

CONNECT 2022 BREAKOUT: COACHING WORKSHOP



REFLECTION & DISCUSSION:

What is my coaching “why?”

Why do we coach? Why should we coach?



STRATEGY PLANNING:

YOUR PRACTICING EXCELLENCE COACHING STRATEGY TO SUPPORT CLINICIAN COACHING AT YOUR ORGANIZATION:



WHO can we coach at your organization?



WHAT is the current system? What is working? What can you improve?



WHEN can we start?



WHERE can I make the greatest impact?



HOW do we establish a system to develop better coaches?

CLINICIAN COACH CERTIFICATION

We believe that there is unbelievable power in supporting and coaching clinicians at your organization. The Clinician Coaching Certification is a six-month program designed to prepare your leaders to be patient experience coaches at your organization.



IDEAL FOR

Emerging and experienced patient experience leaders who are ready to begin patient experience coaching at their organization.



FORMAT

Virtual sessions and simulations paired with micro-learning from the Clinician Experience Project.



ENGAGEMENT

2-hour introductory coaching clinic, monthly instructional coaching clinics, 2-hour virtual coaching simulation, 5 hours of Clinician Experience Project curriculum, 3 small-group coaching sessions, and final coaching assessment.



OUTCOMES

Coaches will finish the program as a Certified Patient Experience Coach and will be ready to begin coaching and shadowing clinicians at their organization.

PROSPECTIVE COACHES WILL BUILD KEY COMPETENCIES FOR COACHING PATIENT CONNECTION SKILLS TO CLINICIANS BY:

- Gaining familiarity and knowledge via the Clinician Experience Project to coach and develop clinicians in the domain of patient experience. These tips include patient experience certification curriculum, building coaching competencies, and building a coaching program framework.
- Participating in monthly virtual coaching clinics designed to build mastery coaching competencies through immersive development sessions. These didactic sessions provide in-depth instruction for each facet of the coaching interaction.
- Engaging in coaching simulation training where real-time practice combined with feedback allows for participants to deepen their skills to deliver coaching. Participants will observe virtual training sessions and participate in coaching simulations with small group members of the coaching cohort.
- Completing final coaching assessment evaluation where coaches demonstrate coaching efficacy by exhibiting core mastery of coaching competencies. Prospective coaches will participate in a final evaluation via a virtual coaching encounter.
- After completing certification, coaches become members of the Clinician Experience Project Coaching Consortium. The Coaching Consortium is a community of coaches that grow, develop, and share experiences together on the mastery journey.



\$5,000 per participant

VIRTUAL SESSIONS HOSTED OVER ZOOM | REGISTRATION DEADLINE: 01/13/23

SESSION 1: JANUARY 17, 2023 | 2:00-4:00 PM EST

Introductory session laying the foundation for the road ahead. Prospective coaches will learn the framework of the certification program, components of an effective coaching session, and coaching best practices to begin establishing a coaching body of knowledge.

SESSION 2: FEBRUARY 21, 2023 | 2:00-4:00 PM EST

In this session, prospective coaches will learn facets of pre-coaching activities, including selecting who to coach, assessing coachability, the leader's role in coaching, and framing the coaching conversation.

SESSION 3: MARCH 21, 2023 | 2:00-4:00 PM EST

In this session, prospective coaches will learn the structure of a successful coaching session, including best-practices for in-person and virtual sessions, tapping the Clinician Experience Project in real-time, and establishing effective feedback channels during the coaching session.

SESSION 4: APRIL 18, 2023 | 2:00-4:00 PM EST

Session four outlines post-coaching session activities, including construction of the post-visit feedback report, creation of Clinician Experience Project learning curriculums, and establishing feedback style and cadence.

SESSION 5: MAY 16, 2023 | 2:00-4:00 PM EST

Virtual simulation session where coaches will observe instructor-led coaching. Participants will serve as the "coached clinician" during simulation and will have opportunities to serve as the "coach".

SESSION 6: JUNE 20, 2023 | 2:00-3:00 PM EST

Session six will prepare prospective coaches for the coaching certification final assessment. Participants will share greatest challenges, key learnings and takeaways, and share results of small group coaching sessions.

REGISTER NOW

Need more information? Please reach out to blaine.brackett@practicingexcellence.com