



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?

