

## **A Matter of Balance: Managing Concerns about Falls Volunteer Lay Leader Model**

### **Suggestions for Coaching Skills Observation**

#### **The Purpose**

The purpose of the coaching skills observation is to support the coach and for both the coach and mentor to share ideas. It is also an opportunity to identify ways to strengthen the coach training process and to maintain the fidelity and quality of the A Matter of Balance Program.

#### **The Process**

- Coaching skills observation should take place during the first four sessions, based upon the comfort and experience of the new coach.
- Make prior arrangements for the observation session. Confirm that the coach will be available to spend time after class or at another convenient time.
- Be clear about the reasons for the observation. Make sure the coach knows what to expect.
- Remember that you are just an observer. Ask the coach to introduce you as a guest.
- Find a quiet spot to sit with coach after class:
  - Complete the Coaching Skills form together.
  - Provide the opportunity for the coach to complete each item first and confirm his/her perspective.

How to handle the situation when the coach does not meet expectations:

- Discuss concerns and needs
- Agree upon a plan to help the coach enhance his/her skills. The plan may include:
  - Further coach training
  - Mentor support
  - The opportunity to observe at another MOB Class

Helpful questions to ask:

- What are you most confident doing?
- What are you least confident doing?
- What could we do to help increase your knowledge, your confidence?
- Tell me about how you get ready for class?
- What would you do differently next time?