

Learning Coaches, Preceptors, and Supervisors

- Strong working knowledge of the field
- Experience in training/teaching
- Commitment to professional development
- Enjoys helping others further their career
- Flexibility while working in a fast-paced, changing environment
- Understands the benefits of life-long learning

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Role of the Supervisor/Coach

- Allow their staff to participate in the program
- Approve time/expense in support of program
- Participate in the development of individual development plan (IDP) – or delegate
- Participate in completion of competency checklists and WBL – or delegate
- Provide encouragement and support to participant for program completion and progress towards career goals



Choosing the Supervisor/Coach

- Selected by the hospital to participate
- Majority are nursing staff responsible for supervising a nursing unit or team
- Have a good understanding of the participant's role in the clinical setting
- Typically have experience in functioning as a “**preceptor**” for new employees and students
- Have completed a formal hospital-based “**preceptor**” training course

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Hospital-Based Preceptor Training

(8 hours)

- Adult learning theory
- Preceptor roles, attributes, and definitions
- Phases of the precepting relationship
- Diversity (generational, skills, learning styles, personality)
- Communication (conflict resolution, interpersonal)
- Coaching vs. teaching
- Assessing critical thinking & competencies
- Time management
- Self-care

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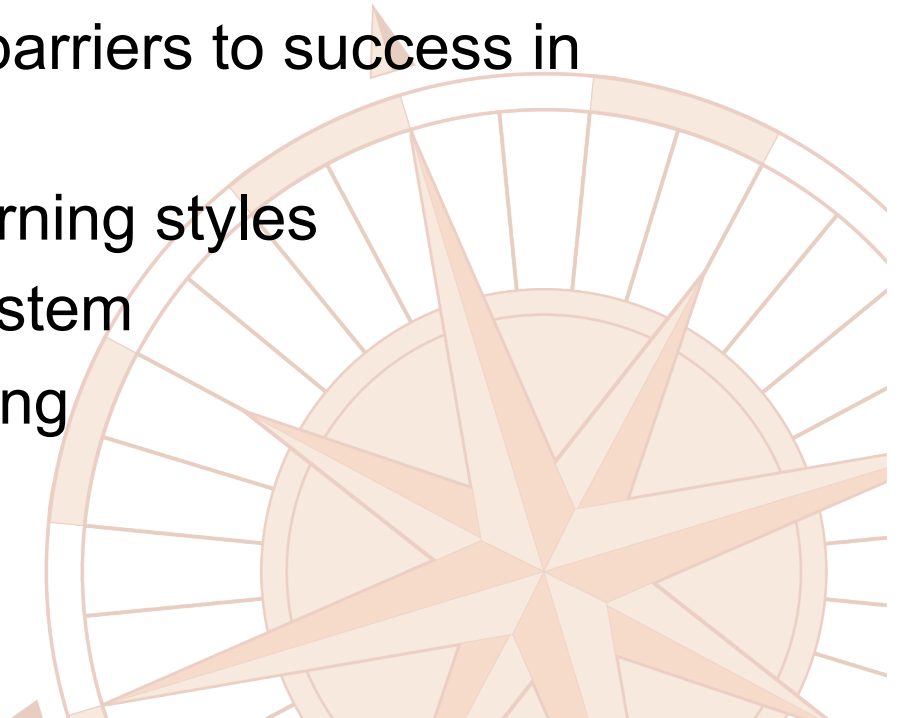


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Coach Training

(8 hours-ACC classroom)

- Orientation to the Exceed program & goals
- Discussion of the nature of the participant
- Problem-solving to address barriers to success in hospital system
- Investigation of their own learning styles
- Orientation to BlackBoard system
- Situational leadership/coaching



Coach Training

(continued)

- Completing the individual development plans
- Using work-based learning tools
- Completing the competency checklists
- Discussing assessment outcomes
- Assessing critical thinking skills
- Role play/teaching skills demonstration
- Resources for career/education development



Ongoing Coach Support

- Use of BlackBoard as communications tool (i.e., email, posting of program information, posting of WBL tools, discussion boards)
- ACC Coordinator is available to coaches for consultation and problem-solving
- Hospital site coordinators available to support coaches
- Future classroom training on special topics is possible

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Coach Challenges

- Stability/turnover of hospital staff
- When coaches are not the participants' immediate supervisor
- Communication! – from college to coach, hospital to coach, participant to coach
- Patient care comes first
- Engaging coach in a “learning community”
- Compensation/recognition for coach's time and talent
- Quantifying the coach's ROI

