



# LEARNINGbyte

## Service Coordination

### Coaching during Service Coordination: What Does It Look Like? – Part 1



#### PURPOSE OF ACTIVITY

This activity is designed to build understanding about the use of coaching practices during service coordination. This activity can be used to prepare for further discussion and illustration of coaching practices using the [Part 2 activity](#) in this series.



#### RESOURCES NEEDED

Handout –

- [Coaching Families during Service Coordination: A Practice Guide](#)

Videos –

- [How Do You Use Coaching as a Service Coordinator: Melissa's Perspective](#)
- [How Do You Use Coaching as a Service Coordinator: Morlinda's Perspective](#)



#### SPECIFIC STEPS

1. Before the meeting, send participants the link to the *Coaching Families during Service Coordination: A Practice Guide* document. Ask participants to read the document before the meeting and come prepared to share one insight and one question about what they read.
2. Open the discussion by inviting participants to share their insight and question. Record insights and questions on a whiteboard, flip chart, or piece of paper. Or, have participants write down their insights and questions on a small piece of paper or sticky note and collect them. Randomly read the papers/ notes and listen for common themes.
3. Continue the discussion by asking participants:
  - *How do you feel about service coordinators using coaching?*
  - *If you have been coaching families, do you find it easy or difficult to do? Why?*
  - *What does it look like when a service coordinator coaches a family?*
  - *How can you tell when a service coordinator is NOT coaching a family and/or missed an opportunity for coaching? What does this look like?*
4. Review what was learned in the *Practice Guide* by asking participants to share strategies service coordinators can use when coaching families to: 1) participate in the early intervention process, 2) share information with the team, and 3) access resources and solve problems. Use specific examples, such as coaching families to participate in IFSP development, share information with a therapist, find child care, etc.

5. Invite participants to share examples of when coaching during service coordination went well and when they struggled. Process these examples together and invite participants to support one another by sharing ideas for overcoming struggles based on what they learned from the *Practice Guide*. If participants primarily focus on what the parent did or did not do, guide the discussion so that participants reflect on **what they (the participants) did or did not do and what they could have done differently** to make the coaching interaction more successful.
6. Watch either or both of the videos and discuss any final insights with the group.
7. Wrap up the activity by asking the following questions and encouraging service coordinators to share their action plans:
  - *What can you do to build your own capacity for using coaching with families?*
  - *Based on our discussion and what you read in the Practice Guide, which coaching practice(s) do you want to focus on?*
8. Revisit the action plans at a future meeting and/or by email within the next two weeks.



## **ADDITIONAL RESOURCES**

Online Course – [Yes, Service Coordinators Can Use Coaching!](#)

VEIPD Topic Pages – [Service Coordination](#)

[Coaching in Early Intervention](#)

Learning Byte – [Coaching during Service Coordination: What Does It Look Like? – Part 2](#)