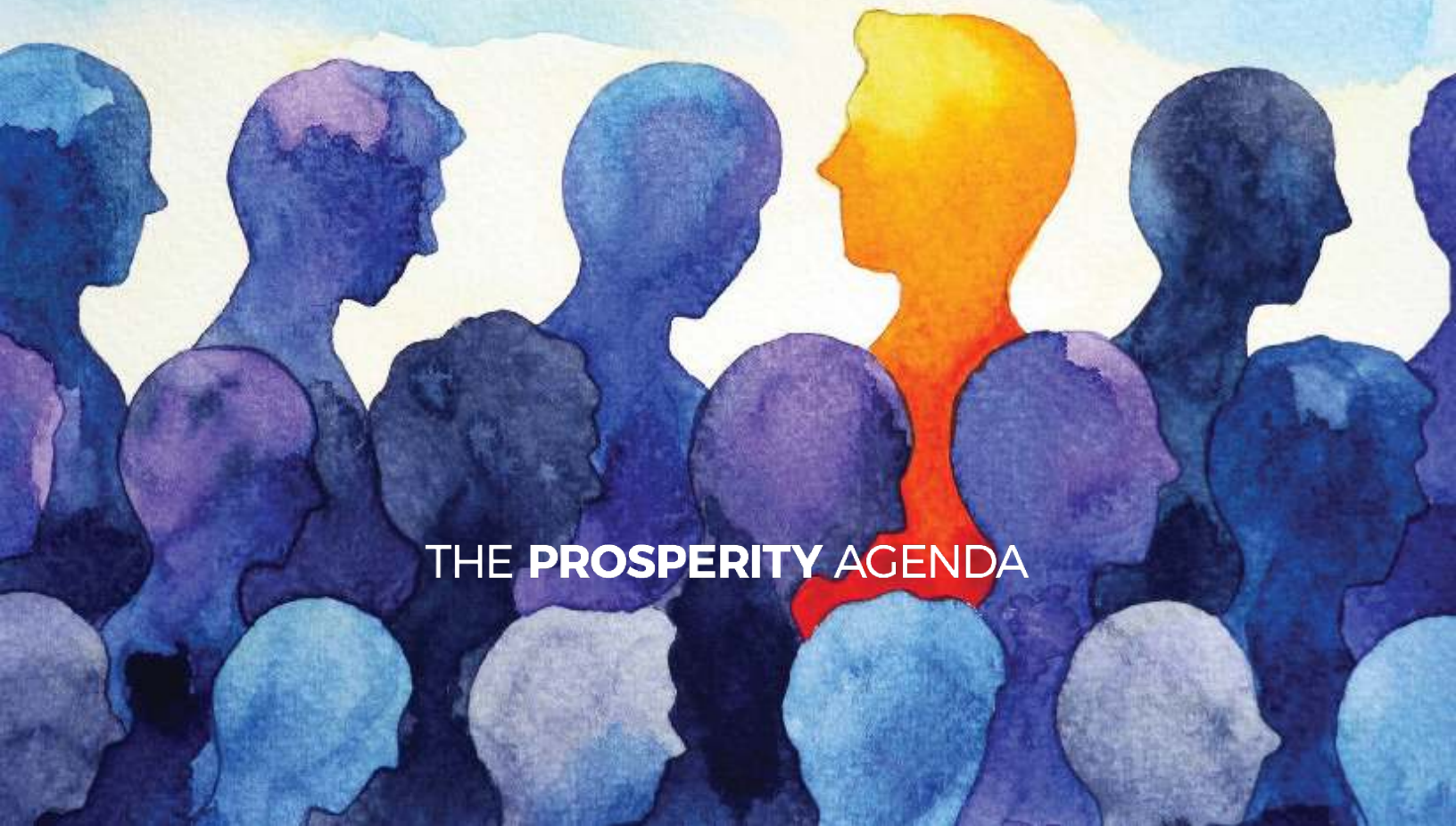


Community of Practice

Sample Agenda & Facilitator Guide



THE PROSPERITY AGENDA

Community of Practice Agenda

Estimated time: 1 hour

Family-Centered Coaching puts families at the forefront of our services. Our reflection and focused practice allows us to refine our coaching skills and create ideal conditions for family progress.

Instructions: Distribute agendas to each group member and answer the questions collectively. Your coaching lead will summarize key themes, for your quadrant, for each reflection question.

Part 1: Reflect (15 mins)

- What went well since the last time we met?
- What contributed to your success?
- What could you have done better?

Part 2: Practice (45 mins)

- What do we want to focus on today? *Choose one focus.*

A. **Focus on Coaching Skills and Mindsets** (*See pages 2-3*)

B. **Focus on A Particular Participant** (*See page 4*)

C. **Focus on Self-Care** (*See page 5*)

- What is one thing you learned during this meeting?
- What will you do before the next meeting?

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A. Focus on Coaching Skills and Mindsets

Purpose:

Increase your comfort putting FCC skills and mindsets into action by role playing with other coaches.

Activity Steps:

1. Briefly share an example of coaching that you would like to help with. Share the results you observed and where you want to improve.
2. Role play the example with another coach playing the role of the customer.
3. As a group, suggest ways to move the coaching conversation forward.
4. Allow other coaches to try different coaching skills or approaches.
5. Focus on one skill that was applied during the role play to answer the coaching questions.

Coaching Questions:

- How would you describe the skill in your own words?
- Why do we use it?
- How do we use it?
- What signs of success might you see in participants when this skill is applied?

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Quick Reference of FCC Skills and Mindsets

- 1. Powerful Questions** Asking participants short, simple, open-ended questions that inspire creativity, reflection, and dialogue.
- 2. Asking Permission** Asking the participant's permission to share an idea, use a tool, or change approaches and respecting the participant's response.
- 3. Reflective Listening** Reflecting a participant's feelings, intentions, or ideas back to them using the same or similar words.
- 4. Holding the Focus** In situations when a coach hears seemingly unrelated stories that are longer than a few minutes, coaches guide a participant back to their vision, purpose, goal, or commitment.
- 5. Bottom-lining** Getting to the essence of what a participant is trying to say rather than engaging in long, descriptions when coaching time is limited.
- 6. Visioning** Supporting a participant to imagine what they want for their family's future and identifying the underlying values, hopes, and dreams that inspires their vision.
- 7. Clearing** Allowing a participant to vent or talk about a situation they might be preoccupied with so they can be present for coaching.
- 8. Checking-In** Asking questions about the process of coaching to ensure that the actions and decisions made during coaching are truly driven by the participant's goals/agenda.
- 9. Celebrating** Noticing and paying attention to a participant's progress and small victories (successes, learning, mistakes, and failures) while working towards their goals.

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10. **Acknowledgement** Reflecting back the values, strengths, and progress you notice in participants.

11. **Participant-Led** Valuing families' expertise in their own lives rather than believing that the coach has all the answers

12. **Whole-Family Focus** Coaches address the interests of all members in a family, including children, elders, and other family members or people identified by a participant.

B. Focus on a Particular Participant Purpose:

Put our heads together on how to help a customer with a unique situation

Activity Steps:

1. Discuss a situation where you are having trouble meeting the needs of a particular customer. What stage of change do you think the participant is in? What approach did you use?
2. Consider all the options you have. Has anyone dealt with a situation like this in the past?
3. Are there other activities you could suggest for this person? Why is it such a unique situation?
4. Who could we reach out to internally and/or externally?

Coaching Questions:

- What questions or information do we want to pass on to our Managers?
- What do we need to document about unique situations like this?

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C. Self-Care Option 1: Clearing for Coaches

Purpose:

Manage stress by taking intentional space to “clear” challenges you are experiencing as a Coach. **Activity Steps:**

1. What do you need clearing on?
2. Choose one person at a time to clear and one person to be the coach.
3. Observers: try to notice the signs of when a person is done clearing.
4. How might you see the situation with fresh eyes?

Coaching Questions:

- What are some things that frustrate you and what can you do about them?
- What are some strategies for clearing during your daily schedule?
- How do you know when someone is done clearing?
- What has helped you transition to the focus of your conversation after clearing?

Option 2: Recharge Your Batteries Purpose:

Share and celebrate small wins and customer progress with other coaches.

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Activity Steps:

1. Share stories of progress you observed in a customer. Even if it is a small win or change, discuss how it emerged and how you noticed it.

Coaching Questions:

- How might we capture some of the bright spots we notice?
- How could we shorten the time it takes to notice success?
- How might we create more opportunities to hear about customer success?
- How do you know when you have been successful as a coach?
- How do you define success as a coach?

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