



Service Coordinators Can Use Coaching To Help Families With Transitions

Service coordinators can use a capacity-building coaching interaction style to empower families to make informed decisions and advocate for their child throughout the transition process.

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

Action/Practice

- Provide families with the amount of help needed to feel confident making phone calls, sharing information about their child, completing paperwork, and interviewing potential programs.

Observation

- Observe the family's level of confidence and skill and provide support prior to, during, or after transition meetings to empower families to advocate for their priorities.

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

- What are you looking for in a next environment?
- What qualities are important to you?
- What ideas do you have about the supports your child will need to be successful?
- How do the options we discussed match your priorities and values?

Feedback

- Provide encouragement and information when needed so families can make decisions that support their own priorities and values.

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

- What are your first/next steps?
- What is your back-up plan?
- What process will you use to make a final decision?
- When do you want to get back together?