



CAREER CONNECTED
LEARNING PHL

Positioning Philadelphia's Youth for Career Success

Applying Coaching Strategies



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Applying Coaching Strategies for Youth Career Development | September 12, 2024



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Objectives

- Understanding your coaching style
- Apply strategies for coaching youth at work
- Use SMART goals to create a supportive environment and foster confidence and growth in young workers.

Foundations Inc. Your Capacity Building Partner



Build Capacity

Capacity Building and Support



Strengthen Skills

Professional Learning



Elevate Techniques

Resources

What is workplace coaching?

Coaching, defined as an ongoing approach to managing people: creates a genuinely motivating climate for performance. Improves the match between an employee's actual and expected performance. Increases the probability of an employee's success by providing timely feedback, recognition, clarity and support.

-MIT Human Resources

Who can be a coach?

- Training and Modeling
- Set Goals
- Guide
- Feedback



Why Coaching Matters

**Increased
motivation**



**Promoting Long-
Term Career
Success**



**Fostering Personal
Growth and
Resilience**



Coaching Approaches and Your Style



- Developmental Approach
- Collaborative Approach

What is Developmental Coaching?

1

Goal Setting

2

Self-Reflection

3

Workplace Skill
Building

4

Coach as a Mentor

Collaborative Coaching



Co-
Construction



Active
Listening



Empowerment



Trust-
Building

Coaching Style Reflection

Which coaching style would personally gravitate toward when working with youth?

Developmental
Coaching

Collaborative
Coaching

Choosing the Most Appropriate Coaching Style

- What are your youth's needs?
- What is your desired outcome?
- How can you adapt the workplace environment?

Developmental or Collaborative?

Developmental

Collaborative

Long term professional skills

Self reflection

Long-term skill development

Coach-led

Active listening and co-creation

Shared decision-making

Equal partnership

Practical Coaching Tools

- Strengths-based Feedback
- Reflective questioning



Strengths-Based Feedback Template

- Focus on youth's strengths while addressing growth areas
- Encourages positive reinforcement
- Provides step-by-step guide for supervisors to highlight youth strengths and leverage them for improvement



Strengths-Based Feedback Template

1. Identify the Strength

- **What to do:**
Start by identifying a specific strength or positive behavior the youth demonstrated during their work.
- **Note for Coaches:**
Focus on one key area where the youth excelled. This helps them understand what they're doing well and encourages them to continue developing that strength.
- **Example:**
"You showed excellent leadership by keeping the team organized and focused during the project."

2. Explain the Impact

- **What to do:**
Explain how that strength positively impacted their performance, the team, or the outcome of a task.
- **Note for Coaches:**
This step helps the youth see how their actions contribute to the bigger picture. It's essential to link the strength to specific results, so they understand its importance.
- **Example:**
"Your leadership helped the team complete the project on time and without any issues."

3. Connect to Growth

- **What to do:**
Suggest how they can build on this strength or apply it in future situations for continued growth.
- **Note for Coaches:**
The goal here is to encourage the youth to leverage their strengths in new, more challenging contexts. Help them see how this skill can help them move forward.
- **Example:**
"You can build on this strength by leading the next project and mentoring your peers."

Reflective Questioning for Youth Coaching

- Encourages youth to reflect on their experiences
- Helps them develop critical thinking and problem-solving skills through open-ended questioning
- Includes questions like "*what went well?*" or "*what will you focus on next week?*"
- Enhances decision-making skills



Reflective Questioning for Youth Coaching

Objective:

This template is designed to help coaches help youth reflect on their experiences, learning, and personal development. It encourages critical thinking and self-awareness, guiding them toward understanding their progress and identifying areas for growth.

Step 1: Reflect on the Experience

1. What task or project did you recently complete?
 2. How did you feel during the process?
 3. What were the most challenging parts of this task or experience?
 4. What did you enjoy the most about this task or project?
-

Step 2: Evaluate Your Performance

5. What skills or strengths did you use to complete this task?
 6. Did you encounter any difficulties, and how did you handle them?
 7. What would you do differently next time to improve your performance?
 8. Did you meet your initial goals or objectives? Why or why not?
-

Step 3: Plan for Improvement

9. Based on what you learned, what specific areas do you want to improve?
 10. How can you apply the skills you've developed in future tasks or projects?
 11. What support or resources would help you continue growing in these areas?
 12. How will you track your progress and measure your improvement moving forward?
-

Step 4: Looking Forward

13. What new goals do you want to set for yourself based on this experience?
14. How do you plan to achieve these goals?
15. What's the first action you'll take toward these new goals?

Which Coaching Tool Would You Choose?



Strengths-based
Feedback

Reflective
Questioning
Template

Jamal, is struggling to stay engaged during his internship at a marketing firm. He often misses deadlines, and when asked about his progress, he mentions that he's unsure how to prioritize his tasks. Despite this, he shows strong creativity and interest in designing marketing content, but his organizational skills are holding him back.

Which Coaching Tool Would You Choose?



Strengths-based
Feedback

Reflective
Questioning
Template

Samantha, a 20-year-old at a distribution center, excels at hands-on tasks like sorting and packing but struggles with inventory management and using the warehouse software. She feels overwhelmed by complex tasks but shows strong leadership and helps her coworkers. Her main challenge is balancing her technical skills with her leadership abilities.

Effective On-Site Coaching Techniques

Shadowing and modeling



Break-it-down coaching



Shadowing and Modeling

- Demonstrates Tasks in Real-Time
- Provides a Step-by-Step Walkthrough
- Builds Confidence



Break-it-Down Coaching Techniques

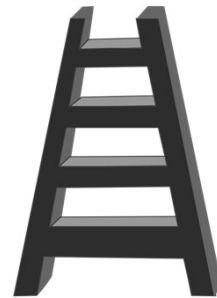
Simplifying Complex Tasks

Setting Up A Display

1. Gather Materials
2. Plan Layout
3. Assemble
4. Finalize Details

Scaffolded Learning

Youth independently assists customers or clients



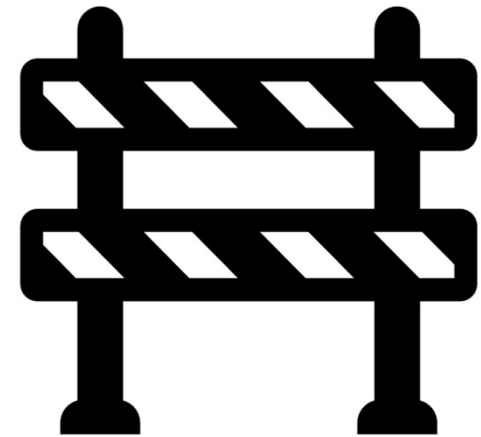
Coach shows how to greet customers or clients

**Celebrate
Small
Wins!**



Potential Barriers & Solutions

- Communication
- Low or lacking confidence
- Assumptions about career interests



Barriers Activity

Review the conversations related to the potential barriers for

1. Communication
2. Low or lacking confidence
3. Assumptions about career interests

Share - What are some ideas you have that can help you overcome these challenges while coaching youth?

Barriers Activity

Coach: Hey Rueben, I wanted to touch base on how things are going with your supervisor. Were you able to hop on a call with them and is it going well?

Rueben: Kind of. It's hard to get my point across in the Zoom call. Sometimes I feel like I'm misunderstood, or they don't really listen to me.

Coach: Hm I see. Do you feel like it's an issue with how you're presenting your ideas or more about how they're responding?

Rueben: Maybe a bit of both.

Barriers Activity

Coach: Hey Josiah, I noticed you've been a bit quieter in team meetings lately. How'd the project going for you?

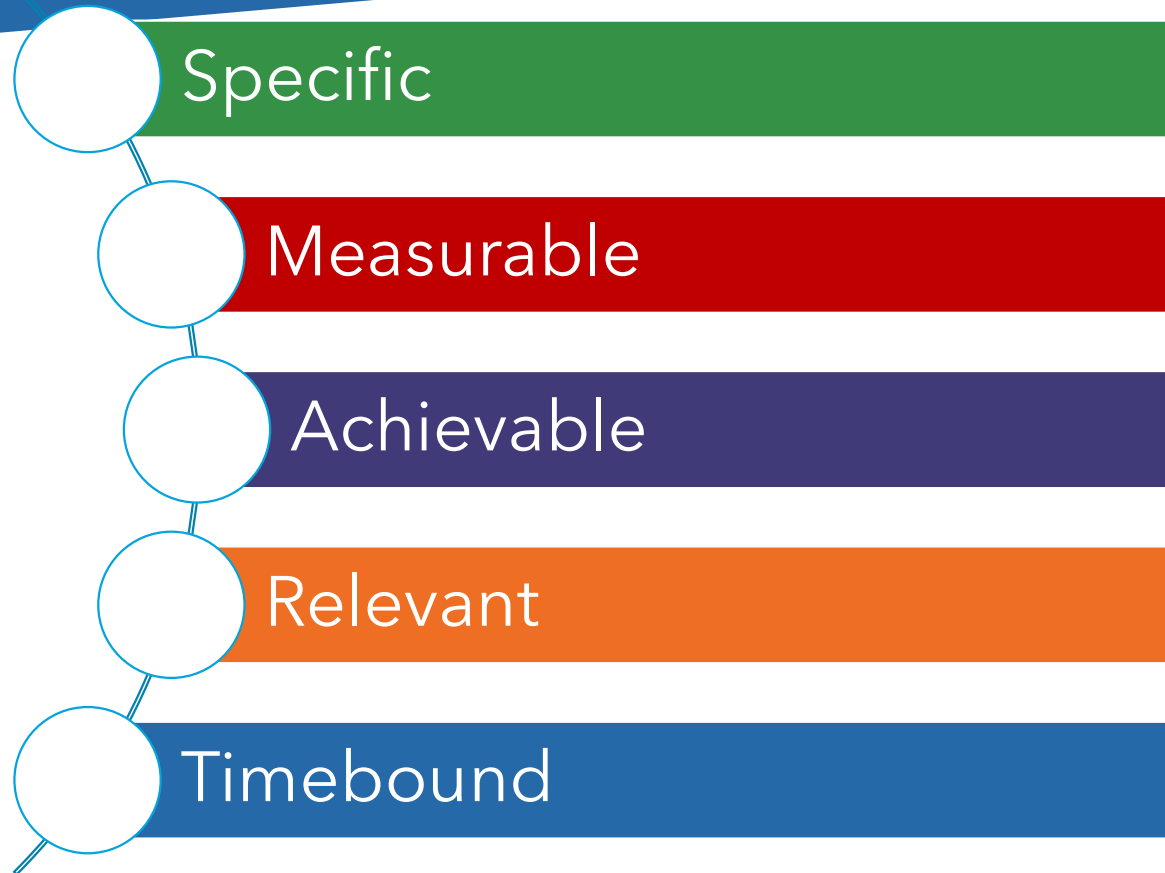
Josiah: It's been tough. I feel like everyone else knows what they're doing, and I'm just trying to keep up. I don't want to say something wrong.

Barriers Activity

Coach: Hey Jamie, how's everything going? I wanted to check in and see how you're finding the work so far.

Jamie: It's going okay, but honestly, I'm not as excited as I thought I'd be. I always thought marketing was my thing. I didn't know there would be a lot of data and strategy. I feel like I'm not using the skills I'm passionate about.

SMART Goals



SMART Goals



Specific

- Career Industry of the Worksite
- Youth being coached
- Skills associated with the worksite placement

Improve customer service skills

SMART Goals



Measurable

- Want to hear from customers
- Worksite Routines

Measure progress

1. Customer service feedback forms
2. Intern Observations

SMART Goals



Achievable

Implementing the strategies discussed with her coach

Key areas of customer service

1. Greeting customers
2. Answering questions
3. Resolving complaints

SMART Goals



Relevant

What makes this relevant to Briana's success as a professional in this field?

1. Customer service
2. Developing Soft-Skills

SMART Goals

- Duration of the program and/or worksite placement



Time-Bound

By the end of 90-hour worksite placement

Setting SMART Goals

SMART GOAL EXAMPLE:

By the end of her 90-hour service industry placement, Briana will **improve her customer service skills** by focusing on three key areas: **greeting customers with a positive attitude, confidently answering their questions, and effectively resolving complaints after implementing the strategies discussed with her coach** as **measured by customer service feedback forms and intern observations.**

Setting SMART goals

SMART GOAL EXAMPLE 1:

I want Briana to feel more confident in her tasks and communicate better with customers. She should try to take on more responsibility and learn how to handle complaints by the end of the year.

Setting SMART goals

SMART GOAL EXAMPLE 2:

Briana's goal is to improve her customer service skills when at the customer service desk when at work. She should do this by being friendlier with the customers and asking for help when needed.

Setting SMART goals

SMART GOAL EXAMPLE 3:

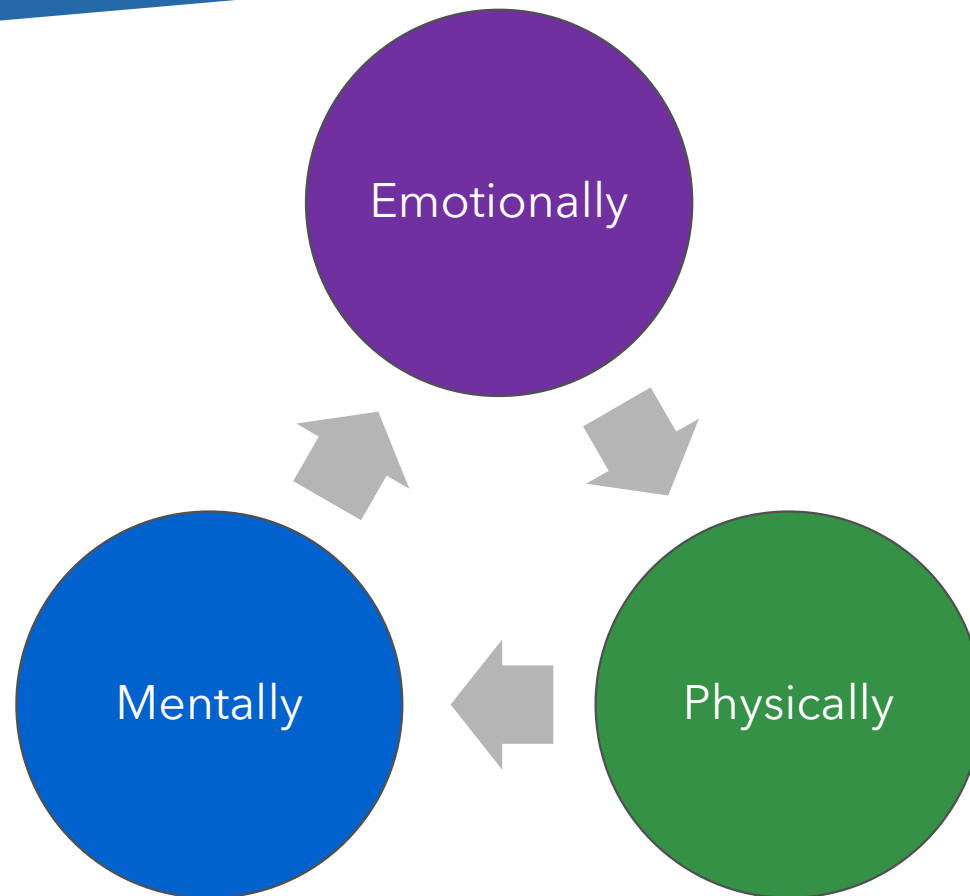
Briana will improve her customer service skills at the desk by greeting customers with a positive attitude, asking for help when needed, and learning to handle customer complaints by the end of the next three months.

How Do You Know Coaching is Working?

- Signs of Increased Motivation
- Improved Performance
- Youth Satisfaction Surveys
- Comments from Staff

Foster a Positive and Supportive Coaching Environment

Checking in



Keeping TABBs

T
A
B
B

Takeaway
Action
Barriers
Benefits



Resources Review

Register for the next PD Opportunity by visiting the Virtual PD Events page

The screenshot shows the C2L Resource Library website. At the top, there is a navigation bar with the text "Register for the next PD Opportunity by visiting the Virtual PD Events page". Below this is a search bar with a magnifying glass icon. The main header features the C2L logo and the text "RESOURCE Library". A left sidebar contains a "Resource Library" section with a list of navigation items: "Home", "Virtual PD Events", "Tools and Templates", "Guides", "Podcasts and Media", "Self-paced Learning", "Explore", "JEVS Technical Assistance", and "Help Desk". The main content area has a blue banner with the text "REMINDER: JEVS Office Hours are Monday - Friday 12 - 6pm". Below the banner is a section titled "Explore.Learn.Thrive." with a sub-header "Welcome to C2L - PHL Resource Library! Here's how to make the most of your journey:". The content includes two paragraphs: "Self-Paced Learning" and "Discover Resources". The bottom of the page features a row of five small images showing bookshelves and library interiors.

Resource Library

Home

- Virtual PD Events
- Tools and Templates
- Guides
- Podcasts and Media
- Self-paced Learning
- Explore
- JEVS Technical Assistance
- Help Desk

REMINDER: JEVS Office Hours are Monday - Friday 12 - 6pm

Explore.Learn.Thrive.

Welcome to C2L - PHL Resource Library! Here's how to make the most of your journey:

Self-Paced Learning: Start with the Learning Modules tab to get onboard with C2L-PHL continuum and high-quality programming. Afterwards, you'll be ready to engage with our community through forums and discussions. Register for upcoming PD on our Virtual PD Events page. Connect with the youth workforce ecosystem to hear insights on the latest trends and best practices through our Podcasts and Media page.

Discover Resources: Dive into a wealth of knowledge curated for your success. Check out our Tools and Templates page for a comprehensive collection of resources you can use to enrich your youth workforce programming. Looking for something more? Check out our Explore tab to find external resources.

More Capacity Building Virtual PD Events



Asynchronous Professional Development Opportunities for Employers

- Open to all employers that partner with C2L-PHL programs
- 1-hour synchronous virtual sessions
- Engaging and interactive activities with embedded practice
- Aligned resources and tools for implementation
- Relatable skills and knowledge for youth program employers
- Available anytime for your convenience



Topic	Description
Understanding Adolescent Development	Gain insights into the cognitive, social, and emotional development of teenagers and young adults to tailor supervision and mentorship approaches effectively. After this session, you'll be able to identify common adolescent development traits, gain tips for promoting strong identity and development and gain practical strategies for effectively mentoring youth workers.
Building Leadership Skills in Teenagers	Learn strategies to help youth workers develop leadership skills, including responsibility, initiative, and teamwork. In this session you will gain practical strategies to help youth workers develop core leadership skills, learn how to set goals with youth workers, gain access to a goal setting template, as well as learn how to structure conversations to provide feedback to youth workers.



Access the Sessions at edpuzzle.com/join/epffoffo or scan the QR code →



Sessions provided by Innovageous, educational leaders with over 25 years experience in youth workforce development, providing capacity building support for CCL-PHL

Questions?

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