



The PHI Coaching ApproachSM

Programs that Build Skills for Relationship-Centered Care

Communication and Problem Solving

Mastering core skills for building your caregiving team

At PHI, we have designed and field-tested a unique program for teaching communication and problem-solving skills—The PHI Coaching Approach. Each skill is broken down into its core elements, which training participants learn and practice, just as they might learn and practice a clinical skill. As staff build confidence in using these skills with each other, they become ingrained in the organizational culture and integral to workplace and caregiving relationships.

PHI Coaching Approach to Communication and Problem Solving

PHI Communication and Problem Solving programs are designed for staff throughout your organization. Please discuss the options, including customized programs, with a PHI consultant to determine what program is best for you.

Introductory Skills Training

PHI's initial eight-hour training introduces participants to the core communication skills needed to strengthen teams, enhance leadership, and improve caregiving relationships. These skills include:

- **Active listening.** Listening fully and actively takes energy and effort. Through a series of exercises participants become aware of how easy it is to “half-listen” and learn the benefits of real listening. Activities also focus on the importance of clear verbal communication.
- **Paraphrasing and Asking Clarifying Questions.** Paraphrasing—i.e., stating what you heard in your own words—is particularly important to avoiding miscommunication, especially when communicating across differences. Using scenarios based on real work situations, participants practice paraphrasing, along with asking clarifying questions, in order to improve their active listening and understanding of verbal communications.
- **Pulling back.** Almost anyone can be emotionally “hooked” by a co-worker’s personality or communication style. “Pull back” role plays teach participants to become more conscious of the personal assumptions and biases that get in the way of active listening and how to step back emotionally to avoid escalating a conflict.
- **Giving and receiving feedback.** What a person *wants* to say and what a person *actually* says is often different. Feedback skills help your staff learn strategies for effectively giving and receiving feedback in a range of workplace situations.

At Cathedral Square, we have Resident Assistants representing many different nationalities and cultures from around the world. As a result of working with PHI, our staff and residents have a deeper appreciation and understanding of everyone’s unique differences. It has helped us enhance our teamwork and enrich our work environment.

–Kathryn R. Jarvis, Director of Human Resources
Cathedral Square
Burlington, VT

Exploring, understanding, and integrating these core communication skills provides a strong foundation for delivering quality relationship-centered care. The PHI Coaching Approach to Communication is designed in modular format, allowing training to be delivered in day-long workshops, two half-days, or in shorter in-service programs.

Problem-Solving Skills Development

PHI teaches a clear, step-by-step process for analyzing a problem situation and exploring various solutions. In this workshop, participants engage in exercises that apply critical thinking to common operational and caregiving issues. Using customized scenarios from your workplace, problems—and potential solutions—are explored from three primary perspectives: impact on the individual receiving care, impact on the employee, and impact on the organization.

Advanced Programs

Building on the skills learned in our introductory programs, **booster sessions** are structured to provide ongoing support, practice, and communications skill development to your staff. Booster sessions are customized to meet your particular needs and allow you to explore more deeply specific communication challenges that your team may face in achieving organizational goals. To support you in developing and sustaining these skills in your organization, we also offer a **train-the-trainer** program, which prepares key staff to teach the communication, problem-solving and booster seminars. The train-the-trainer program varies from one to three days, depending on the participants exposure to the PHI Coaching Approach.

Why Communication and Problem-Solving Skills Are Essential

The PHI Coaching Approach to Communication and Problem Solving can help your organization to:

- **Improve the workplace environment** by providing a shared framework, common skill-set, and *language* to help create a more inclusive and relationship-centered culture.
- **Improve teamwork**, by enhancing communication between peers as well as across differences of discipline, race, class, and culture.
- **Enhance the quality of care** by equipping staff with a set of practical communication tools that strengthen their ability to listen and collaborate with those they care for.

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 Communication and Problem-Solving 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.

