



# Service Coordinators Can Use Coaching To Help Families Develop Goals

Service coordinators can use a capacity-building coaching interaction style to help families develop early intervention outcomes that are meaningful to their family and child.

Here are 5 strategies and what they look like in practice:

## Action/Practice

- Provide families with opportunities to show you the challenges they are having and the strategies they are using. Ask families to show you what's working.

## Observation

- Observe the family's level of confidence and skill at promoting their child's participation in family activities and routines. Notice areas where they might like support.

## Reflection

- Prompt caregiver reflection using open-ended questions such as:
- What are the important routines you want your child to do differently?
- What strategies do you want to use to help your child participate more in important routines?
- How often do you want your provider to support you over the next several months?
- How will you know if you and your child have reached your goal?
- What other supports can we help you with that will give you the time, energy, and information you need to help your child?

## Feedback

- Provide encouragement and information in response to their requests.

## Joint Planning

- Use open-ended questions to help families make a concrete plan:
- When do you want services to start?
- How do you want to communicate with your provider and me?
- What's working and what's not working?
- When do you want me to check back in with you about how your services are working?