



# Service Coordinators Can Use Coaching To Help Families Review Outcomes

Service coordinators can use a capacity-building coaching interaction style to help families evaluate their progress toward identified outcomes and priorities.

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

## Action/Practice

- Provide families with opportunities to show you the successes they are having and the challenges that remain.

## Observation

- Observe the family's level of confidence and skill at promoting their child's participation in family activities and routines. Notice the changes in the child's participation and learning.

## Reflection - Prompt caregiver reflection using open-ended questions such as:

- What have you noticed has changed with the way your child participates?
- What have you been doing differently?
- How does your child's participation compare to what you want?

## Feedback

- Provide encouragement and information in response to their request.

Joint Planning - Use open-ended questions to help families make a concrete plan:

- What are your child's next steps?
- How will you help your child with that?
- How will you measure success?
- What supports do you need and how often?