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Welcome to this Short Course!

We have an activity packed session planned. So let’s rock...

As soon as sitting comfortably and ready, please:

- **Complete the Life Balance Wheel**

  *We will use later for coaching practice.*

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Occupational Coaching Basics for Practice: Facilitating Self-Direction in Your Clients

OT.com Continuing Education Course

October 4, 2017

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Occupational Coaching Basics for Practice:
Facilitating Self-Direction in Your Clients

As a result of this course, participants will be able to:
1) Describe the coaching process and its benefits that support practice outcomes.
2) Identify the growing international evidence in the use of occupational coaching.
3) Recognize tools to initiate the coaching process in practice

Your Take Away: Based on this session today, what am I going to
Continue / Start / Stop doing?

Typical Healthcare uses the Expert model...

Therapist-centered Care:
- Directing therapy or teaching
- Providing solutions
- Identifying Cautioning
- Giving advice or suggestions
- Persuading or teaching
- Labeling
- Approving, or praising
- Analyzing Interpreting

Therapist-centered care = teaching someone and helping them to learn
Coaching = helping individual to improve performance; helping them to learn
This is a test about the comment section
Julia Pearl, 8/16/17
OCCUPATIONAL COACHING: What is it?

- a process that targets improvement in performance and self-efficacy
- focuses on here and now rather than past of future

Not deficit-oriented but competence-oriented.

“Coaching is unlocking a person’s potential to maximize their own performance. It is helping them to learn rather than teaching them.”

John Whitmore, in Coaching for Performance, 2009
Coaching

Directed by the client - *let the client tell you what the problem is:*

- Patient centered approach
- Internal motivation
- Internal locus of control

What is Coaching?

Coaching is* partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential, which is particularly important in today’s uncertain and complex environment.

Coaches honor the client as the expert in his or her life and work and believe every client is creative, resourceful and whole.

*International Coaching Federation coachfederation.org
What is Coaching?

Standing on this foundation, the coach's responsibility is to:
- Discover, clarify, and align with what the client wants to achieve
- Encourage client self-discovery
- Elicit client-generated solutions and strategies
- Hold the client responsible and accountable*

Coaching enables clients dramatically improve their outlook on work and life while improving their self efficacy and quality of life by unlocking their potential to be self-directed

*International Coaching Federation coachfederation.org

What is the benefit of Coaching?

Those who undertake coaching can expect:*
- fresh perspectives on personal challenges
- enhanced decision-making skills
- greater interpersonal effectiveness
- increased confidence
- appreciable improvement in productivity, satisfaction with life and work
- the attainment of relevant goals

*International Coaching Federation coachfederation.org
What is the evidence supporting Coaching?

*Survey outcomes by Pricewaterhouse for the International Coaching Federation  https://coachfederation.org/need/landing.cfm?ItemNumber=747

What is Coaching in OT?

Focuses on working with clients toward occupational change or development (Townsend & Polatajko, 2007)

Similar to holistic, strengths-based approach to help individuals with mental health issues problem solve and overcome challenges  (Klippel, 2006)

Improvement in child behaviors and satisfaction with being a parent (Graham, Rodger & Ziviani, 2009, 2013, 2014)

Operationalizes client-centeredness in OT integrating concepts of motivation & health behavior (Graham, 2013)

Coaching for fieldwork performance  (Crist, November 2010)

Evidence-based Practice Reviews


Literature review regarding healthy lifestyle behavioral improvement in response to chronic conditions (diabetic, cardiac,& respiratory) (Alcorn and Broome (2014) )

An integrative review showed that health coaching with health-related populations may contribute to lifestyle behaviors (nutrition, weight management, physical activity and medication adherence.) (Olsen & Nesbitt, 2010)
THE COACHING PROCESS & SKILLS

Coaching process

- Partner with clients seeking self-directed lasting changes
- Honoring client as an expert of his or her life
- Client is creative, resourceful and whole
- Non-judgemental
- More listening than talking
- More asking than telling
- More reflecting than commenting
- Coaches are collaborative and co-creative partners in the client’s journey to reach their visions and goals
- A patient-centered process based upon behavior change theory
- Non-judgemental dialogue, goal setting and accountability
- Partnering with clients to maximize their personal potential
- Empower clients to achieve self-determined goals
- Help clients mobilize internal strengths and external resources for sustainable change
Coaching Skills are based in Good Communication Skills

“The central question that a conceptualization of the therapeutic relationship must answer is this:

How can one’s therapeutic use of self be utilized specifically to promote occupational engagement and promote positive therapy outcomes?”

Types of Questioning:
Enrichment Questioning:
- to encourage client to continue to communicate or elaborate
Strategic Questioning:
- Asking in a way that tends to influence their perspective, convey a certain message or cause them to reflect upon and evaluate their thinking about a given topic.

Renee Taylor
The Intentional Relationship
2008

Coaching Skills reflect Unique Approach to Questioning

Intention and Meaning of Questions:
...the way in which you say or ask something.
- both how you say it and the meaning & Intention of the words

Excellent: How ...
What ...

OK: When ...
Where ...
Who ...

Never: Why...
Coaching Skills reflect Unique Approach to Questioning

- Emotional intelligence
- Empathy
- Rapport & Trust
- Active listening
- Reflection and Clarification
- Questioning Skills
- Providing feedback
- Non verbal communication

Intention and Meaning of Questions:
...the way in which you say or ask something.

Be:
authentically curious
Listen then Ask!  Not ask then listen

Ask:
open-ended, powerful, non-leading questions
use intuition versus protocol responses
questions that open up possibilities
questions that encourage a different perspective

Avoid blaming, venting or criticizing as is about the client

Google coaching questions: examples
https://hbr.org/2014/12/the-questions-good-coaches-ask

Engaging Occupational Coaching:

Use Powerful Questions! What is a powerful question?

Creates impact. Causes one to stop & think before answers.
triggers curiosity in a listener
thought-provoking
encourages reflection
gaining self-discovery & insights through responses
stimulates a person’s creativity
encourages consideration of new opportunities.

... less about having the right answers and more about having the right questions.

Michael Hyatt
Engaging Occupational Coaching

LIFE BALANCE

OCCUPATIONAL BALANCE

What is balance? Imbalance?
COACHING: Life or Occupational Balance

Looking at what is in your wheel, write 2-3 coaching questions you could use to explore the other person’s current life or occupational balance?

COACHING: Life or Occupational Balance

- How do your coaching questions demonstrate:
  - Facilitating listening to client story?
  - Partnering in a thought-provoking, growth-oriented and creative process?
  - Inspiring one to maximize his or her personal and professional potential in today’s uncertain and complex environment?
  - Honoring one as the expert in his or her life and work?
  - Initiating the behavioral change process
  - Mobilizing her or his internal strengths and or external resources?
  - Empowering the beliefs that s/he is creative, resourceful and whole?

GOAL: Learn to coach yourself and others... become a personal visionary.
Intriguing Use of Metaphors, Images & Imaginary Actions

Coaches can listen for clients to use symbols, stories and objects which describe their situation and then follow those metaphors to generate new ways of thinking about their life and the situations they are working on.

Kristen Truman Allen, PULP Coaching

Used to reveal how feel about something
Or encapsulate a feeling
Expand self image for self-empowerment
Create picture or even mind map

Additional Tools

Canadian Occupational Performance Measure

[Image of Readiness Ruler]

On the line below, which point best reflects how ready you are at the present time to make the change? [Scale from 0 to 10]

Not at all ready to... Thinking about it... Planning and making a commitment to... Actively...
Case Studies: Practice Occupational Coaching Assessment

1. **Readiness Ruler**

   On the line below, which point best reflects how ready you are at the present time to make the change?

   - Not at all ready to...
   - Thinking about it...
   - Planning and making a commitment to...
   - Activity...

2. **Readiness Ruler**

   On the line below, which point best reflects how ready you are at the present time to make the change?

   - Not at all ready to...
   - Thinking about it...
   - Planning and making a commitment to...
   - Activity...

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The Value of Coaching in Occupational Therapy

**Powerful Occupational Coaching Promotes Self-efficacy & Empowerment**

**What is Self-Efficacy?**

- A person’s belief in their capacity to successfully perform a particular task.

- Along with goal-setting, self-efficacy is one of the most powerful motivational predictors of how well a person will perform at almost any endeavor.

- Determines effort, persistence, and strategy in the accomplishment of tasks.

Albert Bandura should have been an OT!
The Coaching Process

- Check in
- Clarify the goal for the session and how client gives meaning to their desired coaching outcomes
- Make it real; envision; explore deeply
- Name/brainstorm & ‘try-on’ an array of possibilities
- Strategize and agree on action steps; build a plan
- Identify accountability to insure action (homework)
- End on a positive note using affirmation and validation
- Celebrate each step and follow-up

The Coaching Process

Don’t plan the session
Sessions are about discovery
Start with accountability
Appreciate strengths
Honor values
Use facts and observed behavior as well as results
Positive psychology and possibility thinking
First step to getting started

Hold yourself and your client responsible and accountable

The 3 C's of life: CHOICES, CHANCES, CHANGES.
You must make a choice to take a chance or your life will never change.

Your Take Away: Based on this session today, what am I going to doing?

Q & A

Occupational Coaching = “Skills for the job of living!”
THANK YOU!

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