Master Coach Electronic Coaching Log
INSTRUCTIONS

Contents

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Introduction

A coaching interaction is defined as a face-to-face meeting, telephone interaction, or any other type of interaction during which the coaching characteristics are present and the interaction results in refinement of existing practices, development of new skills, and promotion of continuous self-assessment and learning. Coaching interactions may be planned and occur as part of or as a result of a regularly scheduled meeting between the coach and learner. Coaching interactions may also be spontaneous and occur between regularly scheduled meetings based on an opportunity or need that arises and is identified by the coach or learner.

General Overview

The Master Coach Electronic Coaching Log (MC-ECL) is a tool for Master and Fidelity Coaches to record their coaching conversations, code them, and then share the file with their Fidelity Coach. Once the Master or Fidelity Coach codes the log, that information automatically transfers into the Electronic Coaching Log Summary and the Fidelity Dashboard. The Fidelity Dashboard is a visual summary to measure progression towards fidelity.

The MC-ECL is an electronic version of the traditional coaching log and is only to be used when coaching a Master Coach or Fidelity Coach. For coaching interactions with parents, teachers, or other care providers, please use the Child Learning or Resource-Based Electronic Coaching Logs.

System Requirements

In order to use any of the electronic coaching logs, there are some minimum system requirements:

1. Excel 2013 or newer (including Microsoft 365) – Use of Microsoft Excel 2010 or older may result in partial or full loss of workbook functionality. In some cases, the files may not open at all. **These files do not work in Google Drive or Apple Numbers**. There are some compatibility issues when using a Mac.

2. Enabled Macros –There are two boxes that may appear when the coaching logs are opened. One will ask to "Enable Editing" and one will ask to "Enable Macros" or "Enable Content". Both editing and macros/content must be enabled for the files to be fully functional.

   To test that the macros are working, click on the blue thumbtack and eye icons in Log#1 in any of the coaching log files. If the macros are working, the header rows with the Code Key will freeze at the top when the thumbtack icon is clicked, and the entire page will be visible when the eye icon is clicked.

   If this feature does not work on your computer, your macro settings are likely disabled. Click on the following link for instructions on how to enable macros:
   https://support.office.com/en-us/article/enable-or-disable-macros-in-office-files-

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. Some users may not be able to change Trust Center settings due to group security policies in their organizations. In such cases, you need to contact the IT administrator for your organization.

Structure of the Electronic Coaching Log Workbook

All FIPP Electronic Coaching Logs have the same layout, with twelve viewable tabs, or worksheets, within the workbook. These tabs include the Fidelity Dashboard, the Coaching Log Summary, Instructions, and 10 worksheets to enter individual coaching logs. Each worksheet is protected and will allow data entry only in the Electronic Coaching Logs.

The Fidelity Dashboard and Coaching Log Summary form will not allow manual data entry except for the last column on the summary form for Joint Planning between the Coach and Coachee. Both the Dashboard and the Summary form will automatically calculate and summarize the data entered into the Electronic Coaching Logs.

There are nine tabs for individual coaching log transcripts.   It is not necessary to enter data into all nine tabs. The Dashboard and Summary form will begin working after the first log is coded by the Fidelity Coach. Please note, any data entered in the white coding areas of the log by the Master Coach will not affect the Dashboard or Summary form.

Helpful Tools

There are several buttons built into the workbook that can be helpful when entering data, moving between worksheets and reviewing the Fidelity Dashboard. These buttons are easily recognizable in a distinctive blue color with a white background.

For Data Entry

Click on the thumbtack icon to freeze codes when entering data. This will always keep the codes in view when scrolling down to code rows of conversation.

After coding the log, click on the eye icon to view the full page again.

ABC
Spelling   After entering the coaching transcript, click on the spelling icon to complete a spellcheck.

After completing the coaching transcript, click on the pages icon to count the number of pages in the log. It may be necessary to click on the pages icon twice to get the correct number. Print preview may be used to check if the number of pages on the log is the same as the number of pages being printed. If any part of the transcript is pasted in or if it is completed by starting and stopping several times, click on the pages icon again to refresh the page count.

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Dashboard   The Dashboard icon, which is located on all 9 logs and the Coaching Log Summary form, is a quick link directly to the Dashboard.

Summary   The Summary icon, which is located on all 9 logs, is a quick link to the Coaching Log Summary form.

Instructions   The Instructions icon, which is located on all 9 logs and the Coaching Log Summary form, is a quick link to the Instructions.

On the Dashboard

   The circular arrow icon at the top of the Dashboard will refresh the Dashboard graphics after new data has been entered.

How to Complete the Master Coach Electronic Coaching Log

Part I: Coaching Log Demographic Information

Demographic information for each coaching log is at the top of the worksheet and must be completed in order to fill out the rest of the log. An attempt to enter coaching transcripts before completing demographic information will result in prompts with instructions of what cell(s) must be filled in order to move forward. Information that will not change over the course of writing the logs (i.e. State, Team, Name, and Discipline) will automatically populate on the rest of the logs and on the Coaching Log Summary form. These items have an * next to them.

State* – Enter state abbreviation

Team* – Enter full team name with no abbreviations

MC* – Name of the Master Coach/Fidelity Coach whose logs are being reviewed. List first and last name.

Discipline* – Position of Master Coach/Fidelity Coach. Choose from the drop-down list.

Coach – Name of individual being coached by the Master or Fidelity Coach. This must be re-entered for each log.

Discipline – Position of person being coached. Choose from the drop-down list. This must be re-entered for each log.

FC* – Name of the Fidelity Coach. List first and last name.

# of Pages – Once you have completed writing the transcript of the log, click the 📄 button and the number of pages in the log will be automatically calculated. <u>It may be necessary to click on the pages icon twice to get the correct number.</u>   If you add additional lines, simply click the

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button again. Print preview may be used to check if the number of pages on the log is the same as the number of pages being printed.   If the number of pages on the log is different than the number being printed, it may be necessary to go to the bottom of the log and enter a new line in order for to reset the printing area. This line may be deleted after page numbers are calculated.

<u>Date of Interaction</u> – Enter the month, day and year of the interaction. This cell is automatically formatted for a date.

<u>Beginning Time</u> – Enter the hour and minutes the interaction began <u>with a space between the time and AM or PM.</u> This cell is automatically formatted for time and will give an error message if a space is not entered.

<u>End Time</u> – Enter the hour and minutes the interaction began <u>with a space between the time and AM or PM</u>. This cell is automatically formatted for time and will give an error message if a space is not entered.

<u>Type of Interaction</u> – Choose from the drop-down list of interaction types. If "Other" is chosen, more information may be given in the notes section.

<u>Who was present?</u> – List the roles and names of other persons who were present for the coaching session.

<u>Topics</u> – Check the topic(s) of the coaching interaction. Multiple topics may be addressed during a single coaching interaction. If "Other" is chosen, please provide additional information.

<u>Notes</u> – Additional information regarding the interaction.

<u>All of the above fields, with the exception of the page calculation and Notes, must be completed in order to begin entering transcript information.</u> If one of the fields is not completed, an error message to "Please complete cell [name of empty cell]" will appear. Excel will continue these prompts until all required information is completed.

<u>Part II: Transcript of Coaching Conversation and Reflections</u>

<u>#</u> – This column is locked and will automatically begin numbering when the C/MC column has data.

<u>C/MC</u> – Begin entering the transcript of the coaching conversation by entering "MC" or "C" in column B. It is not necessary to use the drop-down list that is provided, nor is it necessary to capitalize the letters. Simply enter an "MC" or a "C" and press tab to move to the Transcript section. Please note, if "C" is entered, the columns for coding characteristics will black out since the coachee's statements are not coded.

<u>Transcript of Conversation</u> – Write what you and your coachee said versus describing what occurred. The transcript should be your best recollection of the conversation and your observations. Be as specific as possible. Record what the coachee shared with you, questions you asked, parent responses, your feedback, development of the joint plan, etc.

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Enter the conversation in alternating lines between C for Coach(ee) and MC for Master Coach. If the Master Coach has more than one question in his/her response, please enter it in a new line so it can be coded properly. It is recommended that the complete transcript be entered first, spell check completed, and the page number calculated before beginning coding.

Coach's Reflections/Review – In the column on the far-right side of the log, document any reflections of how the interaction occurred. Describe how well you think you coached. List what you would do the same or differently, what other questions you might ask, and/or whether all of the characteristics of coaching were present. This area provides an opportunity for you to improve upon your coaching practices.

Fidelity Coach Notes – Areas that are shaded in gray are for use by the Fidelity Coach only. This includes the far-right column which is a space for the Fidelity Coach to make notes or comments in preparation for the next coaching conversation.

Part III: Coding

For Master Coaches, there are five characteristics that must be present in order to determine Fidelity: Joint Planning, Observation, Reflection, Yes/No and Feedback.   Data entry for coding by the Master Coach and by the Fidelity Coach are the same. The Master Coach sections are in white and the Fidelity Coach sections are in gray.

To make coding easier, click on the eye icon to freeze the coding information at the top of the screen. **For all items that have yes or no answers, enter "1" for yes. It is not necessary to enter a "0" for no.**

✓ P – If Joint Planning was present, enter a "1".

▼ O – If Observation occurred, please choose from the type of observation from the drop-down list: LG-Log, LV-Live or V-Video.

R – Questions representing reflection should be coded based on the type of reflective question that was asked:
      (1) Awareness - What is happening now (happened)?
      (2) Analysis – What the coachee's perceptions are or how something compares to what he/she want(ed) to happen?
      (3) Alternatives - What are his/her options or ideas?
      (4) Action - What is the plan between the coach and coachee?
Remember to avoid the use of yes/no questions.

▼ Y/N – If a Yes/No question is asked, choose from the drop-down list to indicate whether it was Closed-Ended (C-E) or Permission-Assumption (P/A).

Feedback – In the Feedback section, indicate the type of feedback provided. For Informative feedback, please indicate if the feedback was Accurate (A) or Inaccurate (I). For the other three types of Feedback, simply enter a "1" if the type was present.

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(I) Informative – sharing information and/or resources with the learner after he/she reflected.

(D) Directive – telling or suggesting what the person could or should do

(E) Evaluative – letting the person know what he or she did was good

(A) Affirmative – nonjudgmental acknowledgment of what the person said or did

Part IV: File Saving and Sharing

Once the first log has been completed, save it in the following format State_Team_First name_Last name. For example: NC_FIPP_Kris_Everhart. Email the completed file to the Fidelity Coach to code. Once the Fidelity Coach has coded the log, it will be sent back to the Master Coach prior to the next conversation. The file is a visual tool for both to review the log, summary and dashboard at the same time. This process repeats until the Master Coach has achieved Fidelity or the Fidelity Coach instructs otherwise. Please note that the file should retain the same name during this process. Every time a new log is added, the file should be saved under the same name and replace the older file to add the new information.

General Guidance for Determining Fidelity using the Electronic Coaching Log

Participation in writing coaching logs, reviewing the logs prior to submitting the coaching log, and engagement in coaching conversations to analyze the coach's practices and receive feedback by the coach's coach are the primary means of data collection used to inform levels of fidelity determination for Master and Fidelity Coaches.

The purpose of the coaching follow-up conversations is for coaches to receive timely feedback on coaching logs monthly over a six-month period. The schedule of all coaching follow-up calls will be provided within one month of the coaching training. Calls will be scheduled on dates and at times when all coaches can attend and agree to participate. Presence by all coaches on all scheduled calls for the entire call is required.

Submitting a coaching log, but not participating in the scheduled review of that log does not meet the requirement. All absences, except for unanticipated health issues, are unexcused. If a coach is ill, the log review make-up will occur at the following scheduled call where two coaching logs will be reviewed. If the illness occurs on the sixth call, no make-up will be scheduled and the coach will have incomplete data for a fidelity determination.

Coaching logs should be a minimum of 5-6 (typed) pages. This reference should be used for the amount of content needed in a log to have sufficient data from which to document the presence or absence of the characteristics of the observed practices.

Master and Fidelity Coaches must write logs on their coaching conversations with other coaches to support the implementation of coaching, teaming, resource-based, evidence-based, and natural learning environment practices with caregivers. Master and Fidelity Coaches should NOT write up visits that are focused on their coaching of caregivers, compliance issues, or supervisory conversations. Master and Fidelity coaching conversations can be based on review of coaching

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logs written by the coachee, debriefing of an observation or video of the coachee, or a spontaneous conversation related to practice implementation.

Three levels of fidelity are possible for a Master or Fidelity Coach to achieve following full participation in the coaching log feedback process.

1) Fidelity (F) – Coach has consistently demonstrated use of the characteristics of coaching in four or more coaching logs.
2) Approaching Fidelity (AF) – Coach has inconsistently demonstrated use of the characteristics of coaching in at least three coaching logs.
3) No Fidelity (NF) – Coach as not yet demonstrated use of the characteristics of coaching and resource-based practices.

❶ *Joint Planning*

The coach should develop a joint plan with the coachee related to what the coachee intends to do to improve his/her use of the coaching practices between the present conversation and next conversation. The joint plan may also include scheduling the next conversation and nay supports needed by the coachee.

1) Fidelity (F) – Joint Planning present $\geq$ 4 logs
2) Approaching Fidelity (AF) – Joint Planning present = 3 logs
3) No Fidelity (NF) – Joint Planning present $\leq$ 2 logs

❷ *Observation*

Over time, the coach creates opportunities to observe the coachee in action. Conversations based on a face-to-face observation, review of a video, and review of a coaching log are considered observations.

4) Fidelity (F) – Observation present $\geq$ 4 logs
5) Approaching Fidelity (AF) – Observation present = 3 logs
6) No Fidelity (NF) – Observation present $\leq$ 2 logs

❸ *Reflection*

The Master or Fidelity Coach should demonstrate the use of a variety in the type of reflective questions used over time. The number of Awareness questions may vary in number, but should not dominate the conversation. Analysis questions should be a substantial component of the conversation and Alternative questions should be present to assist the coachee in developing new ideas. Unless the person being coached automatically develops his or her own plan, Action questions should always be present to identify the between-visit and next-visit plan.

For each coaching log, fidelity in reflection is determined by percentage thresholds for each type of question:

1) Awareness – No more than 50% of total questions
2) Analysis – 20% or more of total questions
3) Alternatives – 5% or more of total questions

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4) Action – 5% or more of total questions

If these thresholds are met, then the coach has achieved fidelity for that log.

1) Fidelity (F) – Reflection present ≥ 4 logs
2) Approaching Fidelity (AF) – Reflection present = 3 logs
3) No Fidelity (NF) – Reflection present ≤ 2 logs

❹ *Yes/No Questions*

Permission/Assumption – The coach should use yes/no questions selectively in situations requesting permission or to avoid assumptions. The number may be higher for situations in which increased observation, modeling, and return demonstration are present.

Closed-ended – The coach should refrain from using closed-ended questions. Closed-ended Yes/No questions should not represent more than 20% of the total number of questions asked excluding any permission/assumption questions.

1) Fidelity (F): Yes/No ≤ 20% in ≥ 3 logs
2) Approaching Fidelity (AF): Yes/No ≤ 20% in 2 logs
3) No Fidelity (NF): Yes/No ≤ 20% in 1 log

❺ *Feedback*

Fidelity in feedback is determined by two specific types of feedback: Inaccurate Informative feedback and Directive feedback. Both types of feedback must not be present in more than 2 logs in order to achieve fidelity.

1) Fidelity (F): Inaccurate Informative and Directive Feedback is absent in ≥ 4 logs
2) Approaching Fidelity (AF): Inaccurate Informative and Directive Feedback is absent in 3 logs
3) No Fidelity (NF): Inaccurate Informative and Directive Feedback is absent in ≤ 2 logs

The Fidelity Dashboard

The Fidelity Dashboard is a graphic analysis of each individual's progress. It is divided between the overall fidelity scorecard and charts of individual characteristics by log. As new data is entered and coded for each log, the Fidelity Dashboard updates progress.

Fidelity status is determined by the five categories discussed in General Guidance for Determining Fidelity Status above. Fidelity status for overall fidelity and by characteristic are in stoplight colors. Red indicates no fidelity, yellow indicates approaching fidelity and green indicates fidelity. In order to achieve Fidelity, fidelity to practice must be shown in all five characteristics. Each characteristic is defined as having fidelity if it is present in four or more logs.

The fidelity scorecard consists of the large bar at the top left of the dashboard, which indicates overall fidelity status, and the five column charts beneath the bar which represent fidelity status by each characteristic. The additional charts provide more detailed information regarding the presence (or absence) of fidelity characteristics by log.

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