



# Coach the Coaches

Champion the vision of  
ABPANC-

Be a cheerleader for  
CPAN/CAPA certification

# *Objectives*

- Identify the role and responsibilities of
  - ABPANC
  - Certification Coach Board Liaison
  - Certification Coach

# *Objectives*

- Define coaching
- Identify qualifications and key elements needed to be a successful coach
- Understand role and responsibilities of a coach
- Learn effective coaching strategies

# 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.

# 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

## ***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.” (according to Wikipedia)

# 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 which 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 working towards own 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 Koteinikov, 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

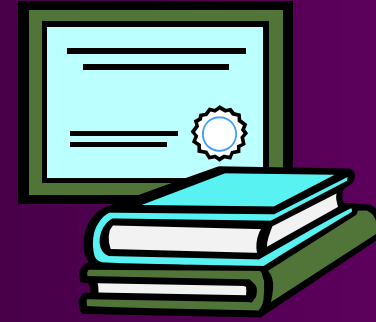
# Negative Feedback

- 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 plan 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

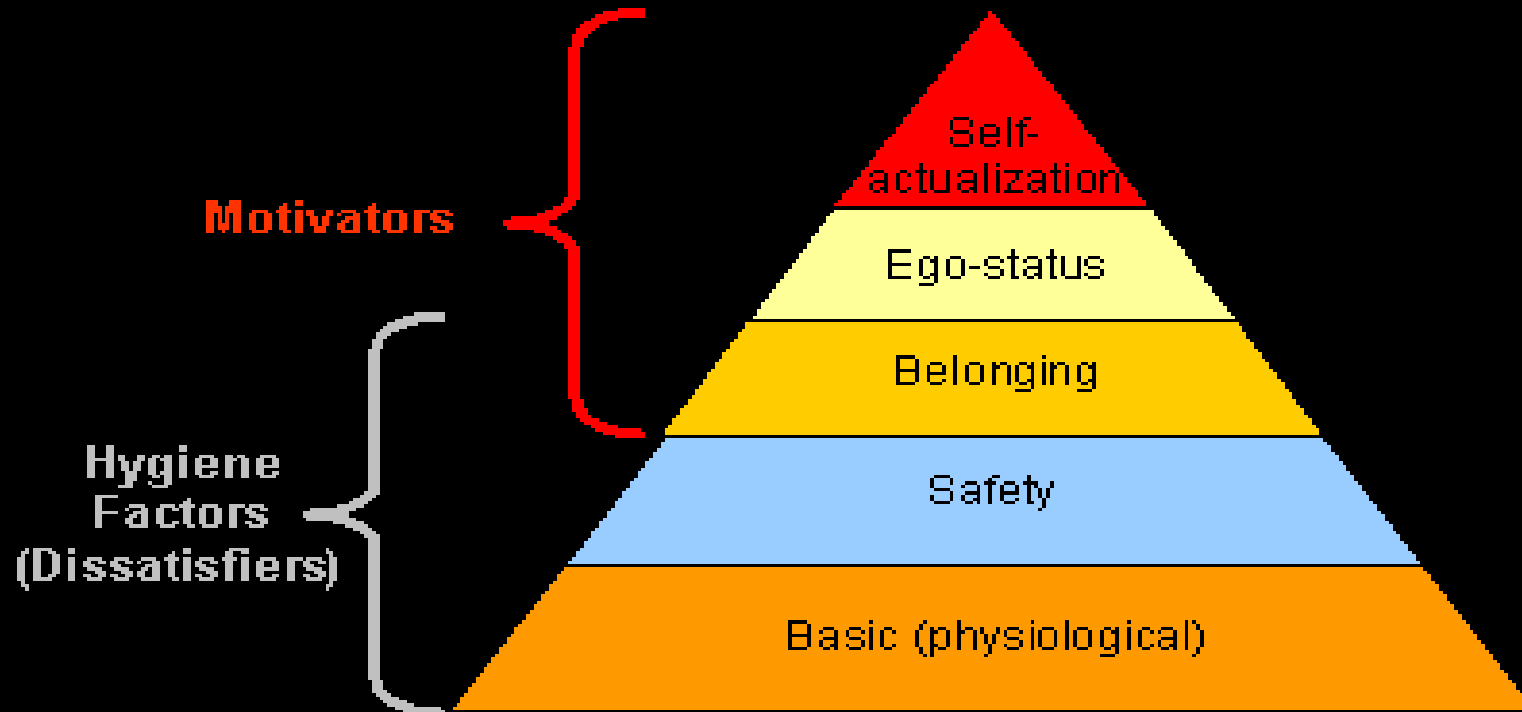


- Commitment to attain goal of CPAN®/CAPA® certification is the driver and energizer
- Belonging to group provides comfort, security and partnership
- Promise to study group or “study buddy” can strengthen and increase motivation
- Goes hand in hand with communication, goal setting and feedback

# Top 3 are Realized in Coaching Program

## Motivation: Maslow's Hierarchy of Needs & Herzberg's Motivation-Hygiene Theory

Five needs systems which account for most of our behavior



# Review and Reflection



- 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

# 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?

# 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;

Current or previous CPAN® and/or CAPA® certification preferred but not required.



# 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](http://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](http://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 [Zelda@proexam.org](mailto:Zelda@proexam.org)

# Last but not least - -



- ❖ Submit an ABPANC Certification Coaching Session Log report form biannually, at 6 months then then at the end of year by June 1<sup>st</sup> to Zelda [Zelda@proexam.org](mailto:Zelda@proexam.org)
- ❖ Complete the above form to include all of the information requested in order to be awarded contact hours
- ❖ Encourage the candidates to take the on-line Practice Exams.

CPAN



CAPA

Throughout study process continue to provide encouragement and moral support.

REMEMBER

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

# Goal of Certification Coach

- 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:

*“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 the 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 --*

- Determine from examination blueprint which topics to focus on and organize into a timeline for studying
- Assign responsible individuals for each study topic and identify references from ABPANC resources

# ***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 sites for location near you
- Review and remind members of group of deadlines for application
- Assist individuals in submitting on-line applications

# ***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

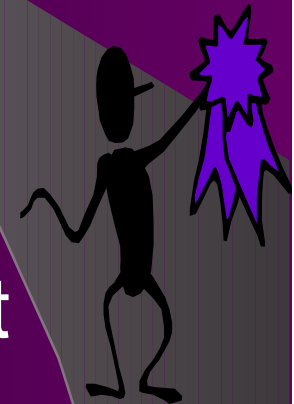


## ***For those not successful ---***

- 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 Breakfast
- 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 [zelda@proexam.org](mailto:zelda@proexam.org) to receive awards

# If not yet certified --

- Consider taking one of the exams along with the members in your study group
- Will be awarded Certificate of appreciation from ABPANC
- Need to submit Certification Coach Reports to Zelda Williams at [zelda@proexam.org](mailto:zelda@proexam.org) to receive awards

# *E-mail Contacts*

- Refer any questions about the examination process, policy and procedures to ABPANC  
[www.cpancapa.org](http://www.cpancapa.org)

Your contacts are:

- Cheryl Coleman BSN, RN, CPAN  
[cheryl.coleman@tuomey.com](mailto:cheryl.coleman@tuomey.com) or  
[cpamela1@verizon.net](mailto:cpamela1@verizon.net) ABPANC Board  
Coach liaison
- Zelda Williams [zelda@proexam.org](mailto:zelda@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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