

Observation & Coaching Field Guide

Connect scenario learning to visible performance on the job.

Observation is the transfer check

Scenario performance is preparation. Direct observation asks whether the staff member can notice, decide, communicate, and follow through under real program conditions.

Evidence rule

Write what a person said or did and what happened next. Avoid character labels such as careless, bad attitude, natural leader, or not good with kids.

Before observing

- Choose one competency and one or two observable behaviors.
- Tell the staff member the focus and how notes will be used.
- Know the policy threshold at which the observer must intervene.
- Do not allow a preventable safety risk to continue for the sake of assessment.
- Use simulation when a rare or high-risk event does not occur naturally.

Observable evidence by competency

Behavior & Redirection

- Moves close enough for private direction when possible.
- Names observable behavior and the replacement expectation.
- Offers a realistic choice or support.
- Follows through without a public power struggle.
- Creates a path back into the group.

Safety & Supervision

- Performs and reconciles named counts.
- Positions adults for visibility and response.
- Uses explicit handoffs with confirmation.
- Stops movement when accountability is uncertain.
- Uses written emergency or incident procedure at the correct threshold.

Belonging & Conflict

- Stops harm and lowers the audience effect.

- Hears accounts without demanding immediate agreement.
- Matches repair to actual impact.
- Avoids forced apology or reconciliation.
- Plans a supported return.

Engagement & Facilitation

- Identifies the likely barrier before labeling refusal.
- Offers a meaningful entry role.
- Adapts task, grouping, pace, or representation.
- Preserves the learning goal when possible.
- Creates and notices re-entry.

Family & Team Communication

- Listens before explaining.
- Separates observation from inference.
- Maintains privacy and role boundaries.
- Provides a specific owner and follow-up time.
- Closes the loop.

Professional Judgment

- Protects immediate safety.
- Records facts and exact words when relevant.
- Uses approved channels and current policy.
- Does not investigate beyond role.
- Makes required notification or report promptly.

Live observation record

Staff member	Observer
Date / shift	Site / group
Focus competency	Observed or simulated

1. What happened? Use observable language.

2. What effect followed for youth, peers, safety, flow, or trust?

3. Which framework step was visible or missing?

Framework	Step observed	Evidence
Behavior & Redirection		
Safety & Supervision		
Belonging & Conflict		
Engagement & Facilitation		
Family & Team Communication		
Professional Judgment		

Coaching conversation record

Use: Observe -> Ask -> Connect -> Practice -> Follow up

Observation statement

"I noticed _____. The effect was _____."

Staff member reasoning

"What were you noticing and trying to protect in that moment?"

Framework connection

The primary framework is _____. The step to strengthen is _____. A secondary framework connection, if relevant, is _____.

Rehearsal

Scenario used: _____

Exact phrase or action practiced:

Follow-up agreement

Behavior to observe	Next observation date
Supervisor support	Evidence of progress

Readiness evidence summary

Use multiple sources

Combine required training, scenario practice, direct observation, supervised practice, policy knowledge, and role-specific credentials. Do not infer readiness from course completion or challenge results alone.

Area	Directly observed	Simulated	Needs more practice	Evidence / date
Behavior & redirection				
Safety & supervision				
Belonging & conflict				
Engagement & facilitation				
Family & team communication				
Professional judgment				

Readiness decision and conditions

Decision	Conditions / support / owner / date
Not yet ready for independent responsibility	
Ready with named supports / restrictions	
Ready for assigned responsibility under current policy	

This form supports coaching and local readiness decisions. It does not certify professional competence or replace required organizational, regulatory, or legal processes.