

ASSESSMENT: WHAT ARE YOUR ORGANIZATION'S COACHING STRENGTHS?

Read through each category, and place a check next to the response that most closely resembles your organization in its capacity and approach to coaching in general. Once you have completed the assessment, look for patterns. Are there particular areas where your organization has strengths upon which to build? Areas where your organization focuses primarily on case management?

After you have identified areas where you need strengthening, refer to the section after Assessments 1 and 2, and identify activities that would help your organization move toward coaching, and then ultimately toward family-centered coaching.

	Strong Coaching Mindset	Some Coaching Mindset	Primarily A Transactional Mindset
ORGANIZATIONAL CULTURE			
Mission	<input type="checkbox"/> Organization views the family as the expert in their own life and capable of finding solutions; the family sets the agenda.	<input type="checkbox"/> Organization seeks to empower families and staff to provide guidance to families to address their challenges.	<input type="checkbox"/> Organization positions itself as the expert that provides families with guidance and direction to address their challenges.
Leadership	<input type="checkbox"/> All leaders in the organization understand the value of coaching and support their staff to provide coaching services to families.	<input type="checkbox"/> Leaders in select departments promote working with families with a coaching approach.	<input type="checkbox"/> Leaders promote a directive, top-down approach to provide services to families.
Racial Equity	<input type="checkbox"/> Organization is aware of systemic drivers of inequity, and organizational practices, policies, and approach to working with family; staff reflect and incorporate this.	<input type="checkbox"/> Organization regularly discusses race and equity approaches but does not have organizational practices and policies related to racial equity.	<input type="checkbox"/> Organization does not discuss racial equity or have policies and practices in place for staff or families.
Trauma-Informed Care (TIC)	<input type="checkbox"/> A systemic program-wide TIC review was completed, and the action plan is at least partially implemented.	<input type="checkbox"/> A systematic program-wide TIC review has been conducted; an action plan has been developed.	<input type="checkbox"/> No systematic review of procedures with TIC lens has been conducted.

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ORGANIZATIONAL OPERATIONS			
Partnerships	<input type="checkbox"/> Organization routinely partners with other organizations and has formal MOUs with clearly defined roles, regular meetings of partners at line staff and management level, and a system for continuous improvement.	<input type="checkbox"/> Organization routinely partners with other organizations but lacks formal agreement and process for improvement.	<input type="checkbox"/> Organization may partner with an organization in a transactional way, but ongoing communication and collaboration is generally absent.
Coaching Skills and Training	<input type="checkbox"/> Staff are trained in topics such as coaching, strength-based approaches to working with families, trauma-informed care (TIC), implicit bias, and motivational interviewing. Ongoing professional development and support (peer and leadership) is provided.	<input type="checkbox"/> Staff are trained in some coaching or more client-centered approach but hasn't shifted culture of work with families.	<input type="checkbox"/> Not formally trained, learning is on the job.
Training and Staff Support In Trauma-Informed Care Approaches	<input type="checkbox"/> Staff are trained in trauma-informed care and have implemented TIC organizationally.	<input type="checkbox"/> Organization has implemented TIC in organizational approach, but staff are not trained in TIC.	<input type="checkbox"/> Neither staff nor organization are trained in TIC.
Organizational Effectiveness	<input type="checkbox"/> Organization has a defined written process for continuous improvement at the programmatic and organizational levels, and routinely carries out continuous improvement.	<input type="checkbox"/> Organization has a defined written process for continuous improvement but only carries out continuous improvement occasionally.	<input type="checkbox"/> Organization doesn't do continuous improvement.

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COACHING APPROACH			
Coaching Philosophy	<input type="checkbox"/> Family sets the agenda for coaching, and coach is in supporting role, guiding the process. Coaches view families as resilient with strengths and capabilities.	<input type="checkbox"/> Coach directs families in goal-setting process, often focused on what program requires for outcomes. Coaches view families as resilient but lacking in strengths.	<input type="checkbox"/> Coach determines for the family what is needed. Coaches view families as having deficits.
Goal-Setting	<input type="checkbox"/> Staff have the tools that support the family in setting goals and uses them consistently; families have choice in goal-setting.	<input type="checkbox"/> Staff have the tools to set goals with families; they are used sporadically with participants.	<input type="checkbox"/> Staff doesn't set goals with the family.
Accountability By Parent and Coach To Each Other	<input type="checkbox"/> Coaches communicate accountability for coach and family up front and have specific follow-up mechanisms.	<input type="checkbox"/> Coaches communicate accountability for coach and family but don't have follow-up mechanisms.	<input type="checkbox"/> Coaches/staff don't communicate accountability.
COACHING ENVIRONMENT			
Accessibility of Location	<input type="checkbox"/> Office or coaching location is accessible by public transportation but is not in a location near participants; is safe at the hours of operation.	<input type="checkbox"/> Office or coaching location is accessible by public transportation but is not in a location near participants; is safe at the hours of operation.	<input type="checkbox"/> Office or coaching location is not accessible by public transportation; is safe at the hours of operation.
Hours of Operation	<input type="checkbox"/> Open evenings and weekends.	<input type="checkbox"/> Open some evenings and weekends.	<input type="checkbox"/> Not open evenings or weekends.

	Strong Coaching Mindset	Some Coaching Mindset	Primarily A Transactional Mindset
COACHING ENVIRONMENT			
Privacy	<input type="checkbox"/> Meetings take place in private location where conversation can't be overheard, and coaching isn't visible to others.	<input type="checkbox"/> Meetings take place in private location where conversation can't be overheard but is visible to others.	<input type="checkbox"/> Meetings takes place in a location where other staff and participants can hear the dialogue.
Safety	<input type="checkbox"/> More than 80% of participants report feeling safe physically and emotionally while engaged with the organization.	<input type="checkbox"/> Between 50% and 80% of participants report feeling safe physically and emotionally while engaged with the organization.	<input type="checkbox"/> Less than 50% of participants report feeling safe physically and emotionally while engaged with the organization.
TOTAL:	_____	_____	_____

Compare your totals for each category; it will help you identify where your organization is in moving to a coaching approach. If you have mostly checks under “Transactional Mindset” and a few under “Some Coaching Mindset,” you will want to consider many of the suggested activities on page 15 to move more intentionally toward a coaching mindset. If you have mostly checks under “Strong Coaching Mindset,” you may be interested in reviewing these same activities, and also begin to move toward the next stage of the work, in family-centered coaching.