**COACH TRAINING**

COACH was created by the Camden Coalition of Healthcare Providers to help engage and empower families with complex needs to meet their goals, build self-efficacy, and create positive behavior change. COACH provides a framework of tools and techniques for frontline staff that helps foster authentic healing relationships. Staff will be equipped to provide coaching for families with complex social or health barriers, and will receive ongoing support from Camden Coalition staff to work through families’ specific barriers to meaningful change.

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| **COACH Training** |
| Benefit  | ● Frontline or direct service staff learn and implement whole person care practices and mindsets, honing their skills and approaches through ongoing coaching and training. ● Participants apply ideas introduced in training to real time engagements with their participants. |
| Training Elements | Training and coaching include: ● **COACH Training:** 4, 2-hour sessions of virtual training conducted by COACH experts at the Camden Coalition. * September cohort (participants must attend all sessions): 9/6, 9/8, 9/13, 9/15, 1-3pm
* November/December cohort (participants must attend all sessions): 11/29 9-11am, 12/1 9-11am, 12/6 1-3pm, 12/8 9-11am

● **COACH Case Conference Calls:** Monthly, hour-long case conferencing and coaching by COACH experts at the Camden Coalition for 12 months. |
| Audience  | Training is for direct service teams, ideally including interprofessional backgrounds, working directly with individuals experiencing complexity and their supervisors. |

**RELATE TRAINING**

RELATE is a reflective supervisory model that equips supervisory staff to promote adaptability, flexibility, positive tam-dynamics, self-awareness, and self-reflection in staff engaged in direct service. A supervisor trained in RELATE helps to build their staff’s resilience to better tolerate the emotional impact of working with people with complex needs. By better supporting the supervisor, staff are more able to think creatively and innovatively to address challenges. In applying RELATE, supervisors aim to reduce staff frustration, burn-out, and feelings of hopelessness.

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| **RELATE Training** |
| Benefit  | ● Supervisors support the growth of frontline staff members they supervise to navigate the challenges of providing direct service care instead of getting stuck, frustrated, and burnt-out. ● Supervisors participating in the training form a peer learning cohort to support and be resources for one another. ● Supervisors learn the skills to become less directive and more reflective, which creates opportunity for staff learning and development. |
| Training Elements | ● **RELATE Training:** Two, 2 hour long, virtual training sessions conducted by a Camden Coalition RELATE expert. * February cohort (participants must attend all sessions): 2/14, 2/16, 2/21, 2/23 9-11am

○ This training includes an introduction to the RELATE philosophy and competencies, practice using RELATE in supervision. ● **RELATE coaching:** Monthly coaching calls to reinforce training elements and problem solve RELATE implementation in a peer learning environment.  |
| Audience  | The training is targeted to supervisors of frontline staff working directly with individuals. RELATE is highly recommended for those supervising COACH-trained staff.  |