



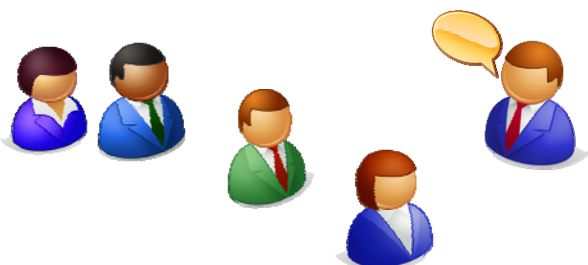
## TRAINING & AUTHORIZING MML SKILLS COACHES WITHIN YOUR ORGANIZATION

**Skills Coaches are a crucial component of Premium MML.** This five-step process will staff your organization with well-trained, authorized Skills Coaches equipped to conduct phone coaching sessions according to CHMC/MML guidelines.

Before the training begins, your organization will need to designate someone to become the Coaching Supervisor (CS). CHMC will provide guidance and training for this important role.

**1**

### REFRESHER CLASS 3-hour MML Skills Refresher Course



*Waived if MML Class completed within 1 month or if an active, experienced MML Facilitator.*

**2**

### COACHING TRAINING 3-hr Coaching Fundamentals Training



*Trainees learn coaching techniques, role of Skills Coach and practice coaching.*

**3**

### COACHING PRACTICE Trainees Coach Trainees



*Trainees practice on each other, recording calls. CS listens to calls and identifies ready coaches.*

**4**

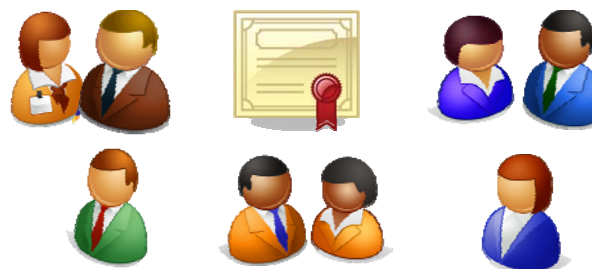
### SUPERVISED CALLS Trainee, Supervisor Coach Together



*Trainees observe and participate in actual phone coaching by Supervisor with MML participants.*

**5**

### AUTHORIZATION OF COACHES Trainees Selected to Coach



*Upon completion of training, Trainees either authorized as Skills Coach or further training.*