

**Overview of the Coach Approach Two-Day In-Person  
Training**  
**Developed by The Coach Approach Partners**  
**November 2025**



## What is The Coach Approach?

### Mindset

We believe others are capable and competent

- Our role as leaders is to strengthen others and build their skills – and as our team is strong, we are too!
- There is often more than one right answer
- We support critical thinking by asking questions, so people develop their own solutions

### Skillset

- Presence
- Engaged listening
- Clarifying and reflecting
- Inquiry
- Collaborative feedback
- Anchoring accountability
- Modeling behavior



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The Kagen Leadership Group

This highly interactive in-person face to face two (2) day training provided over two days is designed to:

- Support others in feeling SAFE, SEEN, and HEARD so they can be more confident and successful
- Deepen your critical thinking skills and help you build those skills in others
- Empower others with collaborative problem-solving
- Lead others from a foundation of trust and partnership
- Build communication skills, improving clarity and effectiveness
- Continue to build and sustain a culture of fostering collaboration, gaining commitments, and anchoring accountability
- Bring The Coach Approach into day-to-day interactions

In our training, we model the Coach Approach – we are driven by participant wants, needs, and concerns, and when there are questions, we use the Coach Approach to coach in the room. Participants learn the Coach Approach through their own experience of coaching and being coached on real issues in their work and home lives. Many participants tell us this training is life-changing!

The Coach Approach and System of Care Aligned Goals:

- *Enhancing the quality and outcomes of services for children and youth with mental health needs and their families.*
- *Improving communication and collaboration across different systems and agencies.*
- *Building coaching skills as core competencies for leaders in health and human services organizations, as well as family and youth organizations.*
- *Developing critical thinking skills to solve problems and improve systems.*

**In Session 1 (7-8 hours)** we begin with participants sharing what they want to take away from the training – what would make the two (2) sessions worth their time. We capture and review these outcomes during the training and at the end to ensure outcomes are met. We then review the agenda and develop ground rules to ensure participants feel seen, heard, and safe. Our goal is to model trust and create a trusting environment. We move to the case for the Coach Approach, sharing information and building a dialog related to being safe and seen. We focus on what we have learned from Neuroscience and how we are hard-wired toward threats and make assumptions about others with limited data. Understanding why we react and make assumptions allows us to improve our interactions with others. We then move to an overview of the Coach Approach mindset – that people have the capacity to solve many issues on their own, that helping people think through issues is more effective in the long run than giving answers, that strengthening the people we work with is the most important aspect of leadership.

Participants will view multiple Coach Approach demonstration videos to so the participants can all see how the Coach Approach can work. Participants will have a deep dive into the Coach Approach Mindset, The Coach Approach Skill Sets, and how the Coach Approach Principles of Partnership, Focus, Exploration, and Understanding are integral to all we do. Participants will understand how coaching is separate from Mentoring, Consulting, therapy, and Technical Assistance.

We will close the session with a dyad and start coaching each other on a lighter topic.

Throughout the training, participants will provide real real-time coaching on real issues; there are no role-plays.

At the conclusion of the morning session, participants will be provided time for lunch and will return for the afternoon session.

As we continue session 1, we explore the first four core skills of the Coach Approach in depth and apply them in practice. The skills are Presence, Engaged Listening, Clarifying and Reflecting, and Inquiry. We use real issues from our own contexts to coach and be coached by each other – no role-plays. We also practice giving our peers constructive and specific positive feedback – “kudos for coaches.” Additionally, we engage in a group question activity to deepen our learning.

The homework for this session is to practice your Presence, Listening, Clarifying/Reflecting, and Empowering Questions in your daily interactions. You will also complete a Self-Assessment that will inform the next session.

**Session 2 (7-8 hours)** starts with a reflective exercise, where participants share their insights, questions, and feelings from the self-assessment. This is an opportunity to connect with a colleague more deeply and meaningfully.

Next, we practice offering and receiving positive feedback to a familiar person in the training. We learn how to express appreciation and recognition specifically and sincerely. We also explore the barriers and benefits of accepting positive feedback. We use a coaching feedback model that helps the receiver reflect on their own performance and behavior.

Then, we move on to how to give constructive or developmental feedback using the same coaching approach. We focus on observed behaviors, not judgments or assumptions, and we provide guidance and support for improvement.

The last skill we cover is accountability – how to help the coachee commit to an action plan and follow through on it. We discuss how to agree on the action plan's expectations, measures, and consequences and how to check in regularly with the coachee.

At the conclusion of the morning session, participants will be provided time for lunch and will return for the afternoon session.

As we continue session 2, we will learn how to apply a coaching model to any conversation. The model consists of six steps: clarifying the focus, identifying the goal, and then moving to develop action items, gaining commitment, anchoring accountability, and assessing progress.

The main activity of this session is to practice our coaching skills in pairs, using powerful questions from the "Question Gallery." Each pair will choose a real issue that they want to resolve or improve and coach each other for 20 minutes each. This is a great opportunity to get real peer support and feedback.

After the pair practice, we will discuss how to continue using the coach approach in your work and life as a group. We will also review the course's learning outcomes and share our insights, takeaways, and commitments in a closing circle.

Finally, we will ask you to complete an evaluation of the training and assess your knowledge and skills of the coach approach.

We are committed to making this course relevant and useful for you and your partners, youth, and families.

### **Feedback from Past Participants:**

*"This is a life-changing training which is powerful, applicable, and extremely necessary in the social services field."*

*"The training helped me to become more awake, recognize my presence, and have tools to use for work and in my personal life."*

*"This was a valuable training which I learned a great deal about myself and supervision skills. The info learned today I will be able to easily implement within my current place of employment. Great!"*

*"Excellent training. The skills learned will be used in my daily life. Something that can be built upon and will continue to grow with practice. Subject material and delivery were outstanding overall."*