



Beth Abraham

Family of Health Services

Coaching Skills for Culture Change

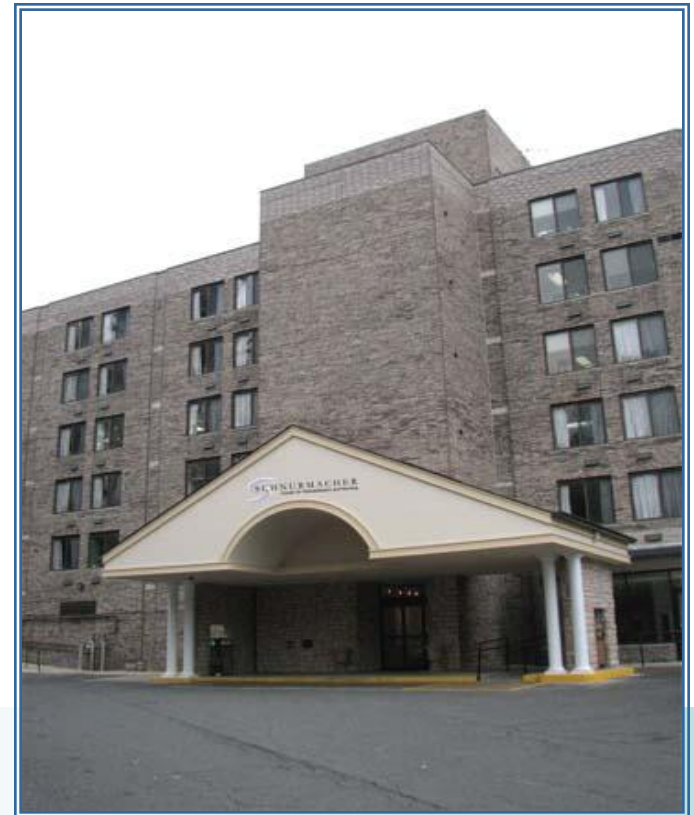


Coaching Supervision

Who We Are

BAFHS provides comprehensive high quality health care to more than 7,000 adults daily through our vast network of facilities and programs in the New York metropolitan area:

- Our facility has been serving the Westchester community for more than 35 years, the last 12 years as part of BAFHS.
 - 5 resident floors with 225 beds
 - Burke Rehabilitation
 - Music Therapy
 - PHI Training



Goals

- Examine how Culture Change Empowers and Contributes to the Well – Being of All
- Identify Who our Customers Are
- Explore Barriers to Successful Communication
- Demonstrate a Best Practice Model for Improved Communication



PHI

PHI is a nationally recognized non-profit whose mission is to transform the delivery of eldercare and disabilities services, offering long term care providers the skills necessary to manage change and create dynamic relationship-centered organizations that elders and their families.

PHI's Coaching Approachsm to Communication:

A way of communicating that builds and maintains relationships and also promotes effective problem-solving.

The core coaching skills are:

- Active Listening
- Self-Management and Self-Reflection
- Clear, nonjudgmental communication
- Collaborative Problem-Solving
- Participative Leadership

PHI's Coaching Approachsm to Communication: Benefits

- It defuses conflict
- It promotes effective, collaborative problem solving
- It enhances the satisfaction and retention of employees
- It supports meaningful and sustained culture change

Paraphrasing:

Summing up what someone else says,
using your own words

Phrases You Might Use When You Paraphrase:

So, I think you said . . .

Are you saying that . . . ?

So, what you are telling me is that . . .

So, what I heard you say is . . .

Am I hearing you correctly that . . . ?

Okay, let me see if I'm getting this right . . .

Coaching Outcomes

- 4P's of Customer Service
 - **P**ull back, **P**araphrase, **P**resenting options, and **P**ass it on
- Common Language & Support
 - Identify Success and Challenges
 - More comfort in Difficult Situations



Coaching Outcomes

- Staff Use Skill with Residents, Families and Each Other
- Appreciative Inquiry Model
 - Improved Service and Sustain the Model
- Creative Booster Sessions

