



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?

