

COACHING FOR LIFE STABILIZATION

Addressing the Challenges of Poverty National Conference

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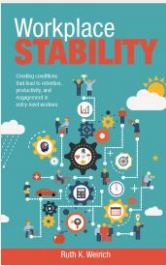
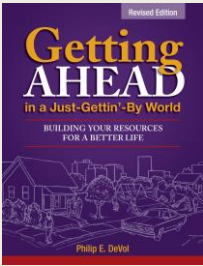
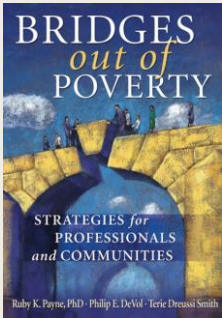
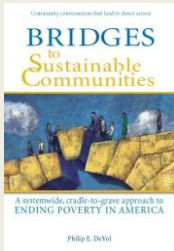


Who We Are







The City of Peterborough's Social Services Division is responsible for developing, delivering and managing a full range of quality services that work together as a unified whole. We work with individuals and families to advance their goals and ambitions. In collaboration with our community partners we coordinate and provide the resources individuals need to move forward in their lives.



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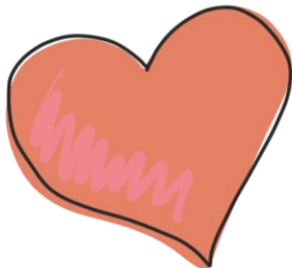
Peterborough Social Services Bridges out of Poverty Journey

-  All began with a regional Bridges training day in 2012 - led to many "aha! moments"
-  Created internal working group of champions to implement concepts within our agency. Current implementation is "Life Stabilization Coaching".
-  Certified a Bridges out of Poverty community trainer (2016) to provide staff and community partner training
-  Launched *Getting Ahead in a Just Getting by World* workshops in 2017 (Bridges for our clients)
-  Began "Staying Ahead" monthly meetings for all GA graduates to keep building those 11 essential resources for long term stability!
-  Partnered with our local Employment Ontario offices to provide *Workplace Stability* (Bridges for Employers) workshops for local entry level employers.

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**NO SIGNIFICANT
LEARNING OCCURS
OUTSIDE OF SIGNIFICANT
RELATIONSHIPS.**



Dr. James Comer

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- Procedure/routine
- “If you choose, then you have chosen....”
- Bracketing
- Mental Models
- Reframing/translating
- Future orientation, choice, power
- Self-talk (I do the task for me)
- Personal goal setting
- Planning backwards
- Adult voice
- Mediation
- Replacement behaviors

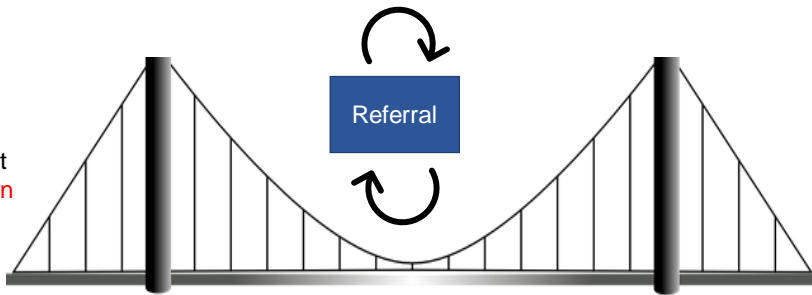
TOOLS



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CMSM

- Intake
- Assessment
- Income support
- **Life stabilization**
- Community Referrals
- Program integrity/file audits



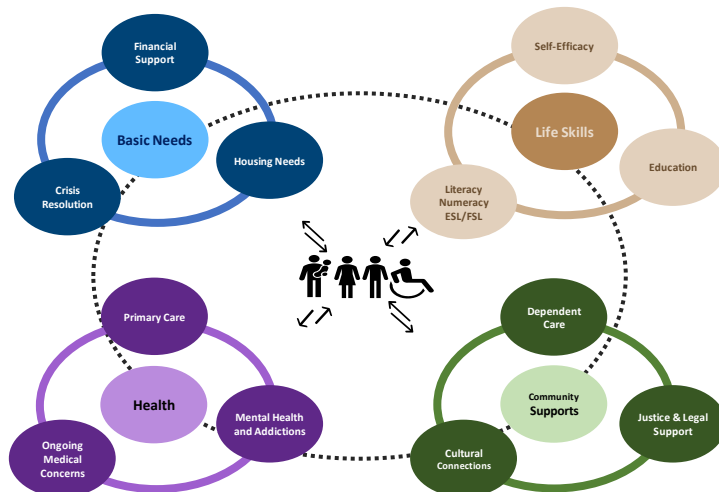
SSM

- Employment Resource Centres
- Resume and job search support
- Job specific skills training
- Job retention
- Employer Relationships

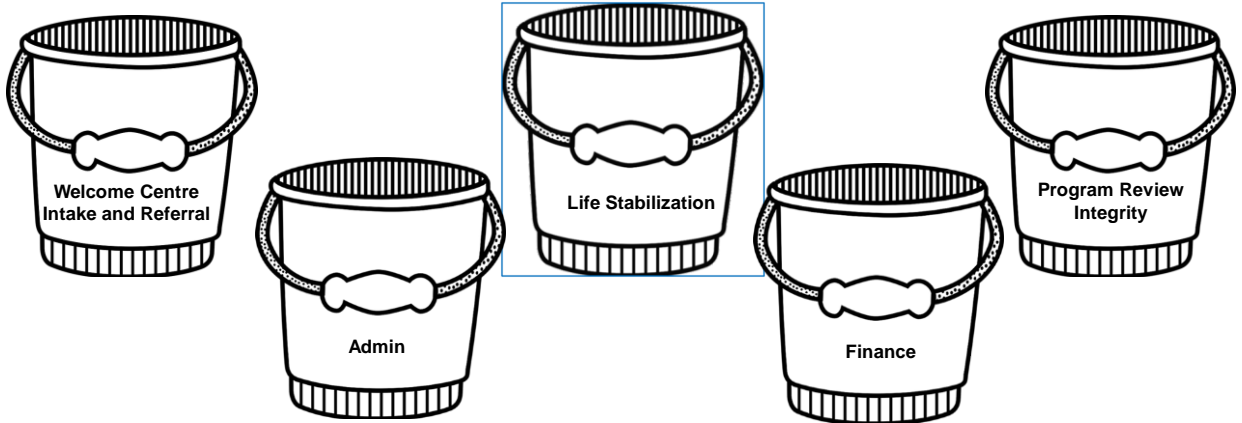
Social Assistance Transformation in Ontario

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Social Assistance Transformation in the Province of Ontario Life Stabilization Framework



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Work buckets

Key work priorities established by Peterborough Social Services

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PEOPLE CENTERED & CLIENT DRIVEN

- Transformational vs Transactional
- Gardener vs Machine
- Prevention vs Responding
- Relationships are key to change and learning
- Fewer steps & reduced wait times
- No wrong door
- Warm hand offs/introductions
- More frequent connections
- Empowerment based coaching
- Meet people where they are at
- Focus on building the 11 essential resources with our clients for long term stability



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Coaching is.....

- A professional relationship that helps people break through their limitations to achieve desired results in their lives
- Coaching is a process that focuses on the future rather than on the past (counseling).
- Through curiosity and powerful questions, coaching builds awareness and empowers choice that leads to change talk
- Coaching helps the individual set goals, identify supports and develop strategies to reach their targets at a pace that is realistic for them.
- Successful coaching stops the “righting reflex” where the coach believes that the individual has the answer to their own problems within them and facilitates dialogue that helps the individual find that answer.
- The ability to build genuine rapport and trust is the critical first step to an effective coaching relationship

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HOW TO HAVE A COACHING CONVERSATION

LISTEN CAREFULLY

Don't assume what the conversation is about or what path it should take.



RESPOND THOUGHTFULLY

Coaching is about uncovering answers through inquiry, openness and exploration.



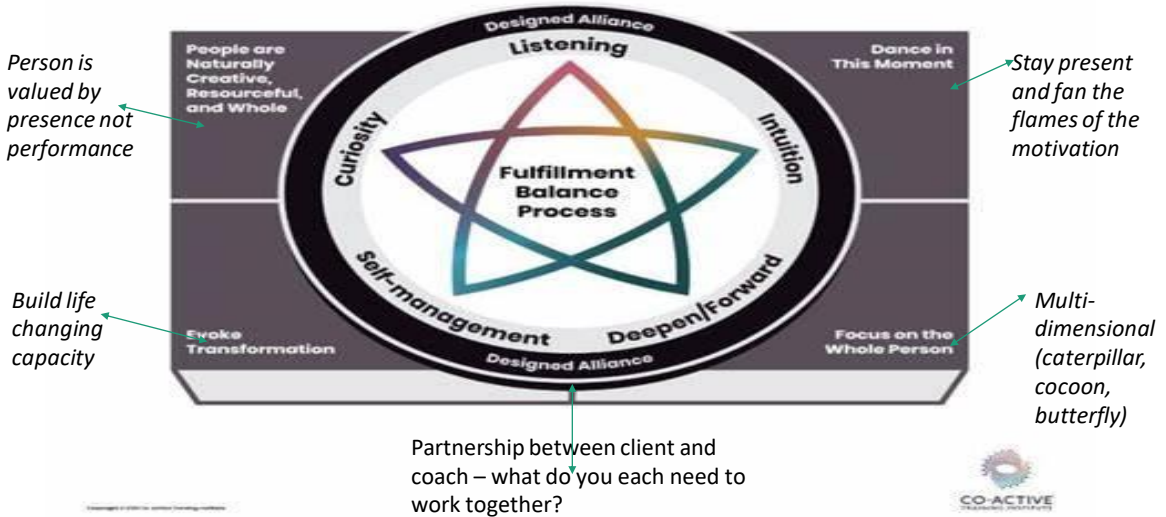
RESIST IMPOSING YOUR OWN SOLUTION

Shift from the norm of telling, problem-solving and giving advice. Coaching conversations are about the other person's learning.



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The Co-Active Model



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INTENSIVE STAFF TRAINING: COACHING TOOLS

Each bullet is a half day training session facilitated by Suzie Johnson-Smith to all staff and leaders of the division



- Future Story
- Planning backwards
- Strength based assessments of the 11 resources
- Personal goal setting; identifying barriers to change and strategies to cope/act for each goal.
- Bracketing
- Mental Models
- Adult voice and Mediation
- Designed Alliance

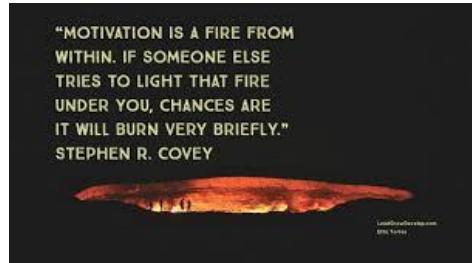
- Holding the client's agenda
- Holding the focus
- Powerful Questions
- Coaching the person vs the topic
- Levels of listening



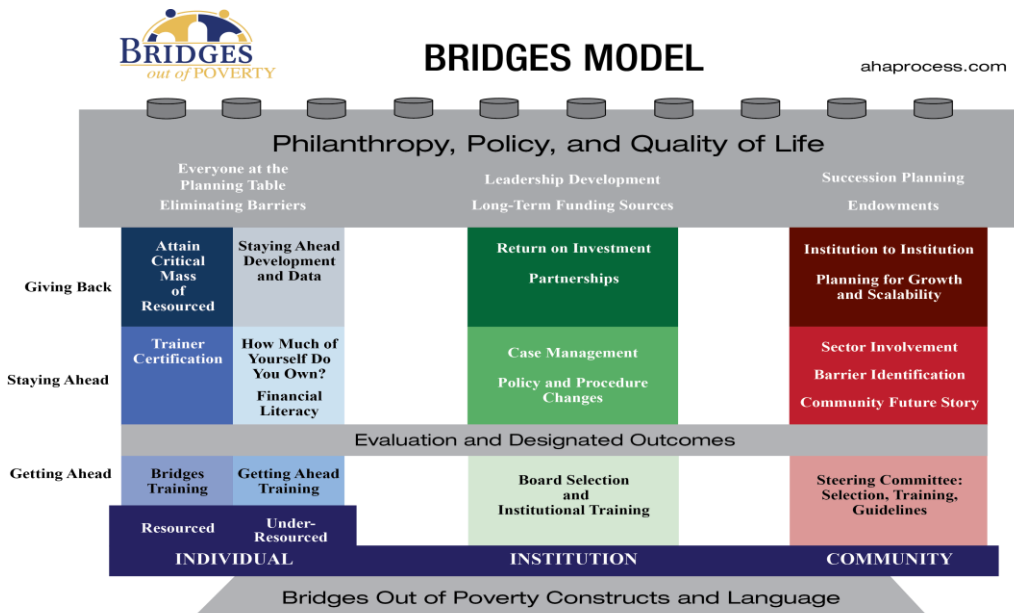
Adapted from aha process Relationships & Tools and Co-Active coaching model resources

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Stephen Covey



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Data collection at every level

Adapted from the work of Jodi Pfarr

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Creating a Bridges Community in Peterborough Ontario Canada

Individual Lens

- ✓ Bridges out of Poverty training for all staff (fosters understanding of societal lenses for improved relationships)
- ✓ Bridges certified trainer for community partners – building critical mass of understanding across partnerships for mutual clients
- ✓ Getting Ahead workshop for clients wishing to exit poverty
- ✓ Staying Ahead for all GA grads to build 11 essential resources for long term stability and job retention
- ✓ Financial literacy programs

Institutional Lens

- ✓ Adapt the way we communicate – (letters, forms, marketing material)
- ✓ Respond to clients in the moment (drop in case-manager at reception)
- ✓ Acknowledge positive change talk driven by client (cards, coffees)
- ✓ Resist being the 'expert' (client advisory group established)
- ✓ Client feedback/input cards throughout office
- ✓ Recruitment and New Hire Orientation process
- ✓ Performance Management Strategies
- ✓ Workshop re-vamping to match populations we are serving = significant increased attendance
- ✓ **Shifting from traditional "case-management" to "Life Stabilization coaching" by building the 11 essential resources for stability with our clients**
- ✓ **Striving to become a 'people centered' culture at all levels of the organization**

Community Lens

- ✓ Private sector engagement growing – employers, landlords, banks
- ✓ Getting Ahead in a Just Getting by World – referrals from community partners
- ✓ Staying Ahead monthly workshops – building 11 resources for stability in collaboration with our trained Community Partners
- ✓ Bridges Steering Committee underway
- ✓ Workplace Stability workshops for local employers in partnership with our Employment Ontario offices
- ✓ Continue to share implementation strategies and learn from each other (hosting bi-annual community of practice meetings for all trained community partners)

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Questions?

Contact: Suzie Johnson-Smith
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