

## Coaching Culture Amplifiers – Round Robin Discussion

### Flipchart 1 – Leaders Go First

#### Core Actions Discussed:

- Be visible and present (“leaders out on the floor”)
- Include team members in decisions
- Learn names, personal info, and preferences
- Regular check-ins and follow-up
- Acknowledge positives and celebrate team members
- Listen more than you talk
- Express appreciation frequently
- Build trust through open communication and asking for feedback
- Empower staff and involve them in problem-solving
- Lead by example, be spontaneous, and engage authentically

**Key Takeaway:** Leadership credibility comes from **visibility, inclusion, and authentic relationships**. Empowered leaders create empowered teams.

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### Flipchart 2 – Embed Coaching in Organizational Systems

#### Core Actions Discussed:

- Integrate coaching into **nursing supervision, performance evals, and onboarding**
- Use coaching instead of traditional disciplinary action where possible
- Build shared language across peers and supervisors
- Encourage in-the-moment coaching — don’t wait for formal sessions
- Align policies and processes to support collaboration
- Provide role clarity and revisit/re-evaluate job expectations

**Key Takeaway:** To sustain a coaching culture, **coaching must live in your systems**, not just in individual practices.

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### Flipchart 3 – Build Coaching Capacity in Others

#### Core Actions Discussed:

- Offer regular 1:1s, stay interviews, and management huddles
- Train mentors, preceptors, and leaders through **coaching classes**
- Build buy-in by engaging “top leadership” early
- Practice coaching by putting it into action via team projects, cross-sectional work groups, onboarding, and resident councils
- Focus on **continuous learning**: ongoing training, listening, and adapting

**Key Takeaway:** Coaching isn’t a one-time skill; it’s about **building organizational muscle** through ongoing investment and applied practice.

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## **Flipchart 4 – Shared Decision-Making**

### **Core Actions Discussed:**

- Empower “bottom-up” participation
- Include CNAs in care meetings
- Hold transparent town halls and encourage consensus
- Create supportive environments for open communication
- Engage teams in hiring decisions, workgroups, and committees
- Clarify decision-making roles (who makes the final call)

**Key Takeaway: True engagement requires transparency and shared power** — people support what they help create.