

Workshop for Leaders & Decision Makers Touch Point Connection

*Coaching Teens...
Building Futures*

*Presented by
Touch Point Connection
January 19, 2012*



Housekeeping

- *Lunch Orders & Restrooms*
- *Estimated Break Times*
 - *Break: 10:00 -10:10*
 - *Break: 11:05 - 11:20*
- *Working lunch: 11:20 - 12:30*
- *Conclude at 12:30*

Welcome Everyone!

- *BRIEF Introductions*
 - *Your name, Your organization*
 - *Personal goal for today*
 - *Possible organization goal you are exploring*

What We Heard From You

- *“Adolescent support gap”*
- *Adolescents need support to be goal oriented, self-directed, self-reliant, to develop life & workplace readiness skills*
- *Intrigued by our coaching success with teens*
- *Wish to have your staff & volunteers trained to use coaching techniques with your own “clients”*
- *Wish to explore possible partnering to fill the adolescent support gap.*
- *Interested in TPC’s skills in recruiting & training of community volunteers and adolescent coaching programs*

Today's Planned Outcomes

You will see:

- What coaching is -- is not*
- How coaching develops life and workplace skills*
- Why adolescents need, accept & value the coaching process*
- You will be able to:*
 - Practice some coaching skill building blocks*
 - Learn what further training covers*

Today's Planned Outcomes

- *Understand TPC as a resource for*
 - *Coaching training*
 - *Adolescent coaching expertise*
 - *Program knowledge & processes*
- *Think about next steps for your organization*
- *Connect with potential partners*
- *Identify and agree to your “next step” commitments*

So....What IS Coaching

- *3-min Video: How our teens describe coaching*
- *14-min Video: See an actual coaching session with a teen*

A Basic Coaching Process

- *Ask: How can I be helpful today?*
- *Clarify and summarize what you hear*
- *Ask: What have you already tried?*
- *Listen... to possibly reframe*
- *Ask about options, and if needed, help them expand their options / possibilities*
- *Ask: What options will you choose and try...and, by when?*
- *A next step, e.g. something to try, observe, ponder, or practice...*

Basic Coaching Outcomes

Help “client” ...

- *Identify the REAL issue*
- *Move to empowered: What can YOU do?*
- *See BROADER options and choices*
- *Identify what they are WILLING to try*
- *Client sets next steps: what DO by WHEN*

With their permission, help to...

hold them accountable to their own commitments

Coaching: Building Skills & Competencies

- *Coaching is NOT focused on “fixing a problem.”*
- *Coaching is focused on:*
 - *Establishing clear thinking*
 - *Broadening choices*
 - *Building new patterns of thinking and decision making*



10 Minute Break

Coaching Starts with Good Listening!

Pair up and take turns:

- *Speaker speaks without being interrupted*
- *Listener listens attentively, limiting responses to:*

Tell me more?

Is there more?

What then?

And then what?

Paraphrase or summarize, with no embellishments... Did I get that correctly?

Silence; give them space to go where they choose.

To start, Listener asks: Tell me...what brought you to this day?

Coaching: What more to learn?

Learn How To...

- *Build trust*
- *Get clients to share and be open*
- *Be a GREAT listener*
- *Use various coaching conversation models*
- *Move clients out of their “stories” and “victimhood”*
- *Identify developmental needs and have coaching tools*
- *Know when NOT to coach or to call in authorities*

WHY Teens Today Need♂ More ...& Different Support



*Daily
Challenges
Are Now
The Norm!*

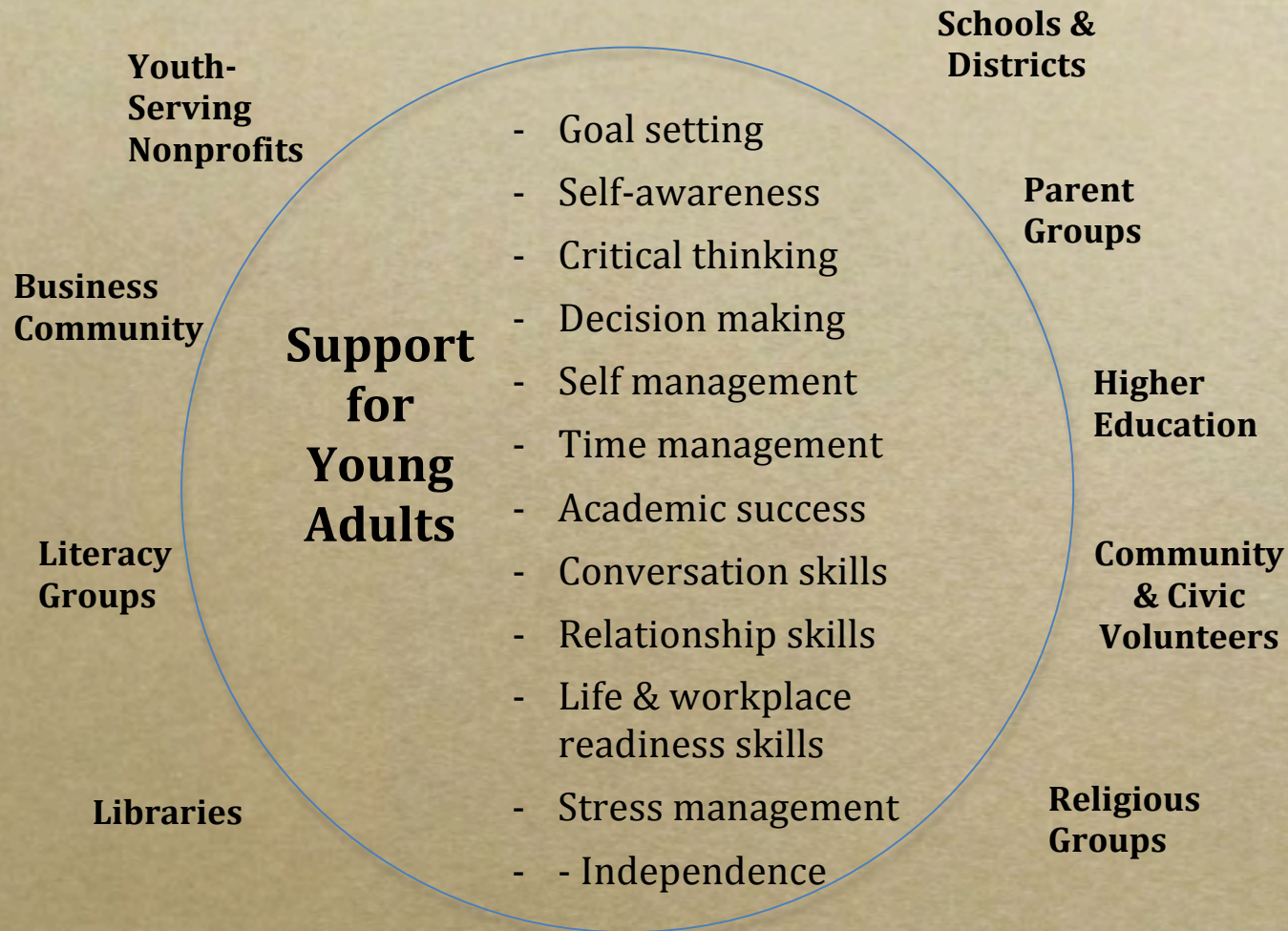
*.... Teens talk about the challenging
journey from childhood to adulthood that
we call adolescence!*

Typical 21st Century Skills Teens Need to Develop

**Support
for
Young
Adults**

- **Goal setting**
- **Self-awareness**
- **Critical thinking**
- **Decision making**
- **Self management**
- **Time management**
- **Academic success**
- **Conversation skills**
- **Relationship skills**
- **Life & workplace
readiness skills**
- **Stress management**
- **Independence**

Needs & Available Resources



Challenges Separate Resources & Eager Teens



An Effective Community Support System



“Yes We Can” ...TPC Pilot Shows the Potential

- *1 more video minute: Our coached video teens tell you where they are headed next -- along with their new skills, commitment and confidence.*

Break & locate your box lunch

“Working lunch” starts at 11:20

Touch Point Connection♂

- *Completed to date: a 3+ year R&D project on coaching for adolescents*
- *Mission: To advance the use of coaching with young adults to support academic success, and the development of life and workplace readiness skills*
- *Next for TPC: Make training and this new knowledge on coaching for adolescents available to others*

What TPC Can Offer

- *Coach training for your staff and volunteers*
- *Knowledge and suggestions on programs you wish to develop or offer*
- *Information on what we learned from operating within schools and with this age group*
- *Processes, forms, data collection and measurement that we used*
- *Referrals to other certified professional coaches*

Some Ways You Can Provide Coaching

<i>Coaching Conversations</i>	<i>Everyday conversations designed to build connection and provide development support</i>
<i>Personal Success Coach</i>	<i>Students meet regularly with their own coach</i>
<i>Just-in-Time Coaching</i>	<i>Students access coaching as needed.</i>
<i>Small Group “Coaching Foundations”</i>	<i>Small group program to foster self-awareness on personal strengths, to help clarify life and work readiness goals, and to develop a short-term action plan</i>
<i>Student Discussion Group</i>	<i>Students participate in facilitated discussions on topics of interest to see expanded choices for their challenges and to build support networks</i>

A Possible Scenario

- *WHAT: Train staff in basic coaching conversation skills to shift their routine interactions with already existing clients.*
- *WHO:*
 - Level 1: Staff at Library, Literacy Connects, School Counseling, La Paloma, BB/BST*
 - Level 2: Parents, volunteers and teachers*

A Possible Scenario

- *WHAT: Establish a School-Library partnership for after-school and weekend Coaching at the nearest Library.*
- *HOW: Coordination & management by parents, Rotary, local Chamber members or BB/BST*
- *COACHES: Volunteers recruited by Rotary, Chamber, school and BB/BST*

Level 1: Library, Literacy Connects, School Counseling and BB/BST staff

Level 2: Parents, volunteers and teachers

Next Step for Your Organization?

- *What do you want to do?*
- *With whom do you wish to do it?*
- *What do you need to know and do to get started?*
- *What's your next step?*

Discussion Process

<i>11:35-11:45</i>	<i>Discuss with members of your organization</i>
<i>11:45-11:55</i>	<i>Report out to the entire group</i>
<i>11:55-12:05</i>	<i>Huddle with your potential partners</i>
<i>12:05 - 12:15</i>	<i>Orgs report out to the entire group</i>

Each Organization Reports Back

- *What do you want to do?*
- *With whom do you wish to do it?*
- *What's your next step?*

Your Feedback on an Index Card Please...

- *Your Name*
- *Your organization*
- *On reverse side: Please provide your feedback on today's workshop....*

We will be here a bit longer to answer questions...

***THANK YOU FOR YOUR COMMITMENT TO
SUPPORT TUCSON TEENS AND THEIR DREAMS!***



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