

## COACHING-BASED STAFF COMMUNICATION

### **Create a Relationship with the Worker**

- Identify any of your own personal emotional triggers or listening blocks; use a pull-back strategy that works for you
- Find a good time to raise the issue
  - *Private setting*
  - *Careful timing*
  - *Distractions minimized*
- Indicate interest and belief in the worker
  - *Keep an open mind about the staff member*
  - *Keep an interest in the staff member, in understanding his or her reality*
- Use an inviting and encouraging tone of voice

### **Present the Problem**

- Be clear and direct about what the problem is
- Limit the statement to a single problem (not a litany)
- Use objective language free of blame or judgment
- Emphasize your wish to resolve the problem positively
- Indicate your belief in the worker's abilities, including his or her ability to resolve problems
- Reinforce the positive by pointing out the worker's specific accomplishments and successes

### **Listen for the Worker's Perspective**

- Put aside your own agenda while listening
- Listen actively to understand the worker's perspective
- Acknowledge the worker's perspective
- Paraphrase and use open-ended clarifying questions

### **Resolve the Problem with the Worker**

- Maintain a focus on work-related behaviors
- Reach mutual agreement (resident's, family's and worker's) on the nature of the problem
- Develop strategies together to address the problem

### **Obtain Commitment to Action Steps**

- Make mutual commitments for specific, measurable action steps
- Follow through on commitments