

The PHI Coaching ApproachSM

Programs that Build Skills for Relationship-Centered Care

Supervision

*An approach that strengthens relationships
and balances support and accountability*

PHI Coaching SupervisionSM is a unique training program that fosters respectful relationships throughout an organization. Because PHI Coaching Supervision strengthens teamwork and caregiving relationships, organizations that adopt this practice find that it results in reductions in turnover and callouts and improves job satisfaction for both supervisors and direct-care staff.

This program uses a skill-based training approach, where licensed nurses and other supervisors learn to *support direct-care staff while also holding them accountable*. By building constructive, positive relationships, managers and supervisors show their respect for staff while also helping them become better communicators and stronger problem solvers.

Organizations that adopt PHI Coaching Supervision find that the skills their nurses and other supervisors learn are critical to supporting relationship-centered care.

PHI Coaching Approach to Supervision

PHI offers several training programs related to strengthening the skills of supervisors. Please discuss these programs with a PHI consultant to determine which are best suited for your organization.

Introductory Training

The 12-hour introductory training for eldercare/disability services supervisors familiarizes participants with PHI Coaching Supervision and teaches four fundamental coaching skills. These skills, which support better communication, lay the foundation for strengthening relationships with supervisees. Through interactive, skill-based training, licensed nurses and other supervisors become more proficient at:

- **Active Listening:** Using body language, paraphrasing, and asking clarifying questions to listen attentively and ensure understanding.
- **Self-Management and Self-Awareness:** Being conscious of assumptions and biases, and setting aside emotional reactions that can get in the way of hearing an employee's perspective.
- **Presenting the Problem:** Communicating clearly and directly about a concern or a performance issue while using language free of blame and judgment.
- **Problem Solving:** Using a non-punitive approach to holding employees accountable while also improving problem-solving skills.

These skills are taught using case scenarios, role plays, and other activities that apply learning to the real challenges of the workplace and can be adapted for either home, community-based, or residential settings.

Train the Trainer

PHI's train-the-trainer program provides opportunities for staff members to learn coaching skills and how to deliver the two-day introductory training to supervisors within their own organizations. The train-the-trainer is a nine-day program taught three days at a time over a period of several months.* This highly experiential course immerses staff in PHI's adult learner-centered approach to training, increasing participants' comfort with facilitating interactive activities.

* For those who have already completed the 2-day introductory coaching seminar, the train-the-trainer program is six days.

Booster Sessions

Coaching skills must be practiced and developed over time. Organizations that make a commitment to PHI Coaching Supervision often provide supervisors with coaching support and booster sessions to practice their skills. In addition, boosters are a great opportunity to add more advanced topics, for example, deepening coaching skills related to conflict management, delegation, and working with resistance to change. Boosters typically fit into an organization's in-service calendar.

Certification

In addition to the standard train-the-trainer program, PHI offers a certification program for trainers. This program consists of additional support from PHI, including field-based mentoring, observation, and feedback as well as a two-day advanced seminar. Additionally, PHI offers an advanced certification program for master trainers to teach the PHI Coaching Supervision Train-the-Trainer program. Some provider systems pursue trainer certification when they want to extend PHI Coaching Supervision training to a broad network of affiliates.

Why Become a Coaching Organization?

PHI Coaching Supervision can help your organization to:

- **Build the skills necessary** to deliver high-quality relationship-centered care.
- **Establish a shared commitment** to communication and collaborative problem solving that supports transforming your organizational culture.
- **Reduce time spent by nurses and other managers** handling complaints and daily operational issues.
- **Create a more stable workforce** by reducing the cycle of turnover.
- **Increase job satisfaction** of both nurses and direct-care staff.
- **Assist leaders** in building high-functioning teams within and across disciplines.

Learn More

The PHI Coaching Approach is a suite of programs and services uniquely designed to help employers and their employees build the skills necessary to deliver highly personalized, relationship-centered care. For more information about training and consulting services available in your area, contact todservices@PHInational.org or visit our website at www.PHInational.org/training.

PHI is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Call or email us for more information on contact hours for specific training programs.



PHI Coaching Supervision is one of several programs developed by PHI (see www.PHInational.org) to help eldercare/disability services organizations grow and sustain relationship-centered cultures. We work with employers across the country to build organizations that value direct-care workers and their relationships with those they assist. In all of our PHI Coaching Approach programs, PHI involves key staff at every level — from direct-care workers through executive leaders — in shaping the quality of caregiving.

