



How to implement Sisi-kwa-Sisi coaching at the City level

1. The first step is identification of appropriate Sisi-kwa-Sisi coaches. This is conducted on a quarterly basis at the geography level by the PIT members with assistance from the TCI manager. A coach must have prior knowledge in implementing the various FP high impact interventions and includes:
 - a. A hands-on service provider with practical experience in implementing a particular TCI evidence-based approach.
 - b. Providers who exhibit the following attributes:
 - i. Have an interest or passion in carrying out these activities
 - ii. Have good interpersonal skills
 - iii. Are willing and able to transfer their skills to others in an effective way
 - iv. Have a good understanding of the intervention in question and be able to effectively plan, execute and conduct a post-review of the activity with a team
 - v. Be able to effectively write a comprehensive report on the coaching and FP activities undertaken and submit it in a timely manner
 - vi. Proactive excellent communication and documenting skills
 - vii. Innovative to improve FP interventions

Longlisted healthcare workers' names are submitted by supervisors for the PIT review and shortlisting to select the final two, (or prior number agreed upon), to become Sisi-Kwa-Sisi coaches on a specific high impact intervention. PIT members maintain a database of local coaches.

2. Various mechanisms are employed in determining Sisi-Kwa-Sisi coaching needs/gaps. Usually through a direct request from a local government or sub- local government passed on through the PIT membership or TCI University, during routine monitoring/supportive supervision visits, through performance data analysis, client feedback and quality sustainability assessment surveys.
3. Active coaching of coaches commences upon receiving a coaching request or following an earlier documented coaching plan. Figure below illustrates a step-by-step guide to the Sisi-kwa-Sisi coaching event.

1

Initiation

Coaching initiated as per work plan (for planned coaching) or in response to coaching request from geography (for on-demand coaching)

2

Building rapport

Establishing a relationship based on values of mutual respect, trust and confidentiality (if required). Coach plays a role of a guide, while enabling coachee to be in-charge of decisions and actions

3

Problem Identification

Active listening of problems identified by coachee(s), further probing using guiding questions* to better understand the challenges and context, and drawing out both short and long-term perspectives

4

Objective Setting

Setting of SMART objectives for the coaching session and or coaching sessions based on the need/problem(s) identified

5

Exploring Potential Solutions

Joint exploration of approaches or tools from the TCI-U website with guidance on applying them. Other interventions/tools/resources can also be explored to address identified needs/ problems

6

Action Planning

Identification of action steps the coachee can take when the coaching session has ended and areas of further support from the coach

7

Establishing Measures of Progress

Establishing agreed measures through which the coachee and coach will know if the action steps were implemented and successful in addressing the need/problem

8

Identifying Additional Learning Needs

Identification of additional learning needs and matching of the most effective learning tools/ activities with individual learning needs and styles

9

Wrap - Up

Reiteration of next steps coachee will take to implement solution/TCI approach and/or tool. Agreement on follow-up plan. Documentation and Mutual Assessment of the coaching session.



4. Post coaching event, outputs are captured under the Coaching Log book monthly summary, signed participants list and action plans drafted from coaching sessions.
5. Data regarding location, topic, outcome of coaching, and more is submitted real time to TCI Dashboard.
6. Implementers from TCI-supported sites who have undergone training or have been coached and are proficient in implementing TCI approaches are selected as master coaches. The geography RH focal persons continue to coach them from time to time to keep them updated on new adaptations and developments within FP/AYSRH and maintain a continuous cascade of knowledge and skills to the facility level.