

Facilitator Coaching Guide

For supervisors and field-training officers coaching participants in the 30 days after the workshop. Coaching is five-minute conversations after real calls — not a second workshop.

THE 30-DAY ARC

Week	What happens
72 hours	Ask each participant which STAND move they committed to (file 04). Just ask — the accountability is the intervention.
Week 1	Ride or review one call together. Debrief with exactly two questions: 'Which move did you run well?' and 'Which one did the call run for you?'
Week 2	Check the reconnect habit: pull two closed calls and ask who reconnected within 72 hours. If the answer is nobody, that's the coaching topic — not the officer, the system.
Week 3	Have the participant coach someone else on one move. Teaching a move is the fastest way to finish learning it.
30 days	Second pass of the Self-Assessment (file 02). Compare columns together. Any move that didn't shift becomes next month's focus. Then close the loop on one named resource gap from their planner.

COACHING BY MOVE

Each move attracts a different failure. Diagnose before you coach.

S — Situational Awareness & Self-Regulation

The responder who struggles here isn't oblivious — they're fast. Everything about them is fast, and speed reads as threat on a crisis scene. Coach the pause physically: truck to door is the routine's home. Ask 'what was your heart doing when you knocked?' until they can answer it.

T — Tone & Tactical Communication

Most tone problems are actually volume-of-ideas problems: five instructions in one breath. Coach subtraction — one idea per sentence — before coaching warmth. Record-and-listen (with consent, in training) fixes in one session what a month of feedback won't.

A — Active Listening & Assessment

The tell is question-stacking. Coach the trade: one reflection buys one question. If their assessments feel like interviews, have them run the Q2 Interrogation Tax drill with a partner — the tally converts skeptics.

N — Navigate Options

Weakness here is usually knowledge, not judgment: they genuinely don't know what's available at 2 a.m. Fix the map, not the officer. Then coach the sentence: 'least restrictive, most connected' — make them say what was more connected than what they chose.

D — De-escalation & Decisive Action

Look at their documentation: if the narrative ends at 'subject calmed', there was no close. Coach the three-part ending — next step, reconnect owner, dignity check — until it appears in the report unprompted.

QUESTIONS THAT MOVE PEOPLE

- Walk me through the first sixty seconds — what did you read, and what was your state?
- What did your tone tell them before your words did?
- What did you learn from them that you didn't ask for?
- What was one step less restrictive than what happened — and why didn't it fit?
- Who reconnects with them this week, and how do you know it will happen?
- What did that call take from you, and where did you put it?

WHEN COACHING ISN'T ENOUGH

Coaching handles skill gaps. It does not handle a responder showing sustained sleep disruption, withdrawal, irritability, or drinking changes after crisis exposure — that's a peer-support or EAP conversation, and having it IS the D move applied to your own team. Least restrictive, most connected applies to responders too.