



LEARNINGbyte

Service Coordination

Coaching during Service Coordination: What Does It Look Like? – Part 2



PURPOSE OF ACTIVITY

This activity is designed to provide service coordinators and supervisors with examples of what coaching during service coordination looks like and does not look like and facilitate reflect on the practices used with families. This activity builds on the discussion began during the [Part 1 activity](#) in this series.



RESOURCES NEEDED

Handout –

- [Coaching Families during Service Coordination: A Practice Guide](#)
- [Coaching during Service Coordination Fidelity Checklist](#) (also included in the Practice Guide pdf)

Videos –

- [Discussing Jake's Progress \(Coaching Example\)](#)
- [Discussing Jake's Progress \(Non-Coaching Example\)](#)
- [Discussing Leisel's Communication Device \(Coaching Example\)](#)
- [Discussing Leisel's Communication Device \(Non-Coaching Example\)](#)



SPECIFIC STEPS

1. Open the meeting by inviting participants to share updates about their action plans from the previous meeting on this topic (if the [Part 1 activity](#) was used).
2. 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. Invite participants to ask questions or share experiences with using the coaching practices described in the Practice Guide.
3. Review the *Fidelity Checklist* at the end of the *Practice Guide*. Ask participants to read through the checklist and place a checkmark by practices they feel confident using and circle any practices they want to improve or start using. Invite participants to share their insights.
4. Prepare participants to use the *Checklist* while watching the first video, *Discussing Jake's Progress: Non-Coaching Example*, which features Nosheen (service coordinator) meeting with Mia, Jake's mother, to discuss progress and Mia's concerns for his feeding. Instruct participants to watch the video first, then note on the checklist any coaching practices Nosheen used. Discuss the group's observations and ask:
 - Which coaching practices, if any, did Nosheen use?
 - What could she have done differently?
5. Instruct participants to watch the next video in the pair, *Discussing Jake's Progress: Coaching Example* and follow the same process with the checklist described above.

6. Repeat Steps 6 and 7 using the other video pair, *Discussing Leisel's Communication Device*, which features Christina (service coordinator) talking with Benea about concerns related to her daughter's communication device.
7. Encourage participants to reflect on what they saw in the videos by asking the discussion questions below.
 - *Think about your last interaction with a family when you helped the parent participate in the EI process, share information, or access resources and solve problems. Which of these videos more closely matches how you interacted with the parent in that situation? Why?*
 - *What affects how and when you coach families?*
8. Invite a participant to share a recent situation when a parent needed assistance. (Or, the facilitator should have a scenario in mind to share with the group.) Ask the participant to describe the scenario in detail, then go step-by-step through the *Checklist* and ask the large group to discuss if/how they would implement each step to address the scenario. Encourage participants to be specific and describe what implementation would look/sound like. (It is okay if not all of the nine coaching practices are used; this will depend on the scenario.)
9. 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?*
 - *Which coaching practice(s) do you want to focus on?*
10. 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 1](#)