, state, and federal regulations; and overall job satisfaction. Also, child welfare supervisors frequently promote from within and receive insufficient training after promotion. This workshop will summarize Contra Costa’s pilot program and present an overview of the transfer of learning component of the Supervision Matters Program, a certificate program designed for new child welfare supervisors which encourages administrators to coach the transfer of learning process.

Leading Change Efforts in New Jersey’s Child Welfare System by Coaching Managers

Maureen Braun Scalera, Program Manager, Rutgers School of Social Work

Anthony Mack, Associate Program Manager, Rutgers School of Social Work

Mary Elizabeth Sunder, Deputy Director of Case Practice, New Jersey Department of Children and Families

This workshop will provide participants with insight on how the New Jersey Department of Children and Families - Division of Child Protection and Permanency and the Rutgers School of Social Work - Institute for Families are teaming together to develop and support Adaptive Leadership. This coaching workshop will focus on the strategies and approaches New Jersey’s child welfare system has implemented to equip middle managers to not only be effective managers, but to exercise leadership skills at all levels of the organization. This workshop will discuss how to cultivate leaders through coaching and supporting activities. Workshop participants will be provided with the strategies the New Jersey Department of Children and Families and the Rutgers School of Social Work have implemented to support child welfare middle managers.
“Level Up!” Using Motivational Interviewing in Coaching and Supervision

Debra Collins, LMFT, Member of Motivational Interviewing Network of Trainers, Felton Institute
Ali Hall, J.D., Member of Motivational Interviewing Network of Trainers, Ali Hall Training and Consulting

Using the guiding conversation style of motivational interviewing, supervisors and supervisees can build a strong collaborative coaching partnership wherein supervision mirrors the supervisee’s client coaching practice. This workshop will guide participants on how to better advise their supervisees, reduce defensiveness and provide an opportunity to practice and consider this application for their setting. This fast-paced and highly interactive workshop will introduce participants to the practice of exchanging information and will provide an opportunity for skill-building practice in dyads. Participants will have an opportunity to consider the value of using specific motivational interviewing practices (exchanging information, focusing, eliciting/evoking and reflective listening) in their supervision coaching sessions and also explore how this practice can enhance their supervisee’s client engagement and outcomes.

Model Programs at Our Kids of Miami-Dade/Monroe, Inc. and Alameda County

Maribel Ramirez, Our Kids of Miami-Dade/Monroe, Inc.
Christa Doty, Butler Institute for Families
Colette Katuala, Coach/Field Advisor, Alameda County Social Services Agency
Jennifer Wendell, Coach/Field Advisor, Alameda County Social Services Agency
Shirley Andrade, Coach/Field Advisor, Alameda County Social Services Agency
Brenda Lockwood, Butler Institute for Families

This workshop will highlight the work of two jurisdictions in their journey to implement coaching. The workshop will provide insight into lessons learned during the implementation of the supervisor coaching program at Our Kids of Miami-Dade/Monroe, Inc. Presenters will describe the model and program principles, as well as the modifications made to conform to system needs while maintaining best practices. A particular focus will be placed on buy-in, reception and outcome data based on field observations. In addition, Alameda County’s Department of Children and Family Services began implementation of coaching to support staff in January 2017. Although the program is in its infancy stage, Alameda County’s coaching program is gaining serious momentum and enthusiasm.
**Moving Toward Family-Centered Coaching**

Rachel Brooks, Program Director, The Prosperity Agenda
Devin Stubblefield, Consulting Trainer, The Prosperity Agenda

What does it take to move toward family-centered coaching? Each organization will have a different mix of activities and strategies to move along the continuum. Learn about the steps that can be taken to move from a coaching mindset to a family-centered coaching focus. Developed by the W.K. Kellogg Foundation, family-centered coaching is a set of strategies, tools and resources that can help programs, agencies, case managers, coaches and others change the ways they work with families striving to reach their goals. With this set of resources, we are hoping to undo, and redo, how we approach working with families to see families holistically, even though the environment within which we work may not.

**Power of Mindfulness and Meditation: Managing Stress and Maximizing Engagement**

Beth Cohen, Senior Consultant / Psychologist, Academic and Staff Assistance Program (ASAP), UC Santa Barbara

Advances in the neurosciences have increased our understanding of how the practices of mindfulness and meditation positively affect the human brain and body. Workplaces that have implemented these practices have reported overall increased health and well-being, work satisfaction and productivity in their employees. During this interactive and experiential program, licensed clinical and organizational psychologist Beth Cohen will introduce the science behind mindfulness and meditation as well as facilitate a guided meditation. Cohen is a certified meditation instructor who has taught meditation to over 14,000 employees in workplaces across the United States.

**“Right” Use of Power: Understanding Power Dynamics in Coaching Relationships**

Kippi Clausen, CEO, Unfolding Directions
Chris Downs, CEO, Downs Consulting Group

During this fun and highly interactive training, participants will learn how the right use of power can help coaches learn how to develop and refine skills and attitudes that will increase their ability to use power productively in coaching clients, youth and colleagues.
The Coach Approach: Four Coaching Skills to Enhance Any Engagement
Ashley Andersen, Facilitation Specialist, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect

What if you could take a coach approach to help build engagement, support trust and ignite change even when you aren’t engaged in a formal coaching relationship? Participants in this workshop will learn about, and try out for themselves, four distinct coaching skills that can be applied to any relationship.

The Negativity Bias: How to Deal with Difficult Client Situations
Zo Tobi, Course Leader and Director of Communications, Academy for Coaching Excellence

What happens in the coaching situation when clients become irritated, confused or even angry that the session(s) are not going the way they would like them to go? In this session, we will share some simple tools and strategies to turn a difficult situation from a possible breakdown into a powerful breakthrough for your client.

The Neuroscience of Coaching
Laurie Cozart, CEO, Executive Coach, Brain Squared Solutions

Brain-based coaching can be described as facilitating positive change by first improving thinking. Rooted in contemporary neuroscience, the scientific study of the brain and the rest of the nervous system, brain-based coaching is a new approach which complements and amplifies the principles and practices of coaching and uses the latest insights into how the brain works to create more powerful, positive and transformational changes for the coachee. Participants will experience how developing a brain-friendly coaching environment allows the coachee to focus on thinking and break out of autopilot. Experience the power of how brain-based coaching encourages new thinking and insight, leverages the brain’s preference for hardwiring and helps embed new learning and behaviors.

The Use of “Live” Coaching to Enhance Quality Supervision
Laurie Fortin, Practice Consultant, Academy for Professional Excellence
Nicole Heesen, Practice Consultant, Academy for Professional Excellence
Jenni AhSing, Practice Consultant Manager, Academy for Professional Excellence

This session will focus on the use of “live” coaching during supervision to help grow a quality supervision environment which considers the worker within the context of their work and includes a facilitative, strength-based approach. Participants will learn the value of and practice of reflection, appreciative inquiry and solution-focused inquiry in an effort to deepen workers’ critical thinking skills, confidence and job satisfaction.
Using a Coaching Approach to Transform Your Culture

Monica McCall, Transformative Coaching Group
Alex Greenland, Transformative Coaching Group
Ellen Kagen, Transformative Coaching Group

Learn how a coaching approach that is championed from the top can positively impact all aspects of human services organizational life. This workshop will focus on integrating coaching as a driver to improve communication, enhance decision making, allow for candid feedback and create opportunities for critical thinking—all leading to a more effective culture and better results for those we serve.

Where You Sit is Where You Stand

Eugenia Turner, Training and Development Specialist, County of San Bernardino

This workshop examines the dynamics of group communication styles. Workshop participants will engage in discussion about how to re-direct and effectively handle disruptive or ineffective small-group member communication styles. Further, participants will explore the role that proxemics plays in classroom group dynamics. The presenter will demonstrate small group management techniques that prove useful when factors such as time and other resource allocations are tight.

Youth Peer Support Construction Zone: Building Structure from a Foundation of Lived Experience

Aaron Thomas, Assistant Unit Director, Allegheny County Department of Human Services
Dexter Fairweather, Youth Support Coordinator, Allegheny County Department of Human Services

Since inception, Allegheny County Department of Human Services’ Youth Support Partners (YSP) unit has recognized the challenges of supervising and coaching youth peer supports. In this training, learn the essential building blocks to build up young professionals and how the “scaffolding” of coaching and supervision continue to support the work of peer supports.
REGISTRATION INFORMATION

ENROLLMENT FEE
The $450 enrollment fee includes continental breakfast and lunch on both days of the conference.
• Take advantage of the early enrollment fee of $400, available until February 10, 2018
• Group discounts are available for groups of three or more

HOW TO ENROLL
ONLINE: To enroll as an individual and pay with a credit card, go to this web page
For all other online enrollment options, visit this web page.
https://ucdavis.co1.qualtrics.com/jfe/form/SV_5746ykSWMAJcEBv
BY PHONE: Please call our Student Services office at (800) 752-0881 during business hours:
Monday-Friday, 8:30 a.m.-4:30 p.m. (PST).

CONFERENCE LOCATION
This event takes place at UC Davis Conference Center on the University of California, Davis campus.

HOTEL INFORMATION

Hyatt Place
(530) 756-9500
173 Old Davis Rd., Davis
(.1 mile from conference location)
King Room: $175/night (plus tax)
Reservations: Visit this web page

Aggie Inn
(530) 756-0352
245 1st St., Davis
(.7 mile from conference location)
Queen Room: $139/night; King Room: $144/night; Double Queen Room: $149/night (plus tax)
Reservations: Call and reference National Coaching Conference

Best Western Palm Court
(530) 753-7100
234 D St., Davis
(1.0 mile from conference location)
Queen Suite: $139/night; King Suite: $144/night (plus tax)
Reservations: Call and reference National Coaching Conference

Hallmark Inn
(530) 753-3600
110 F St., Davis (.9 mile from conference location)
King Room: $129/night; 2-Queen Room: $139/night (plus tax)
Reservations: Call and reference Booking ID #3370
OTHER CONFERENCE INFORMATION

REGISTRATION AND INFORMATION CENTER
The National Coaching Conference Registration and Information Center is located in the foyer of the UC Davis Conference Center. The hours of operation are 7:30 a.m.-5:00 p.m. on Tuesday, April 24, and Wednesday, April 25.

In addition to providing registration services, the Center is your location for lost and found, special needs and services, CEUs and other resources.

OTHER ASSISTANCE
UC Davis is in compliance with the public accommodation requirements of the Americans with Disabilities Act. Conference participants requiring mobility assistance may contact either the hotel staff or request assistance at the Registration and Information Center.

TECHNOLOGY / “GOING GREEN” CONFERENCE MOBILE APP
All participants will be automatically added to the conference mobile app by Whova. Participants are strongly encouraged to download this app as the conference will be paperless! You can download the app from the app store associated with your mobile device (it’s free!). If you are registered for the conference, then you should automatically be directed to the National Conference on Coaching section of the Whova App. If you are not automatically directed, simply search within the Whova app for the “National Conference on Coaching in Health and Human Services.”

The mobile app has a number of features and allows you to:
- Personalize your conference schedule
- Access speaker biographies, session presentations and exhibitor details
- Connect with other conference attendees
- Stay up-to-date on conference events
- Receive real-time communications from conference staff

Once you have downloaded the conference app, you do not have to be connected to your mobile or wireless network to access or use the app. Please enable push notifications during the conference to stay up to date!

WI-FI ACCESS
Wi-Fi is available in all conference meeting spaces for participants. On your mobile device, choose ucd-guest. Click “connect” to open a browser window and the guest registration page. Select the “Create an ucd-guest account” and after entering the information requested, click “register.” You will receive an email and/or text message confirming your account. Proceed to login to ucd-guest with the username and password included in the confirmation email.

CONFERENCE WEBSITE
Like the mobile app, the conference website will serve as an information hub. Following the conference, session presentations will be uploaded to both the conference mobile app and our Resource Barn website.

SOCIAL MEDIA
Visit us on Facebook facebook.com/norcaltrainingacademy

THANK YOU FOR NOT SMOKING
Please be advised that this is a non-smoking conference and UC Davis is a non-smoking campus. We appreciate your cooperation.

EVALUATING THE SESSIONS AND CONFERENCE
Your feedback on the first annual National Conference on Coaching in Human Services is important! Please remember to complete an electronic evaluation following each session you attend. Evaluations are accessible via the conference mobile app.
WHAT TO DO IN DAVIS

LOCAL INFORMATION
Information about getting around in Davis and what to do, including places to eat, is available on the Coaching Conference mobile app.

DAVIS AREA ATTRACTIONS

Mondavi Center
Located on the UC Davis campus, the Mondavi Center presents a rich program of diverse performing artists and thinkers in public performance.

Jan Shrem and Maria Manetti Shrem Museum of Art
Grounded in the legacy of UC Davis’ world-renowned first generation art faculty, the Jan Shrem and Maria Manetti Shrem Museum of Art is a hub of creative practice for today’s thinkers, makers and innovators, now and for generations to come.

Davis Farmer’s Market
Farm-fresh, feel-good food fills the market on Saturday mornings and Wednesday afternoons. Open year round, rain or shine, our market offer an array of fruits and vegetables, including certified organic produce, plus meats, chicken, fish and seafood, wine, local eggs and honey, fresh baked goods, flowers, plants and gifts. Everything sold in the market is either grown by or made by the seller.

SPECIAL EVENTS

Morning Fresh Air and Walk About
On both the morning of the 24th and 25th we will lead a group walk along the UC Davis arboretum. The arboretum occupies 100 acres along the banks of the old north channel of Putah Creek, runs through the UC Davis Campus and is in full spring bloom. The group will meet in the lobby of the Hyatt Place at 6:15 am and will be back by 7:15 a.m. For more information about the arboretum please visit arboretum.ucdavis.edu.

Evening Social
Please join us the evening of April 24th at Season’s in downtown Davis. Within walking distance from the Conference Center, UC Davis will host appetizers and friendship. Please plan on attending to make new friends and connect with old. (Visit seasons.com for restaurant details)

Mondavi Garden Tour and Tasting
For those of you staying in Davis on the evening of April 25th, we invite you to attend a tour of the Mondavi Gardens and indulge in a tasting of olive oils and honey. Space is limited to 50 participants.

THANK YOU TO OUR SPONSORS AND EXHIBITORS
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