



12 Steps to Effective Coaching

One-on-one education is delivered at the point of care. The Education Lead engages staff on an individual basis to support mobility coaching by the bed-side and relates the knowledge and skills directly to the patients being cared for that day. It also involves embedding the early mobilization initiative into daily unit processes in order to enhance sustainability.

One of the biggest benefits of this strategy involves ensuring knowledge competency for staff on a one-on-one basis and identifies staff barriers and challenges which allows for targeted problem solving.

Effective one-on-one education requires a certain level of skill and confidence. Here are some tips:

Twelve Steps to Effective One-On-One Education¹

1. The overall goal of one-on-one education is to encourage staff to improve patient mobilization rates
2. Respect the individual preferences and needs of the staff member
3. Keep goals in mind at each one-on-one education session
4. Education Leads observe, listen and communicate effectively
5. Ask questions about the staff member's knowledge, behavior, and beliefs of mobilization
6. Education Leads are skilled at the task they are coaching and practice what they preach
7. One-on-one education happens on the floor in an interactive environment
8. Be ready to help when staff members face problems or challenges that may affect the mobilization of patients
9. Do not underestimate the value of a couple of minutes of one-on-one education – effective one-on-one education can take place within this time
10. A few minutes of one-on-one education here and there can quickly accumulate
11. Debrief at the end of each one-on-one session to gather and provide feedback to staff
12. Encourage and celebrate small successes, even the small ones

¹ Ryan, D. Twelve Steps to Effective Clinical Coaching. Downloaded from <http://prcp.rgp.toronto.on.ca/prcp-toolkit-and-libraries>