

Background

Professional development, support, and feedback are keys to quality service delivery and to improving service delivery over time and across the staff. Coaching has been demonstrated as a key element to ensure implementation, fidelity, and quality of services. A comprehensive Coaching System is comprised of a usable innovation, the necessary Facilitative Administration supports and other activities and supports as specified by the Implementation Drivers, and a Coaching Service Delivery Plan. The Coaching Service Delivery Plan is a proactive approach to purposeful and supportive coaching. It specifies the Coaching Elements that will promote quality service delivery, support for the Practitioner or Instructional Staff, and serve as the basis for further professional development. It details the responsibilities of both the Coach and the Practitioner. Sound coaching relies on multiple sources of data including qualitative reports of activities, observations, and issues from the practitioner as well as data related to service delivery timeliness, perceived quality and helpfulness of the service by stakeholders, and outcomes of service provision. By developing a Coaching Service Delivery Plan and then adjusting it over time – always with the goal of improved service to staff and students – the Coach and Practitioner can partner in this quality improvement effort. The template provided below provides the basis for developing a **Coaching Service Delivery Plan**.

As your team engages in the planning of the coaching service delivery methods and processes, consider the following:

- What are the concepts, skills, or areas to be coached?
- What coaching process or processes (e.g., direct observation, documentation review) will be used?
- How often will the coaching processes be used?
- How will the frequency be adjusted as practitioners or instructional staff gain experience and grow in their skill competency?
- What preparation is needed for the coaching process? For example, what data or documentation is to be collected or reviewed, and is there a timeline for clear submission to the coach?
- What is the format of the post-meeting/event following the coaching process? For example, will the coach provide feedback during a face-face meeting with the practitioner or instructional staff or during a group reflection meeting?
- How will the coach document the feedback provide?
- Will feedback be verbal, written, or both?
- Is there a timeline for when the coach should provide the written documentation? For example, written documentation is to be provided within 72 hours after verbal feedback, quarterly, etc. How will we know coaching is effective?
- What data and how will be collected and analyzed for continuous improvement purposes?
- What is our plan for monitoring adherence to the coaching service delivery plan? Who, how, how often, and when will the plan be reviewed?

Coaching Service Delivery Plan Template

Implementation Team:

Lead Person:

Evidence-based Program:

Date Initiated:

Plan for Monitoring Adherence to Coaching Service Delivery Plan (who, how, frequency, and schedule):

Concepts/Areas or Skills Being Coached	Coaching Process	Frequency	Practitioner Preparation	Post Meeting/Event and Documentation	Feedback & Documentation by Coach	Timeline for Written Documentation By Coach	Coaching Effectiveness Measure

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