

GUIDELINES AND EXPECTATIONS FOR PARENT COACHING

- 1) First Call:
 - a) Learn about caller
 - b) Explain role and process
 - c) Discuss “Welcome”
 - i) Key points of “Welcome”
 - ii) Aspects of “Welcome” applicable to the caller’s situation
 - iii) Questions / concerns / thoughts
 - d) Assign / preview “Taking Care of Yourself”

- 2) Second Call
 - a) Review prior week’s call
 - b) Discuss the past week.
 - c) Discuss “Taking Care of Yourself”
 - i) Key points of “Taking Care of Yourself”
 - ii) Aspects of “Taking Care of Yourself” applicable to the caller’s situation
 - iii) Questions / concerns / thoughts
 - d) Assign / preview “Communicating”

- 3) Third Call
 - a) Review prior week’s call
 - b) Discuss the past week. What went well? What went poorly? Did the caller practice any of the skills that you talked about in the prior call?
 - c) Discuss “Communicating”
 - i) Key points of “Communicating”
 - ii) Aspects of “Communicating” applicable to the caller’s situation
 - iii) Questions / concerns / thoughts
 - d) Preview closure – two calls left
 - e) Assign / preview “Helping”

- 4) Fourth Call
 - a) Discuss the past week. What went well? What went poorly? Did the caller practice any of the skills that you talked about in the prior call?
 - b) Discuss “Helping”
 - i) Key points of “Helping”
 - ii) Aspects of “Helping” applicable to the caller’s situation
 - iii) Questions / concerns / thoughts
 - c) Assign / preview “Practice”
 - d) Encourage practice
 - e) Preview closure

- 5) Fifth Call
 - a) Discuss the past week. What went well? What went poorly? Did the caller practice any of the skills that you talked about in the prior call?
 - b) Discuss “Practice”
 - i) Key points of “Practice”
 - ii) Aspects of “Practice” applicable to the caller’s situation

- iii) Questions / concerns / thoughts
- c) Closure
 - i) Transition plan
 - ii) Access to Helpline

When working with the caller you may determine that the caller would benefit from particular topics and strategies covered in the 20-Minute Guide more than others. As a coach you have the flexibility and authority to highlight the area of the guide that would be of help, introduce specific topics during the calls, and how far in depth you will go with each topic.

Helping callers understand and implement the material outlined in the 20-minute guide is an important goal of the coaching process. This may include identifying and tailoring the topics in the 20 minute guide to the caller's needs. Alternatively, this may mean introducing the callers to the full range all of information contained in the 20-Minute Guide. Both outcomes are worthy goals. You should prioritize the former. This may mean that you are not able to cover all of the chapters in the 20-Minute Guide. That is fine. The Partnership is developing online opportunities for callers to continue their learning after your coaching is completed.

Your listening skills, especially in your first call, can help you plan out a process for helping your caller over a sequence of five calls. That plan may change based on the caller's reactions and events that happen in the caller's life.

Additional Guidelines

After you receive an assignment, please contact the caller by email (when possible) within 48 hours to set up a time for your first call. Please record this action with a follow-up note in iCarol. Please be sure that the email address associated with you in iCarol is one that you check daily.

All of your interactions with a caller should be recorded in iCarol. Here is some guidance on when to use Follow-Ups and when to use Call Reports:

- For e-mails or calls that are 10 minutes or less in which you are setting up a new call or rescheduling a call or touching base, use a Follow-Up
- For calls that are 10 minutes or longer, when you are brainstorming or talking about CRAFT techniques you want to use the Call Report.

We know that coaching parents in need can be an intense and demanding process, and we recognize how hard this can be. **We are here to support you.** If you have any questions, concerns, or thoughts on how to improve the process, please do not hesitate to contact Tom, Jerry or Kevin.