NATIONAL CONFERENCE
ON COACHING IN HEALTH
AND HUMAN SERVICES

April 25-26, 2017
at the University of
California, Davis

NORTHERN
CALIFORNIA
TRAINING
ACADEMY
NATIONAL CONFERENCE ON COACHING IN HEALTH AND HUMAN SERVICES

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CONFERENCE OVERVIEW

"Coaching for Improved Outcomes"

Coaching in the health and human services field has gained significant traction in the past five years and is having a profound impact on the delivery of services to vulnerable children and adults. Jurisdictions across the country and globally have been implementing coaching programs with much success. In an effort to increase understanding and implementation of this effective learning model, the Northern California Training Academy at the Center for Human Services, UC Davis Extension, is proud to host the first annual National Conference on Coaching in Health and Human Services.

The conference will bring together human services professionals, leaders, researchers, coaches, instructors and anyone interested in learning more from colleagues about the implementation of coaching in health and human services.

This two-day event will feature plenary sessions and numerous workshops, as summarized in this guide.

First day: Registration starts at 8am, continental breakfast at 8:30 ends at 5 pm.
Second day: 9 am-4:30 pm

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 28 Northern California counties. 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.
KEYNOTE SPEAKERS

Adela De la Torre, Ph.D., is the vice chancellor of student affairs at the University of California, Davis, an agricultural economist in the Chicana/o Studies Department, and director of the Center for Transnational Health at UC Davis, where she is also an adjunct professor in the Department of Family and Community Medicine. De la Torre’s publications and research primarily focus on Chicano/Latino health issues, childhood obesity within rural Mexican origin communities, binational health and disparities in science education among Chicano/Latino students. Much of her funded research has been supported by grants from the National Institute of Health, state grants and private foundations.

Linda Elder, Ph.D., is an educational psychologist and a prominent authority on critical thinking. She is president of the Foundation for Critical Thinking and executive director of the Center for Critical Thinking. Elder has taught psychology and critical thinking at the college level and has given presentations to more than 50,000 educators at all levels. She has co-authored four books, including Critical Thinking: Tools for Taking Charge of Your Learning and Your Life; Critical Thinking: Tools for Taking Charge of Your Professional and Personal Life; and 30 Days to Better Thinking and Better Living. She has also co-authored 24 Thinker’s Guides on critical thinking.

James Flaherty, MCC, is the founder of New Ventures West and the author of Coaching: Evoking Excellence in Others, which is widely recognized as a seminal text in the field of coaching education and is used internationally in universities and coach training institutions. Flaherty developed New Ventures West’s approach to coaching by integrating recent discoveries in linguistics, developmental psychology, 20th century philosophy and biology into the practical and customized methodology known as Integral Coaching®. He designed the Professional Coaching Course and dozens of other programs, and over the past three decades he has led coaching and leadership courses around the world. He has coached top executives at many Fortune 500 companies and is a highly sought speaker at meetings and conferences.

Gabriele Oettingen, Ph.D., is a psychology professor at New York University. She is the author of more than 100 articles and book chapters on thinking about the future and the control of cognition, emotion and behavior. Her major contribution to the field is research on the “perils of positive thinking” and on Mental Contrasting, an effective self-regulation technique for mastering one’s everyday life and long-term development. Oettingen’s findings contribute to the burgeoning literature on behavior and lifestyle change, and educational institutions have increasingly become interested in the application of her research.
FEATURED WORKSHOPS

A Tale of Two Counties: A Comparison of Internal and External Coaching Models
Jenni Ahsing, Supervising Practice Consultant, Public Child Welfare Training Academy
The Public Child Welfare Training Academy (PCWTA), a program with the Academy for Professional Excellence at San Diego State University, uses innovative multi-modality training and workforce development strategies to educate child welfare workers and leaders. We have coaching programs in each of the seven counties we serve. This presentation will tell the story of two different types of coaching implementation for two different counties. One county has used internal county staff to coach their workforce and the other has used external Regional Training Academy staff to coach. This presentation will describe the process each county went through to design and implement each model as well as the lessons learned, benefits and drawbacks of each model.

Below the Surface: What’s Going on in Successful Coaching Partnerships
Christa Doty, Senior Program Associate, Butler Institute for Families
Brenda Lockwood, Senior Program Associate, Butler Institute for Families
Coaching is a powerful tool that can help individuals acquire and improve skills and abilities. What makes coaching successful? In this interactive workshop, we highlight the Butler Institute’s approach to supporting child welfare agencies in integrating coaching into their day-to-day work.
Bringing the Tools of Critical Thinking to Parents and Children
Linda Elder, Ph.D., Educational Psychologist
The basic concepts and principles in critical thinking are both simple and complex. In their most basic form, critical thinking tools are accessible by people of all levels and abilities who are motivated to learn and develop, even including young children. These concepts and principles can be taught to parents and children to help them explicitly develop intellectual skills, abilities and character. In this session, Elder will help professionals further internalize the most basic concepts in critical thinking introduced in the keynote address, and exemplify how these tools can be used in working with parents and children to help them develop as critical persons.

Building Coaching Competency and Supporting a Coaching Culture
Carolyn Rohe, Director of Supervision and Coaching, Administration of Children’s Services Workforce Institute
Mattie Ramlakan, Deputy Director of Supervision and Coaching, Administration of Children’s Services Workforce Institute
Building proficiency in coaching requires practice, time, and repetition. This interactive workshop will review NYC’s Administration of Children’s Services Workforce Institute multi-level coaching program with focus on the program’s Skill Refreshers designed to help build learner expertise, confidence, and capacity in using the coach approach with staff.

Coaching Across the Spectrum: Strategies for On-Boarding, Staff Retention and Agency Leadership
Jill Richard, Workforce Training Team Lead, Vermont Child Welfare Training Partnership
Zuzanne Legare-Belcher, Training Coordinator, Vermont Child Welfare Training Partnership
Janine Beaudry, Training Coordinator, Vermont Child Welfare Training Partnership
This presentation will highlight the benefits of embedding critical thinking/reflective practice strategies used in coaching within various practice contexts. These contexts include new employee on-boarding, universal screening for mental health and trauma and developing high functioning leadership teams.
Coaching and Goal Achievement Interventions for TANF and Workforce Systems
Michelle Derr, Senior Researcher, Mathematica Policy Research
Jonathan McCay, Research Analyst, Mathematica Policy Research
This session will draw upon work that Mathematica Policy Research is leading nationally to design, implement and test coaching and goal achievement interventions in state and local TANF agencies and other programs serving low-income populations.

Coaching at All Levels for Effective Implementation
Bill James, Supervising Practice Consultant, Public Child Welfare Academy
Implementation science research indicates the importance of the “drivers” of change in health and human service agencies. Leadership is one such driver and is crucial to successful implementation. However, most supervisors, managers and executive leaders are often not closely involved with implementation of new practices and new initiatives on the ground level. We will share lessons learned regarding the impact of coaching at all levels of the workforce.

Coaching and Critical Thinking: Using Critical Thinking in the Coaching Process
Linda Elder, Ph.D., Educational Psychologist
Coaching is often used in counseling within the field of health and human services. Yet coaching can be done either well or poorly. In this session, Elder will discuss some of the essential connections between skilled coaching and skilled reasoning from a critical thinking perspective. Elder will emphasize coaching processes that focus on helping “the reasoner” take thinking apart, identify problems in the parts and improve thinking where improvement is needed. This session will also focus on how best to employ intellectual standards in the coaching process—standards such as clarity, accuracy, precision, depth, breadth, logicalness, fair-minded and significance—so that both coach and client improve as critical reasoners, working together over time.

Coaching Foster Parents: Lessons from the Field
Sally Fitch, Assistant Director, Institute for Human Services
Laura Hughes, Training Manager, Institute for Human Services
Although slow to start, there is no doubt of the impact coaching foster parents makes in the lives of children and families. This training will outline Ohio’s coaching program with an emphasis on preparing skill-based coaches for caregivers, discuss significant ways caregiver coaching differs from staff coaching, and highlight program outcomes and challenges.
Coaching Models: the Freedom of Structure

Nancy Hafer, Academic Coordinator, Northern Training Academy, University of California, Davis

This session will explore the distinction between executive coaching models and skills-based models. Emphasis will be placed on discovering the strengths in the different models and rationales for selecting one to use in your coaching program. In particular the GROW, FLOW, CLEAR and UC Davis Skills-Based Model will be presented.

Coaching Resonant Leaders

Cory Bryant, Coach/Trainer, Alaska Child Welfare Academy
Tom McRoberts, Coach/Trainer, Alaska Child Welfare Academy

What are the values, motivations and aspirations of a great leader? This workshop will use coaching strategies to explore resonant leadership. We will define advanced coaching methods to use with leaders, practice strategies you can use in your sessions, and evaluate each other using a standardized evaluation methodology.

Coaching Skills for Leaders

Zo Tobi, Academy for Coaching Excellence

Working with a team can be incredibly rewarding and fulfilling….or frustrating and draining. As a leader or team member, you play a key role in determining which it is. 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 greatness to emerge. In this session, you will learn an empowering definition of success, the hidden process by which our brains continuously shape 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 Supervisors to Best Practice—Innovation in Alaska
Tammy Sandoval, Director, Alaska Child Welfare Academy
Kim Guay, Child Welfare Administrator, Alaska Office of Children’s Services

Presenters from the University of Alaska, Anchorage, Child Welfare Academy and the Office of Children’s Services will share how the Coaching Supervisors to Best Practice Program was designed, along with a look at implementation efforts, strengths and weaknesses, evaluation data and the current status of the program. Presenters will exhibit the program’s online learning platform to demonstrate the blended learning environment.

Coaching the Forgotten Staff: Supporting Practice with Non-Case Carrying Staff
Candice Kimbell, Practice Consultant, Public Child Welfare Training Academy

This session will feature the lessons learned from making a concerted effort to focus coaching efforts on staff that are not actively carrying cases.

Coaching to Support Practice Model Implementation
Anne Kisor, Project Manager, Virginia Department of Social Services
Brenda Lockwood, Senior Program Associate, Butler Institute for Families

This workshop examines coaching as a robust implementation driver for child welfare practice model reform. The state of Virginia developed 11 Practice Profiles—core skill sets that provide a roadmap for optimal practice. A coaching supervision model was used to make skills teachable, learnable, and doable and improve case outcomes.

Coaching Youth to be Creative, Connected, Resourceful and Whole (CCRW)
Paula Buck, Operations Manager, Beyond Emancipation
Antonia Jackson, Director of Programs, Impact and Innovation, Beyond Emancipation

This presentation will encompass the core model of coaching at Beyond Emancipation: Creative, Connected, Resourceful and Whole (CCRW). We will cover the skills our staff utilize, e.g. active listening and empowering questions. Participants will have discussions in pairs, to include brainstorming and other methodologies that will be incorporated to give an overview of these skills.
E.P.E. for CoP: Implementing Effective and Sustainable Coaching
Debra Collins, Debra Collins Consulting
Ali Hall, Ali Hall Training and Consulting
Elicit-Provide-Elicit (EPE) is an autonomy supportive and collaborative style of information exchange that enhances our ability to partner with staff and peers for an improved coaching experience and result. This workshop will introduce participants to EPE and provide an opportunity to practice and consider the value of it within sustainable Communities of Practice (CoP).

Family Centered Coaching, A New Toolkit to Advance Whole Family Outcomes
Martha Oesch, W.K. Kellogg Foundation and Center on Budget and Policy Priorities, Curricula Developer/Consultant,
Building on best practices across a range of fields, the W.K. Kellogg Foundation has supported the development of a new toolkit for coaches working with low income families, called Family Centered Coaching. Participants will review the toolkit’s components, learn the six coaching steps, and practice techniques using the tools/resources in the toolkit.

Group-Based Coaching
Jennifer Whitton and Maria Araiza, Senior Protective Services Workers and Safety Organized Practice Coaches, County of San Diego Health and Human Services Agency
Group coaching helps support the transfer of learning as it allows workers to learn and try on new skills in a safe environment. This presentation will provide an opportunity for participants to learn the difference between training and coaching and how to conduct a group coaching session within their organization.

Improve Your Coaching and Your Outcomes Using Motivational Interviewing
Debra Collins, Debra Collins Consulting
Ali Hall, Ali Hall Training and Consulting
Motivational interviewing can provide a method to align your clients’ treatment goals with that of your program, by creating a coaching feedback loop to improve outcomes. Motivational interviewing measurements can be used indepen-dently or blended with your existing systems for use in your agencies QA, QI and funding needs.
Resilience in Times of Complexity and Change

Zo Tobi, Academy for Coaching Excellence

In uncertain times, it’s easy to “tune out” or “burn out.” And when we do either of these, we suffer greatly—and the world misses out on our unique contribution. The purpose of this training is to help you develop skills for resilience in the midst of unpredictability and rapid change. Participants will learn how to follow the underlying “rules of engagement” for creative action, so you can more skillfully navigate uncertainty to get things done with ease; four key strategies to bounce back, respond quickly, and keep moving forward even when things don’t go the way you planned; and three of the most common mistakes we make in moments of stress or struggle.

Seek, Share, Soar: Take Off and Transform through Person-Centered Coaching

Lauren Hutto, Coaching Manager, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect
Kasey Matz, Director, Kempe Center for Prevention and Treatment of Child Abuse and Neglect

You are the pilot of your life’s plane. Sometimes there is turbulence, but you are equipped with everything you need to navigate safely to any destination. Thankfully, your coach is seated observantly in the seat next to you, ready to champion you to soar to higher heights and fly to places undiscovered.

Supervisor Coaching: Turning Research into Practice at Our Kids of Miami-Dade and Monroe, Inc.

Adrienne Celaya, Manager of Research and Evaluation, Our Kids of Miami-Dade/Monroe, Inc.
Michelle Samuels, Lead Child Welfare Talent & Development Coach, Our Kids of Miami-Dade/Monroe, Inc.

This workshop will provide information on how a supervisor coaching program was implemented at Our Kids of Miami-Dade/Monroe, Inc. A panel will describe the model/program principles, implementation and evaluation strategies utilized, as well as the experiences of supervisors and mentors. A particular focus will be placed on fidelity assessment and improved outcomes.

The Journey of Coaching in Northern California

Chellie Gates, Peggi Cooney, Mary Tarro, Lucy Tosti and Cynthia Marshall, Coaches, UC Davis, Northern Training Academy

Join UC Davis coaches for a review of lessons learned from coaching a variety of practices in 28 counties in Northern California. We will review the basics of forming the coaching relationship, navigating internal politics, working with staff who show resistance to coaching and more. This session will allow for small group discussion and lots of questions and answers. This workshop will also feature the use of practice profiles and fidelity checklists.
The Power of the Parallel Process: Adapting the Road Map Tool for Organizational Growth
Katherine Bedwell, Practice Consultant, Public Child Welfare Training Academy
This presentation will demonstrate how micro-practice tools commonly used with families have been modified for use with child welfare leadership to support parallel processes. This process has strengthened relationships between leadership and line workers, enhanced communication and teaming within the leadership team, and improved the culture in the office. This success illustrates the impact of empowering leadership drivers in the implementation of the parallel process.

The Supervisor Roundtable Series: An Innovative Skill-Building Process
Laura Hughes, Training Manager, Institute for Human Services
Sally Fitch, Assistant Director, Institute for Human Services
Learning is a journey, not an event. Ohio's Supervisor Roundtable Series places the learner in the driver's seat supported by a coach and cohort of peers. The coach facilitates small group learning and provides individual coaching, uniquely different skill sets. This presentation describes the Roundtable process, which can be used with a variety of training priorities.

The Use of Coaching in Illinois' Model for Enhancing Supervisory Practice
University of Illinois, Urbana Champaign Field Implementation Support Program Team:
Victor Lasko, Statewide Program Director
Monique Smith, Program Coordinator
David Moore, Program Coordinator
When Illinois finalized its Model of Supervisory Practice, the Field Implementation Support Program (FISP, formerly STEP) was asked to help develop the curriculum and facilitate a professional learning experience that would effectively lead to increased quantity and quality of supervision among child welfare supervisors. FISP proposed and executed a hybrid model of training which included alternating experiential group based learning sessions with individual coaching for each participant over five months in three pilot regions. Comparison data regarding frequency and types of supervision were collected in pre and post coaching surveys, which demonstrated an increased in both the frequency of supervision as well as an expansion of the style of supervision from simple administrative supervision. FISP is now preparing to roll out a broader implementation of this hybrid learning structure for Illinois.

The WOOP Model: A Deeper Dive
Gabriele Oettingen, Ph.D., Professor, New York University
This workshop will delve deeper into the WOOP model introduced by Oettingen during her keynote address. Participants will have the opportunity to ask questions and discuss the application of WOOP in a variety of settings (both with staff and clients).
REGISTRATION INFORMATION

DATES, TIMES AND LOCATION
UC Davis Conference Center, University of California, Davis campus
Tuesday, April 25, 8 a.m.-5 p.m. (Registration from 8-9 a.m.)
Wednesday, April 26, 9 a.m.-4:30 p.m.

REGISTRATION FEES
The $375 registration fee includes access to the entire conference, as well as continental breakfasts and lunches on both days. Drop requests can be accepted for a refund (minus a $30 processing fee) as long as they are received within seven calendar days of the conference.

ENROLLMENT OPTIONS

Enroll Online:
From the enrollment page, click on the “enroll now” button to begin the registration process.

Enroll by Mail:
Download the registration form PDF, complete the form and return it by mail with payment.

Enroll by Phone:
Please call our Student Services office at (800) 752-0881 to enroll.
Please note that only credit card payments can be accepted by phone.

WORKSHOP FACILITATORS
If you are a confirmed workshop facilitator, please call Student Services at (800) 752-0881 to enroll in the conference so that you will receive the facilitator discount.

TRANSPORTATION AND LODGING

HOTEL RESERVATIONS
Book your hotel room for the conference here. A block of rooms has been reserved at the Hyatt Place on the UC Davis campus, only steps from the Conference Center where the conference will be held. Please make sure to enter your arrival date as April 24 and departure day as April 26 when you click “Check Availability.” That will take you to the group block titled National Conference on Coaching. Please make your reservation by March 24, 2017.

TRANSPORTATION, ALTERNATE LODGING AND OTHER INFORMATION
- Maps and Transportation
- Where to Stay
- Yolo County Visitor’s Bureau
- UC Davis website
- City of Davis website

FOR MORE INFORMATION
Please contact the Center for Human Services for additional conference information at (530) 757-8725 or by email at academy@ucdavis.edu.