

# Touch Point Connection

*Coaching Teens...Building Futures*



*Orientation & Training  
May 4, 2009*

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## Welcome Everyone!

- *Potential Volunteers & The Curious*
- *Our Teen Guides*
- *TPC Tucson-based Leadership*
- *Amphitheater High School Staff*
- *Youth On Their Own (YOTO)*

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## Today's Goals

- *We meet you, you meet us, and you learn about TPC's work to support teens*
- *Understand the philosophy of coaching & see, practice, and experience coaching*
- *Gain confidence and see that TPC volunteers are well supported*
- *Decide if you'd like to join us in this work to help teens that need additional support to be successful*

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## Today's Agenda

- *A Peek Into... Life of 2009 Teens*
- *Coaching Demo with a Teen*
- *Lunch - Group Photo / Q & A*
- *Coaching 101, 102 and more...*
- *Support for Volunteers*
- *Next Steps.... Q&A (Q's on Post-it's)*

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## Touch Point Connection

*Coaching Teens...Building Futures*

*From "I wish..." to Results to Date*

- *Mission: Provide coaching to teens that need additional support to be successful.*
- *Goal: Teens acquire enough education, life and workplace skills to be successful.*
- *Demonstration Project & Rigorous Data*
- *Our name says it best*

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## Touch Point Connection is a Way...

- *For young people to have access to more support*
- *For schools & teachers to receive needed support*
- *For people to make a meaningful contribution within time frames & boundaries that work for them*
- *For all of us - community volunteers, schools and teens -- to come together around a common purpose, helping our teens be successful!*

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## Life of 2009 Teens...

*A New Generation*

*New Statistics*

*Teen Panel: Tell Us  
Like It Is!*



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## Coaching Demo

- *Demonstration: as if we were meeting weekly*
  - *Coaching issue?*
  - *How can I be helpful?*
  - *Coaching progression...*
  - *Something to observe, ponder, or practice...*

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## Coaching Role

- *Believe in them, their dreams, and their goals!*
- *Provide non-judgmental compassion, observation, honesty and support*
- *Guide & facilitate exploration, self-awareness, skill building, critical thinking skills, learning, and goal achievement*
- *Be there.... to provide accountability that creates and sustains momentum*
- *Recognize and help celebrate their successes!*

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## *BREAK & LUNCH, then...*

- *Group Photo*
- *Q & A*



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## Afternoon Agenda

- *Demo: The Good, The Bad and The Ugly*
- *Understanding Coaching...*
- *The Gift of Listening - Coaching 101*
- *Coaching 102 - Intro to Coaching Sequence*
- *Beneath The Coaching: Sanctuary Support, Policies intro, Next Steps, Q&A*

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## Understanding Coaching

*Transactional v. Transformational*

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## Understanding Coaching

### *Transactional v. Transformational*

<i>Doubting</i>	<i>Trusting</i>
<i>Directing</i>	<i>Asking Questions</i>
<i>Telling</i>	<i>Listening</i>
<i>Rescuing</i>	<i>Empowering</i>
<i>Entangled</i>	<i>Setting Boundaries</i>
<i>“Be like me”</i>	<i>“Be the best of Yourself”</i>
<i>Scripted</i>	<i>Flexible</i>

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## Understanding Coaching

### *Transactional v. Transformational*

<i>Constricted</i>	<i>Expansive</i>
<i>Intense</i>	<i>Intuitive</i>
<i>Heavy</i>	<i>Light</i>
<i>Agenda</i>	<i>Curious</i>
<i>Dependent</i>	<i>Independent</i>
<i>Authoritative</i>	<i>Asking Permission</i>
<i>Judging</i>	<i>Learning</i>

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## Coaching Framework

- *Build Trust & Relationship*
- *Recognize Coaching Opportunity*
- *Create Awareness & Clarity*
- *Explore Possibilities*
- *Agree to Some “Next Step” . . .*
- *Build Progress & Awareness Week by Week*

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## Practice Coaching

- *Note: Confidentiality agreement!*

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## Coaching 101: Good Listening!

- *Pair up*
- *Each speaks without being interrupted*
- *Partner listens attentively without speaking*

*Tell me...what brought you to this day?*

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## Coaching Sequence

<i>Helpful Today?</i>
<i>Clarity - Good Listening</i>
<i>Summarize</i>
<i>Re-frame</i>
<i>Explore Possibilities</i>
<i>Agreed Commitments for the Next Week</i>
<b><i>SEQUENCE DEMONSTRATION</i></b>

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## Coaching . . .

- #1 -- Provide a safe space*
- o Coach: NOT mentor, advisor nor friend*
- o They do the work -- not you!*
- o Presenting issue v. real or underlying issue*
- o First things first - safety & energy*
- o Trust the process; darkest before the dawn*

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## Sanctuary

***Sanctuary:*** *A refuge; a place providing protection and shelter from danger or hardship.*

*What is sanctuary?*

*What does it feel like?*

*How do we create it?*

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## Coach Boundaries

- o Keep it ALL Confidential!!!! ("my teen")*
- o Maintain the boundaries*
  - o They do the work, not you.*
  - o You are not parent, nor guardian*
  - o Contact is with teen; not his/her family*
  - o Contact is on campus ONLY!*
- o Special circumstances reporting*

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## Support for Volunteer Coaches

<i>Coach Manger</i>	<i>Just-in-time calls and emails Monthly Report Monthly Check-in Call</i>
<i>Monthly Workshops</i>	<i>2-hrs: Skill Building, tools and coaching practice</i>
<i>Roundtables</i>	<i>Practice Coaching</i>



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## Volunteer Coach Commitment

- o Meet at school, on campus, during school hours*
  - o weekly for 35-45 minutes*
  - o during school year schedule*
- o Commit through a school year\**
- o Stay in touch with your coach manager & attend workshops*
- o Be there for your teen!*

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## Next Steps

- o Fingerprinting & Applications*
- o Interview with Coach Manager*
- o References: what others see as your strengths*
-  *Enter the coaching pool ... for a match*
-  *Meet-up's begin in August/September*

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## Question & Answers

### ✓ Index Card:

- *Your Name*
- *Your commitment: No/Maybe/Yes: now or later?*
- *Your feedback on Today's Program - on reverse side*

**THANK YOU...**

**FOR YOUR COMMITMENT TO SUPPORT  
OUR TEENS AND THEIR DREAMS!**

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