

# Take and Make Your Shot:

A large, faded, light green illustration of a basketball hoop and net is positioned on the left side of the slide, partially overlapping the main text area.

**Coaching Youth to Transform  
from Surviving to Thriving**

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# Agenda



- ▶ Welcome & Introductions
- ▶ Icebreaker
- ▶ Impact of Coaching- Our Story
- ▶ Coaching v. Case Management
- ▶ Four Levels of Listening
- ▶ Empowering Questions Integration
- ▶ Coaching Demo and Practice
- ▶ Q & A/Conclusion

# Icebreaker Activity: I Am the One Who...

- ▶ During a test I am the one who...
- ▶ When I meet someone new I am the one who....
- ▶ At a party I am the one who...
- ▶ In a chaotic situation I am the one who...



# Overview of CCRW



## CREATIVE

Leaders with the potential to dream big and design a life of their own choosing.

## CONNECTED

Core members of our larger interconnected community.

## RESOURCEFUL

Individuals with the skills, experience, and talents to move from surviving to thriving.

## WHOLE

Resilient individuals who can transform their lives and the lives of others.

# Skill Building- Scenario



Background of student:

21yr old student

attends school and has a full time job

interests include animal biology

## ***Current situation:***

Student is currently working at a movie theatre and attending school full time. Student is on track to complete AA degree and transfer to a 4-yr university by the fall 2020. Student receives good grades and attends work consistently. Student admits to being impulsive and making poor decisions and sometimes reacts to situations without thinking them through. Student's host has been encouraging student to pursue 4-year university and live on their own. Student's friend have recommended what they would do to fix the problem. Student also has problems with spending money and opening up various lines of credit. Student is asking you what to do in this multi-layered problem. How would you empower the student to explore decisions.

# Coaching vs. Case Management

**Coaching** is a teaching, training and empowerment strategy that is used to help clients to gain clarity, build confidence and explore solutions. Coaching capitalizes on existing strengths and deepens a client's understanding of their power, skills and resources.

**Case Management** is a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's needs

## Shift Thinking

Support



Empowerment

Success in Program



Success beyond program

Transactional services



Transformational Services



# The CCRW Model - 6 Steps & 12 Skills

Step 1: Creating a Safe Coaching Space

Step 2: Getting Curious

Step 3: Supporting Awareness/  
The "Aha" Moment

Step 4: Encouraging  
Exploration

Step 5: Supporting Application  
of New Discovery

Step 6: Creating Accountability  
for Action



# The 4 Levels of Listening

**Superficial listening:** I'm listening to you but I'm distracted by my own thoughts. I don't hear you. In this situation, it's really all about me.

**Self-referential listening:** I'm listening to you, but I will nudge the conversation. So now it becomes all about me.

**Fix-It listening:** I'm listening to you but I want to fix your issue by myself. In this situation, it's still really all about me, in relation to you.

**\*Engaged/Active listening:** I'm listening to you with full attention. I want to understand better who you are and what this experience is like for you. In this situation, it's all about you. Note: This is the one in general we as coaches strive for





# The 4 Levels of Listening - Group Activity

Discuss in your group:

- ▶ What is your default listening style?
- ▶ What are the benefits of engaged listening?
- ▶ What are the struggles of being an active listener?

In relation to the scenario:

- ▶ Identify the type of listening that the student is receiving.
- ▶ How would engaged listening benefit this student?

# Empowering Questions

## What are empowering questions?

- ▶ They are **open-ended**, focusing on possibilities and solutions (**empowering**) rather than perceived limits (**disempowering**)
- ▶ Client is the driver's seat, using their own experiences and problem-solving
- ▶ What or How

## Intermediate empowering questions:

- ▶ Less helpful but guiding (leading) questions begin with Who, When, and Where

## Disempowering:

- ▶ Why (judgmental)

# Closing



## Keep In Touch With Us

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