

Exploring Solution-Focused Coaching Conversations to Develop Clinicians' Listening and Communication Skills

This study provides novel information on processes of co-construction that underlie coaching in pediatric rehabilitation

Background

- **Solution-focused coaching (SFC)** is a strengths-based, relational, and goal-oriented approach that uses strategic questions and positive reframing to assist people to envision a preferred future and develop their own practical solutions to their issues (SFC-Peds Model, Baldwin et al., 2013)
- Listening and communication skills can be enhanced through health professional education

Methods

- Six pediatric rehab clinicians (35–55 years of age): 3 PT, 2 OT, 1 BT; average of 21.6 years in clinical practice
- Participated in two SFC sessions (45-60 minutes each) with an experienced coach who used a SFC-peds practice model developed for pediatric rehabilitation
- Qualitative methods were used to investigate how coach-participant dyads co-constructed various meaningful outcomes through their joint conversation; transcribed interviews were analyzed by inductive content analysis

Examples of Clinicians' Listening Goals

- Having a closer connection/relationship with clients or fellow staff members
- Enhancing their self-regulation to be more present when interacting with others
- Being more flexible in their clinical interactions
- Helping families feel comfortable so that they share more and family priorities can be truly heard
- Focus on not being judgmental

Conclusion

SFC conversations provide an optimal learning space to enhance professional development by **facilitating the co-creation of meaning, awareness, and intentionality**

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SFC Conversational Elements*

Coach Mindsets

- Respectful inquiry
- Strengths presupposition
- Implementation curiosity
- Inspiring commitment

Coach's Use of 6 Relational Strategies

1. Examining ideas
2. Using the same language
3. Supporting reflective and critical thinking
4. Stimulating to move an idea forward
5. Noticing and exploring ideas about behavior
6. Building plan consensus



Clinician

Dialogue and Reflection

- Awareness (noticing)
- Playfulness (imagining and reflecting)

Co-Constructed Outcomes

1. Shared meaning
2. Awareness and discovery of strengths and values
3. Discovery of strategies and opportunities
4. Forward movement

*Conceptual Framework of Relational Strategies and Co-Constructed Outcomes in Solution-Focused Coaching Conversations (King et al., 2022)