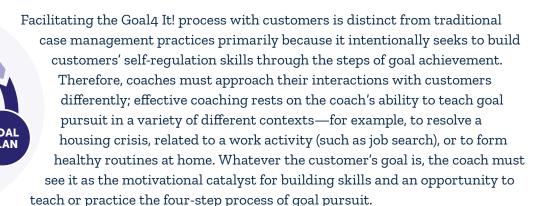# Goal4 It! Pro™

Cultivating professional growth and goal-directed skills development among staff

What is Goal4 It! Pro?

Goal4 It! is a science-informed goal achievement approach which frames a customer-centered process for setting and achieving goals. Goal4 It! aims to motivate customers and activate their commitment to change. In order to be successful, this approach requires a certain set of skills and aptitudes among coaches, which may differ from those traditionally used in service delivery. Goal4 It! Pro™ is a complementary toolkit specifically designed for coaches and their supervisors with a focus on building coaches' skills and competencies for effectively using and teaching the Goal4 It! approach. It is important to recognize that years of experience do not necessarily translate into mastery of these coaching skills. Goal4 It! Pro provides behaviorally-based anchors for assessing coaches' skills and offers tools for use between supervisors and coaches to strengthen these skills over time.

Facilitating the Goal4 It! process with customers is distinct from traditional case management practices primarily because it intentionally seeks to build customers' self-regulation skills through the steps of goal achievement. Therefore, coaches must approach their interactions with customers differently; effective coaching rests on the coach's ability to teach goal pursuit in a variety of different contexts—for example, to resolve a housing crisis, related to a work activity (such as job search), or to form healthy routines at home. Whatever the customer's goal is, the coach must see it as the motivational catalyst for building skills and an opportunity to teach or practice the four-step process of goal pursuit.

Goal4 It! Pro offers a different approach than traditional supervision practices in three primary ways. First, it is anchored by a set of **behaviorally-based core competencies** necessary to facilitate Goal4 It! with customers and improve overall staff performance. Second, it establishes a **structured process for staff to pursue goals and develop their skills** using the same four-step process in Goal4 It! (Goal, Plan, Do, Review). Third, **supervisors model meaningful exchanges** for staff that can be replicated in staff-customer interactions.

Let's Progress Together. Contact the lead developers of Goal4 It! Pro™: Michelle Derr at mderr@mathematica-mpr.com and Jonathan McCay at jmccay@mathematica-mpr.com.

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