ABPANC Coaching: The Art of Coaching: The Art of Coaching: The Art of Leadership and Mentoring

Champion the Vision of ABPANC
Be a Cheerleader for CPAN®/CAPA® Certification

American Board of Perianesthesia Nursing Certification (ABPANC) Mission

To assure a certification process for perianesthesia nurses that validates knowledge gained through professional education and experience, ultimately promoting quality patient care.

ABPANC Mission Driven By

- Commitment to professional practice and advocating the value of certification to healthcare decision makers and the public.
- The administration of a valid, reliable, and fair certification program.

ABPANC Mission Supported By

- Ongoing collaboration with ASPAN and other specialty organizations.
- Evolving psychometric and technological advances in test taking.
- Legal and regulatory standards.

ABPANC Vision

Recognizing and respecting the unequaled excellence in the mark of the CPAN® and CAPA® credential, perianesthesia nurses will seek it, managers will require it, employers will support it and the public will demand it.
Coaching is . . .

“A method of directing, instructing and training a person or group of people, with the aim to achieve some goal or develop specific skills.”

(Source: Wikipedia)

Relationship to Leadership and Mentoring

- Leadership is organizing a group of people to achieve a common goal.
- Mentoring is the practice of supporting an individual or group, through the process of achieving a specific personal or professional result.

Coaching is Accomplished through Effective Communication

- Requires confidence – eye-to-eye contact lends credibility to what you say.
- Do not ramble and talk about yourself – talk less and listen more – be a facilitator.
- Use open ended questions - phrase questions in a way that makes others think and respond.

Purpose of Open Ended Questioning

- Designed to encourage a full, meaningful answer using the person’s own knowledge and/or expression of feelings.
- Provides detail, thoughts, comments and bits of information that can transform into new ideas.
- Great tool to promote creative thought, problem-solving skills, and cognitive growth in others.
- An essential skill to use when coaching a colleague.

Open Ended Questions

- Begin with words such as “What,” “Why” and “How”
- Phrases such as “Tell me about...”
- Statements that require a response
- Requires an answer greater than a single word or two.

Examples of Open Ended Questions

- What do you think will happen next?
- How did you go about solving that problem?
- Why did you make that choice?
- What information do you have about that?
- What would you do differently next time?
- Tell me how you feel about that?
- Why would you suggest that?
- How do you plan to achieve that?
Effective Communication

- Give undivided attention to person speaking.
- Stay focused on information needed and shared – ask attendees to share what they know.
- Effective communication begins and ends with knowledge.

Coaching is Based on the Key Elements of:

- Building trust
- Goal setting
- Motivation
- Providing feedback
- Review and reflection
- Giving praise

Building Trust

- Basis for need to contribute to discussions freely.
- Willingness to listen builds respect among members of group.
- Address slipped commitments by asking “what happened?” in a calm, neutral tone and provide alternatives for learning.
- Be on time for scheduled study group sessions and communicate changes to all group members.

Goal Setting

- Establish specific, measurable and time targeted objectives.
- Set by individual or group so all are working towards their objectives.
- Provides clear awareness of what is expected and when.
- Facilitates individuals/group to focus efforts.
- Everyone has defined expectations to put forth effort to achieve possible certification.

“Feedback is the Breakfast of Champions”
Vadim Kotelnikov, Ten 3 Business Coach 1000ventures.com

- Necessary to measure progress and ongoing improvement.
- If not provided, will decrease individual’s belief that they can achieve goal.
- Foundation to success.
- Creates trust and cooperation.
- Positive, Negative and Constructive are three types.

Positive Feedback

- Refers to situations where a person has done a good job and identifies what to do next.
- Simple praise.
- More effective if why or how the person did a good job is emphasized.
- Increases confidence in ability and improves skills.
- Leaves person feeling inspired.
Constructive Feedback

- Highlights how a person could do better next time.
- Deliver sensitively – provide specific examples for improvement.
- Focus on observable facts.

Negative Feedback

- Describes a perceived negative behavior without improvement options.
- Destructive, demotivates and focuses on blame; leaves person feeling judged.
- Creates defensiveness and confrontation.
- Undermines confidence and self-esteem.

Hints for Feedback

- Acknowledge person’s feelings and needs.
- Focus on “problem” and not the “person.”
- Jointly plan positive action strategies to reach goal – to get back on track.
- Balance negative and positive.
- Ask for person’s recap of situation through effective questioning and allow them to express how they feel they performed.

Motivation

- Commitment to attain goal of CPAN®/CAPA® certification is the driver and energizer.
- Belonging to group provides comfort, security and partnership.
- Promise to study group or “study buddy” can strengthen and increase motivation.
- Goes hand in hand with communication, goal setting and feedback.

Top 3 are Realized in Coaching

- Take the time to review topics and evaluate where people are in the process moving through study plan.
- Encourage individuals to relate subject matter to their practice.
- Provide environment where participants can express thoughts freely and brainstorm.

Review and Reflection
Understand Why Certification is Desired
Dependent on individual needs of wanting to reach goal.
Have group or individual do exercise and ask the following:
- Clarify why you want certification.
- What does it mean to you?
- Why do you need it in your life?
Use handout “What Certification Means to Me” from ABPANC

Measuring Success of Group
Ask yourself as a coach ----
- Are members actively participating in discussions?
- Is there a sharing of resources and knowledge?
- Are group members interacting and actively processing the information discussed?
- Attendees to complete Survey to evaluate the effectiveness of program.

Success Accomplished When:
- Interpersonal relationships are developed within the group.
- Members have a chance to contribute, learn from and work with others.
- Participants have the ability to act together toward a common goal.

What’s Required of an ABPANC Coach?

Qualifications of a Certification Coach
A certification coach is a person who:
- sees the value of CPAN® and CAPA® certification and speaks passionately about it;
- is willing to assist and encourage not-yet-certified colleagues in becoming certified;
- is willing to commit to the Certification Coach role for a minimum of 1 year.

More Qualifications
- Has computer access with internet and e-mail.
- Is experienced at facilitating group process.
- Has no involvement with ABPANC in the role as a member of Item Writing Review Committee (IWRC) or Exam Review Committee (ERC) or with exam construction in any way.
- May serve as a CPAN and/or CAPA coach if currently CPAN and/or CAPA certified, or are a nursing educator, or an RN Clinical Leader if no CPAN/CAPA certified nurses are available.
As a Certification Coach
You will Agree to the Following:

• Having your contact information shared with candidates seeking certification.
• Support and promote CPAN® and CAPA® certification in your institution, district, state and region.
• Direct the interested candidate to ABPANC’s website – www.cpancapa.org for the Candidate Examination Handbook, and on-line application and assist candidates with the application process.

Your Role also Includes . . .

• Recruitment of qualified perianesthesia nurses to become certified in perianesthesia nursing.
• Serving as coordinator for a study group.
• Coaching perianesthesia nurses as they prepare to take the CPAN® and/or CAPA® exam.

And There is More . . .

• Help individuals access study resources as listed in the Candidate Examination Handbook.
• Review the ABPANC web site regularly - www.cpancapa.org - for the most current up-to-date information.
• Refer questions about the ABPANC certification programs, policies, and procedures to the ABPANC national office: Zelda Williams zwilliams@proexam.org

Last but not Least . . .

• Submit an ABPANC Certification Coaching Session Log report form after each coaching session is completed. Zelda zwilliams@proexam.org
• Need to complete 1 Log report form before June 1st and include all of the information requested in order to be awarded contact hours.
• Encourage the candidates to take the on-line Practice Exams.

Throughout study process continue to provide encouragement and moral support.

REMEMBER
You are a cheerleader for CPAN® and CAPA® Certification !!!

CPAN

CAPA

Resources for Coaches
Coach Program on ABPANC’s Website

- Get Involved > ABPANC Coaches links to Job Description, Coach Fact Sheet and Agreement to Serve.
- Resources link to resources for Coaches and this presentation for training purposes.
- Certification > Exam Preparation > Find a Coach.

ABPANC Board Liaison to Coach Program

The Coach Board Liaison is your:
- Link to the ABPANC Board.
- Resource.
- Key source for up-to-date information regarding exam testing information.
- Chain of command to provide feedback to the ABPANC Board.

ABPANC Lesson Plan for Coaches

Coaching Lesson Plan

Strategies for Facilitating a Study Group
Your primary goal is to help CPAN® and CAPA® examination candidates identify and use the most helpful study strategies, not to actually “teach” study content.

If you are a subject matter expert in a given area and will be providing some instructions and review, you must preface your information with the following statement:

1. Preface

2. Main Content
   - Describe how you will provide the information, including lecture, notes, or discussion.
   - Describe how you will facilitate questions and answers, including Q&A sessions or discussion groups.
   - Describe how you will assess learners’ understanding, including quizzes or exams.
   - Describe how you will provide feedback to learners, including written feedback or oral feedback.

3. Assessment
   - Describe how you will assess learners’ understanding, including quizzes or exams.
   - Describe how you will provide feedback to learners, including written feedback or oral feedback.

4. Follow-Up
   - Describe how you will follow up with learners, including review sessions or additional instruction.
   - Describe how you will assess learners’ continued understanding, including quizzes or exams.
   - Describe how you will provide feedback to learners, including written feedback or oral feedback.

5. Conclusion

6. References

7. Glossary

8. Appendices

9. Index
“In teaching this content, I do not represent ABPANC. I have not seen, nor will I see, nor have I been involved with writing the CPAN® or CAPA® examinations you will be taking. My participation in the teaching of any study content in no way ensures your success on the CPAN® or CAPA® examination.”

Coaching Strategies

- Develop list of interested candidates.
- Enlist assistance from CPAN®/CAPA® certified nurses to support not yet certified colleagues to serve as “study buddies” – the study process in and of itself will enhance their practice.
- Arrange initial meeting to review the process and form study groups for CPAN® and CAPA®.

Way to Go . . .

- Identify dates, times and arrange location of meetings and post a master study calendar with timelines.
- Create master phone tree/roster of members in study group with contact information to include phone number and e-mail.
- Carefully review all certification information and provide handouts.

About Study Groups

- Groups with 4-6 members function best.
- Evaluate who in attendance will be taking which exam CPAN® or CAPA®.
- Organize small groups into those taking the same exam.
- Important because blueprints and focus is slightly different for the exams.

Lead On . . .

- Use ABPANC Lesson Plan to determine which topics to focus on and the timeline for studying.
- Assign responsible individuals for each study topic and identify references from ABPANC references found in Appendix D.

Exam Preparation

- Allow 1 – 2 weeks at the end of timeline for review of all materials.
- Encourage members to take the Practice Exams.
- Plan meeting before the exam to review test taking strategies and relaxation techniques!
Review Tips for Administration of Examination via Computer

- Computer experience is not necessary.
- A brief tutorial is provided in the beginning.
- Can mark questions so that you can review them later, can skip a question and come back to it.

Examination Process

- Review Prometric test site for location near you www.Prometric.com/abpanc
- Review and remind group members of deadlines for application.
- Assist individuals in submitting on-line applications.

<table>
<thead>
<tr>
<th>Registration Window — Online</th>
<th>July 15 – September 9</th>
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<tbody>
<tr>
<td>Registration Deadline — Online</td>
<td>September 9 by 11:59 p.m. ET</td>
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<tr>
<td>Time Period for Scheduling Examination Appl. with Prometric</td>
<td>Upon receipt of your ATT letter through November 14</td>
</tr>
<tr>
<td>Examination Administration Window</td>
<td>October 7 – November 16**</td>
</tr>
</tbody>
</table>
| Deadline for Rescheduling or Cancelling Appl. | 31 days before scheduled test date – no charge  
3-30 calendar days before scheduled test date - $62.50  
Less than 3 days before test date - $66.24 |
| Postmark deadline for requesting Withdrawal, refund, rollover from PES | On or before last day of examination administration window |

Giving praise - Celebration time !!

- Plan a celebration once exam is over.
- Celebrate the fact that people are willing to take this next big step towards their professional growth.
- Once scores are known, coordinate with unit/hospital recognition of those who achieved CPAN/CAPA certification status.

For Those not Successful . . .

- Follow up, they need you.
- Encourage them not to give up.
- Help them to focus their study efforts on areas of weakness.
- Instill positive thinking and arrange to include them in next study group.
- Provide constructive and positive feedback.
Rewards as a Certification Coach

- Opportunity to network with colleagues.
- Recognized at National level.
- Ribbon at National Conference.
- Certification Coach pin.
- Recognition at Certification Celebration Event.
- Name listed on ABPANC’s website.

If You are CPAN®/CAPA® Certified

- Earn 3 contact hours each year towards recertification.
- Plus be awarded Certificate of appreciation.
- Need to submit Certification Coach Reports to Zelda Williams at zwilliams@proexam.org to receive awards.

E-mail Contacts

- Refer any questions about the examination process, policy and procedures to ABPANC
  www.cpancapa.org

Your contacts are:
- Cheryl Coleman BSN, RN, CPAN
  cherylcoleman11@yahoo.com
  ABPANC Board Coach liaison 2012-2013
- Laura Williams MSN, RN, CPAN
  lbw1964@me.com
  ABPANC Board Coach liaison 2013-2015
- Zelda Williams zwilliams@proexam.org
  (212) 367-4236  ABPANC Office Assistant
  Professional Examination Service

Most Important Recognition !!

from everyone at ABPANC for your time invested in the support of CPAN® and CAPA® certification!!

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