

Coaching Supervision

Skills for Supervisors in Aging Services

Training materials adapted from a two-day curriculum developed by the Paraprofessional Healthcare Institute



September 24 & 25, 2009
Carlyle Place, Macon

October 22 & 23, 2009
Aging Services of Georgia Office, Midtown Atlanta



These training events are funded through a grant from Healthcare Research, Inc.

PROMOTING EXCELLENCE IN EDUCATION

Background

This curriculum introduces the coaching approach to supervision as it is used in settings with elders. It is designed to develop coaching skills in supervisors of workers who assist elders in housing and community-based services organizations. With its focus on communication and problem solving, the curriculum is useful to all kinds of supervisors from housekeeping to nursing as well as dining services to administrative.

With the population of those age 60 and over in Georgia continuing to grow, a well-trained and sustained workforce is critical. Supervisors face challenging work situations every day. Their jobs require independent thinking and decision making along with the ability to juggle competing priorities and to respond to the urgent needs of both consumers and the workers who support them.

This curriculum provides supervisors an innovative and highly effective approach to supervising and mentoring staff. This approach to supervision centers on building relationships with supervisees, constructively presenting and addressing problems, and helping workers develop problem-solving skills. When implemented successfully, a coaching approach to supervision results in increased worker satisfaction and retention as well as improved quality of care.

This training is based on curriculum from the Paraprofessional Healthcare Institute and is funded by a grant from Healthcare Research, Inc.

Who Should Attend

This curriculum is designed specifically for supervisors working in housing and community based services organizations serving older Georgians. The focus of the training is on worker retention and improvement of work performance.

Presenters

Mary Arthur

Mary has worked for more than 30 years in health care, with her focus in the field of aging. She is a Partner of MissionWorks Consulting and the Director of Senior Living Initiatives for Visiting Nurse | Hospice Atlanta, the largest nonprofit geriatric care management, home health and hospice provider in Georgia.

Through her career, Mary has been a chief operating officer, an executive director, a licensed nursing home administrator, trainer, consultant, speaker, and advocate. She believes strongly that people who work in the aging services field in any capacity do so because they want to make a difference in people's lives. Her career has been devoted primarily to working with nonprofit organizations whose culture, mission, and core values recognize and value this in their employees. Mary earned a BA in religion from Queens College in 1973 and a master's degree in social work from the University of Georgia in 1977.

Walter Coffey

Walter has been working with seniors since 1985 in various settings. Currently he is the President/CEO of Aging Services of Georgia (formerly Georgia Association of Homes & Services for the Aging - GAHSA) and the Georgia Institute on Aging. Before coming to Aging Services of Georgia, he served as a Minister with Senior Adults as well as held leadership positions throughout the aging network including adult day services, assisted and retirement living. Walter is a Certified Association Executive through the American Society of Association Executives, a Retirement Housing Professional through the University of North Texas and holds three masters degrees, the latest in Public Administration with concentration in gerontology. In addition to developing and leading training programs, he has presented workshops at state, regional and national conferences. Walter has provided leadership to various boards, task forces, committees and study groups to develop programs, regulations and legislation that positively affect the lives of older Americans.

PROMOTING EXCELLENCE IN EDUCATION

First Day	8:30 AM	Registration & Continental Breakfast
	9:00 AM	Morning Session Introduction to Coaching Supervision Traditional and Coaching Approaches to Supervision Using Emotional Intelligence
	Noon	Networking Luncheon
	12:45 PM	Afternoon Session Coaching Skill #1—Active Listening Coaching Skill #2—Self-Awareness Coaching Skill #3—Self-Management
	4:00 PM	Adjourn for the day

Second Day	8:30 AM	Registration & Continental Breakfast
	9:00 AM	Morning Session Coaching Skill #3—Self-Management (continued) Coaching Skill #4—Presenting the Problem
	Noon	Networking Luncheon
	12:45 PM	Afternoon Session Making Coaching Work Putting It all Together—Resources & Skills Review Evaluation, Getting Support, & Closing
	4:00 PM	Adjourn

Please Register the Following People

No more than two staff members per organization.
You must be able to attend both days in order to register.

(1) Name: _____

(2) Name: _____

ORGANIZATION: _____

Phone _____ E-Mail _____ # of Vegetarian Meals Required: _____

Member Registration Fee: \$20 (Covers training, materials, breaks and lunch)
No fee for afternoon session only
To Register: FAX this form to 404-872-1737 then MAIL it with your check to
GIA; 607 Peachtree St., NE, Atlanta, GA 30308

Since room temperatures are difficult to regulate to everyone's satisfaction, layered clothing is strongly suggested.

PROMOTING EXCELLENCE IN EDUCATION

Locations

Carlyle Place, Macon – September 25 & 26

5300 Zebulon Road
Macon GA 31210

Tel: (478) 405-4500
<http://www.carlyleplace.org>

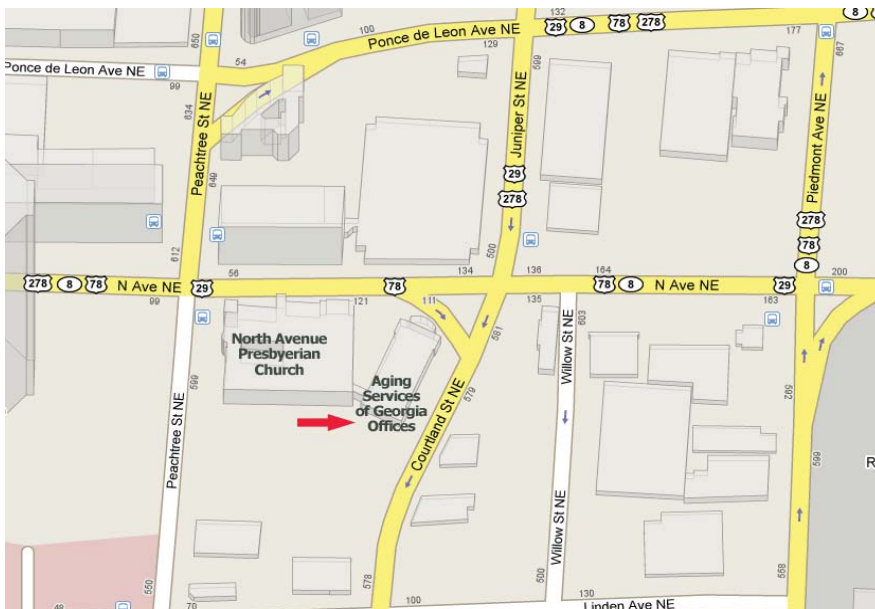
Aging Services of Georgia Offices – October 22 & 23

From the South

Exit I-75/I-85 in-town connector at the Crawford Long Hospital exit – come up the hill to Peachtree Street and turn left onto Peachtree. Get in the right lane and turn right off Peachtree onto North Avenue (you will be going around the church to the back side). Come one block and turn right onto Courtland Avenue and take a right into the parking lot of the church.

From the North

Exit I-75/I-85 in-town connector at North Avenue (GA Tech exit) and turn left proceeding on North Avenue. Pass the Varsity and North Avenue MARTA station on your left. You will pass the Bank of America building on your right. Get into the right lane and cross over Peachtree Street (you will see the front of the church on the right corner of Peachtree and North Avenue). Turn right at the next intersection onto Courtland Avenue. Take an immediate right into the parking lot of the church.



**YOU WILL NEED TO PARK
IN THE PAY LOT (\$1.75)
LOCATED ACROSS THE
STREET FROM THE
AGING SERVICES OF
GEORGIA OFFICE AT THE
CORNER OF COURTLAND
(JUNIPER) AND LINDEN.**

 **SEE MAP**

The Aging Services of Georgia office is located in the Ministry Center at North Avenue Presbyterian Church, 607 Peachtree Street (the corner of Peachtree Street and North Avenue). The office is located in the back lower level of the building (on the Courtland Avenue side).