



Step 6: Feedback for Support and Accountability

INSTRUCTIONS

STEP 6 - Feedback for Support and Accountability

- Tools Shared with Parent
 - Plan, Do, Review
- Coach Resources
 - How to Have Effective Brainstorming Sessions

TOOLS SHARED WITH PARENT

Plan, Do, Review

In Step 6, you and the parent are meeting to see how things went with executing the Plan.

- Share the original completed Plan, Do, Review tool with the parent. Start by asking, “How did it go?” Provide opportunity to explore what went well and what was challenging using the questions under the Review section.
- If things didn’t go as planned, reassure the parent that that is typical and part of the process. Let them know that together you will reassess and change the plan as needed. Starting fresh is always an option!
- Listen for any issues that arose for the family during this time which might need case management. Be sure to address this with the parent during the meeting
- Together identify how to continue to build on the successes. Was a family member particularly helpful in carrying out the plan? Were family members able to see small positive changes?
- For the challenges, brainstorm together to address them. Was the timeline too short to carry out the steps? Were outside resources through other agencies not available as planned?
- Once you and the parent have evaluated how things went, refine the goal as needed and develop new steps for the Plan section.
- In addition to reviewing the execution of the Plan, discuss how each of you were accountable to each other between meetings. Did the coach check-in with parent if planned? Was it through a mode used by the parent (e.g. text, email, phone)? Was the coach responsive when the parent asked for help? Did the parent check-in with the coach according to a determined timeline? Did the parent carry out their assigned steps in the plan? If either of you were unable to be fully accountable, what got in the way? Ask “how can I support you to succeed?”
- This is also the time to check-in with the parent as to how the coaching relationship itself is working for both of you.

COACH RESOURCES

How to Have Effective Brainstorming Sessions

As goals and steps for plans change, review this tool to for tips on how to generate new ideas that can help a parent succeed in reaching their goals.

Plan–Do–Review Tool

This tool helps parents to refine your goal for a specific area and make a concrete plan for how to achieve it. Use a separate Plan-Do-Review form for each goal.

FAMILY GOAL STATEMENT:

What are you are trying to improve and how it will benefit your family?

PLAN

What is to be done? What role will family members play? Who is to do it (include family members)? When should it be done? Where is it to be done?

DO

The parent and their family executes the plan and carries out activities.

REVIEW

Did things happen according to the plan? How did the plan work for your family? Examine successes and unexpected outcomes.

How did it go? Did things happen according to the plan? How did the plan impact the family? Were steps missed? Did things happened on time?

YES:

Celebrate and continue the plan.
Continue to check and adjust as needed.

NO:

What changes are needed? What family supports will help?

How to Have Effective Brainstorming Sessions

Purpose of Brainstorming:

- To open the parent's creative energy
- To produce as many ideas as possible without evaluating
- To generate a lot of ideas in a short period of time

Brainstorming Guidelines:

- All ideas are okay; there are no bad ideas
- Defer evaluating ideas or expressing judgment during the brainstorming session
- Include as many family members if possible for a robust brainstorming session
- Coach, parent, and family members can build on each other's ideas

Things to Say to Start the Brainstorming Process:

- "We are going to get all of the ideas out without evaluating them."
- "Let's come up with 15 ideas in the next 10 minutes."

Tips to Use When Participants Get Stuck:

- **Assess what is behind the silence:** Sometimes participants are silent during a brainstorming session because they need room to think. They may be on the verge of a great idea! However if the silence goes on too long, suggest an idea to get the conversation going in a new direction and get people excited and talking again. Consider using one of the tips below to come up with an idea to share.
- **Suggest the opposite of what you want to achieve:** Get participants to describe, in detail, the opposite of what you want to have happen. As the energy in the conversation builds, shift the discussion by asking, "How do we achieve the opposite of this"? New, creative ideas may emerge.
- **Encourage big ideas:** Encourage participants to think big and to eliminate any constraints on their ideas. Tell participants that to imagine there are no limits on time, money, or other resources. What is possible without constraints? Removing roadblocks may open up a whole new direction of ideas.

After the Brainstorming Session:

Brainstorming sessions generate many possible ideas to pursue. The next step is to review the ideas, refine the list to identify the ideas the parent is most interested in pursuing. Although the parent should drive the process to identify ideas to pursue, he or she should be allowed to involve other family members in the process if they like. The parent may choose to focus on the ideas where they have the most energy and excitement. Or, the parent may want to develop some simple criteria for evaluating the ideas, and go through them and rank order them.

If the brainstorming session didn't provide anything useful ideas, consider refining the question or problem, and try another brainstorming session. Also consider if it might be better to ask the parent to work on generating ideas on their own.