



# Proactive Coaching: It All Comes Down to Relationship Building

Presented by Julia Bridgen, GoodCare Coach



# GoodCare:

- ▶ Eight program areas
- ▶ We provide education, training and supportive services to target populations, leading to self-sufficiency employment
- ▶ 3 Health Care Tracks: Nursing, Health Information, and Healthcare Support
- ▶ Our Goals:
  - ▶ Connect 75% of trained participants to in-demand healthcare opportunities, and family sustaining wages.
  - ▶ Provide, to 125 participants annually, supportive services, education and training to overcome barriers to employment.
  - ▶ Advise participants along healthcare career pathways that lead to higher levels of training.
  - ▶ Create a professional learning community among partners and form best practices.

# Stranger Challenge

I DON'T KNOW  
THIS PERSON.



STRANGERCHALLENGE.COM 

I FAILED.

AND THAT'S GOOD.

STRANGERCHALLENGE.COM 

# Foundation Training

- ▶ Building Self-Esteem/Empowerment
- ▶ Career Readiness Certificate
- ▶ Soft Skills
- ▶ Academic Skills - Math, Reading, Language
- ▶ Pushing Boundaries
- ▶ Setting Goals
- ▶ Health and Wellness, Stress Management
- ▶ Community Service Project
- ▶ Group/Teambuilding Activities
- ▶ Online Learning: Medical Terminology through Ed2Go, ACT Career Ready 101, NorthStar Digital Literacy, etc.
- ▶ Employer Interactions
- ▶ Mock Interviews, Dress for Success
- ▶ Interaction with College & Career Navigator





# Coaching

- ▶ Encouragement
- ▶ Support
- ▶ Knowledge
- ▶ Guidance/Caring
- ▶ Success/Failure

“Success is not final, failure is not fatal: it is the courage to continue that counts.” -Winston Churchill

# Occupational Skills Training & Stackable Credentials

- ▶ Nurse's Aide → Medication Aide → Prerequisites → Licensed Practical Nurse → Registered Nurse
  - ▶ Prerequisites → Accepted into Registered Nursing Program (Starts in Fall) → Nurse's Aide/Medication Aide During Summer Semester → Begin Nursing Classes in Fall
- ▶ Ed2Go: Pharmacy Tech & Medical Terminology
- ▶ Community Colleges - EMT, Respiratory Therapy, Medical Office Assistant, Health Records Coding, Medical Administrative Management, Phlebotomy, Pharmacy Technician, Clinical Medical Assistant
- ▶ MedCerts - Allied Health Professional, Health Records Coding, Medical Administrative Management

# Reengagement: What Happens When They Disappear...

## ▶ Why?

- ▶ Program wasn't what they expected
- ▶ Already feel level of achievement from completing Foundational and/or OST; earned credentials and that was "enough."
- ▶ Life circumstances change, not able to continue
- ▶ Financial pressures - need to earn income before program completion

## ▶ Reengagement?

- ▶ Meet participants off-site to have conversations
- ▶ Plan fun activities: picnics, movie night, class potluck, day at the park, etc.
- ▶ Revisit visions boards, looking at and potentially reworking to reflect current goals and their previously established goals, change focus for occupational skills training, etc.



