

Staff and Supervisors
Working with Families:
Teaming Together on Goal-Setting



Training Objectives



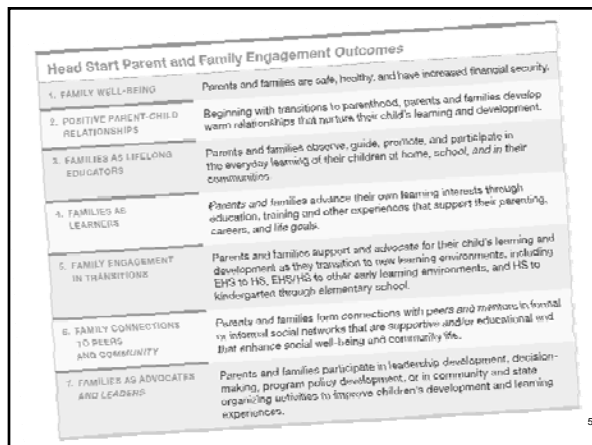
At the end of this session, participants will be able to:

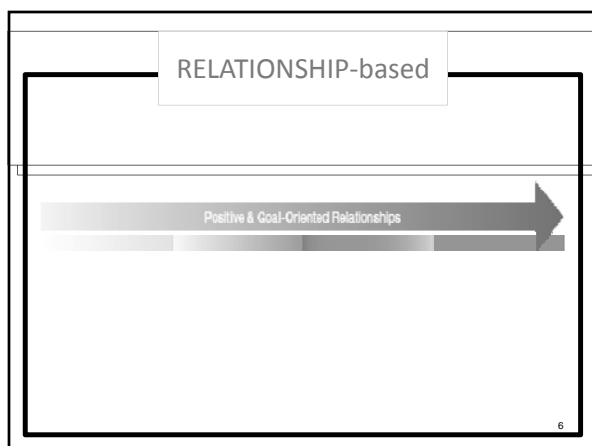
- Differentiate engaging families at the programmatic planning level and goal-setting beside individual families.
- Put into practice the Seven Steps in partnering and goal-setting with families.
- Locate at least one existing resource that supports goal-setting beside families.



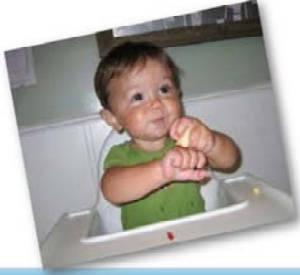
Begin with the end in mind







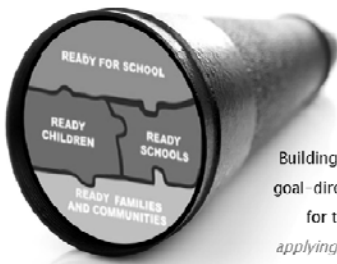
INVOLVEMENT



ENGAGEMENT

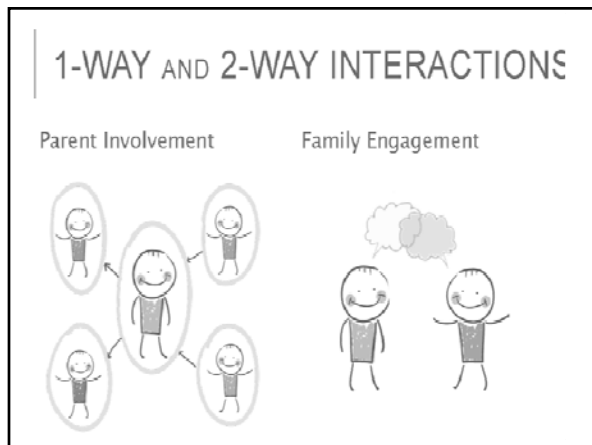


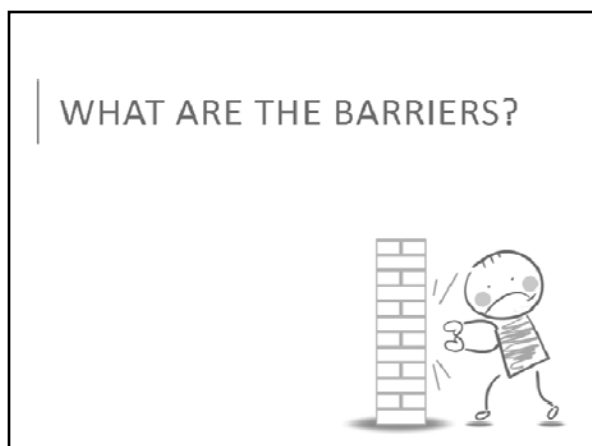
WHAT IS ENGAGEMENT?



Building ongoing, lasting,
goal-directed relationships
for the purpose of
applying a collective vision







BARRIERS ARE DIFFERENT

Barrier Examples:
Involvement

- Transportation
- Child care
- Work obligations
- Scheduling conflicts
- Bad weather



EXPECTATIONS can also be different...

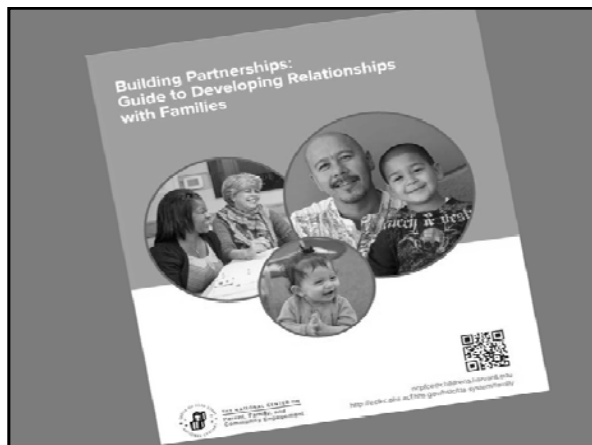
What do staff expect from families?

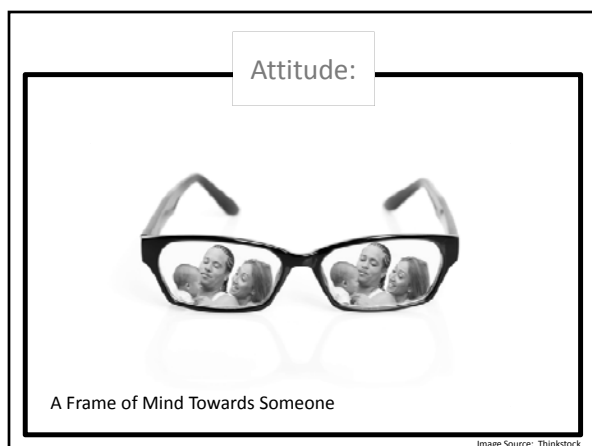
What do families expect of staff?

OPPORTUNITIES FOR REPAIR









Strengths-Based Attitudes: Families...



Image Source: Flickr, Thinkstock

Relationship-Based Practices for Family Engagement

1. Describe observations of the child's behavior to open communication with the family
2. Reflect on the family's perspective
3. Support parental competence
4. Focus on the family-child relationship
5. Value a family's passion
6. Reflect on your own perspective






Individual Reflections...


Remember a time when you were sharing your hope, your dream with someone: what made you feel you could share your goal with that person?



Goal Setting Phases



PHASES 1-3



Getting Started	Reflect on the follow questions in advance of a meeting with your staff partner or discuss the questions together.	Reflect on the following questions privately, with co-workers, or with a supervisor in advance of a meeting with your family partner.

Reflecting on the Phases 1-3


	Family Partner Reflections	Staff Partner Reflections	Shared Notes
Compose notes or information from Pathways (or process):	Healthy meals on a budget (\$&N Assessment)	Child has an allergy (intake packet)	Could family wellness could be a focus for a priority or goal?
Priorities for the Family:	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 10px;"> <p>Healthy meals on a budget (\$&N Assessment)</p> <p>Smoking cessation (\$&N Assessment)</p> </div>		
Goal(s) of the Family Important to your family:			

Reflecting on the Phases 1-3

	Family Partner Reflections	Staff Partner Reflections	Shared Notes
Compose notes or information from Pathways (or process):	Healthy meals on a budget (\$&N Assessment)	Child has an allergy (intake packet)	Could family wellness could be a focus for a priority or goal?
Priorities for the Family:	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 10px;"> <p>Child has an allergy (intake packet)</p> <p>Mom wants to lose weight (\$&N Assessment)</p> </div>		
Goal(s) of the Family Important to your family:			

Reflecting on the Phases 1-3

	Family Partner Reflections	Staff Partner Reflections	Shared Notes
Compose notes or information from Pathways (or process):	Healthy meals on a budget (\$&N Assessment)	Child has an allergy (intake packet)	Could family wellness could be a focus for a priority or goal?
Priorities for the Family:	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 10px;"> <p>Lose weight</p> <p>Eat healthy meals</p> <p>Stop smoking</p> </div>		
Goal(s) of the Family Important to your family:			



Reflecting on the Phases 1-3

	Family Partner Reflections	Staff Partner Reflections	Shared Notes
Compare notes or information from Pathway (or Process):	I healthy meals on a budget! (SAN Assessment) Smoking cessation (SAN Assessment)	Child has an allergy (nurse pocket) Mom wants to lose weight (SAN Assessment)	Could family wellness could be a focus for a priority or goal?
Priorities for the Family	Lose weight Eat healthy meals Stop smoking		


Goal(s) of the Family Partner: What do you want to accomplish? What are your hopes? What are your dreams? Why is this goal most important to your family? (Goals may be for the family, as family member or a child).

Seven "S's"

Set a goal

Comparing the data obtained from Recruitment, Assessment and Communications with the families.

Prioritizing what matters most for the family and focusing on what the family wants to partner and accomplish with you.




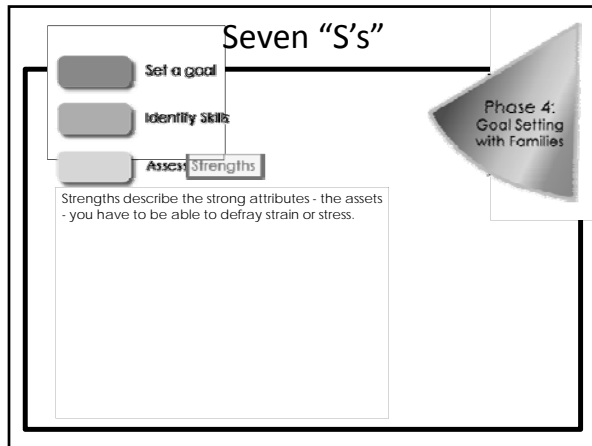
Seven "S's"

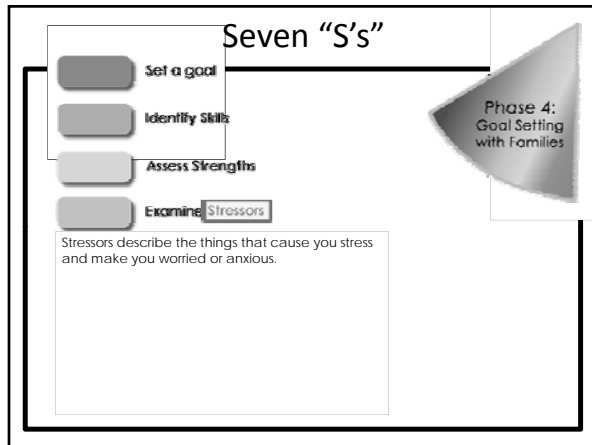
Set a goal

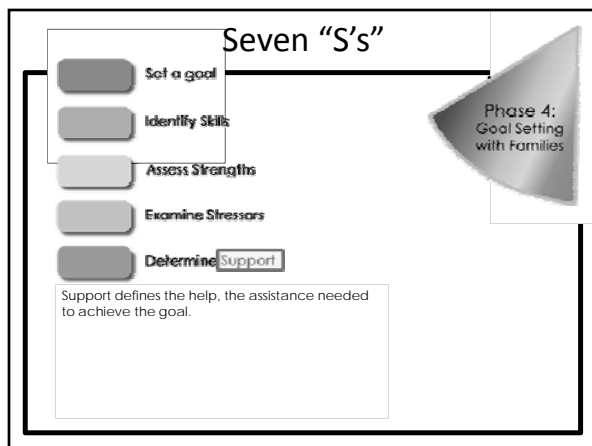
Identify Skills

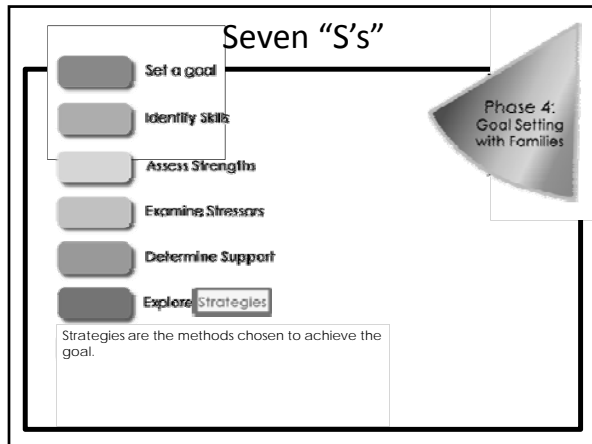
Skills describe the capability you and the family have to do something well.

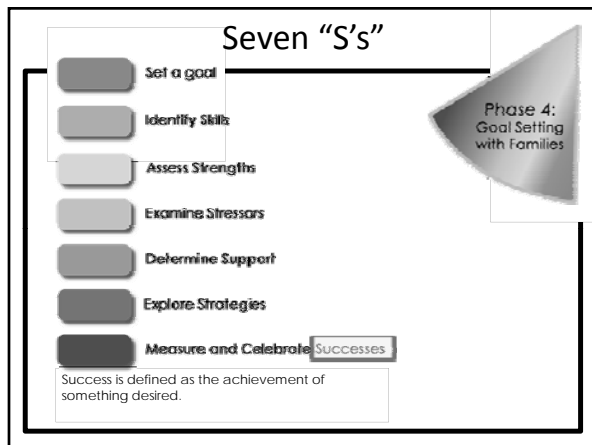


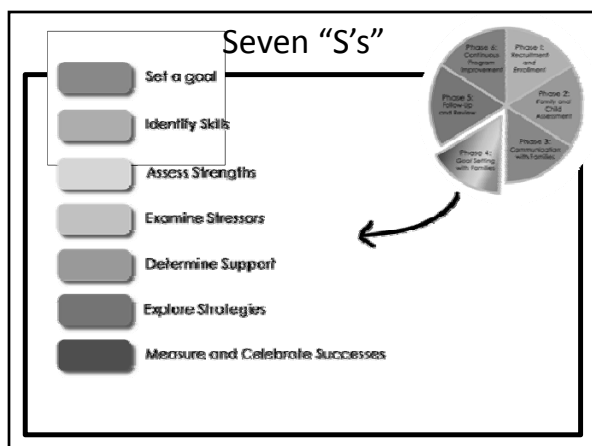












2.

Identify Skills

Seven "S's"

Phase 4:
Goal Setting
with Families

	Family Reflection	Staff Reflection
<p>Remaining Steps</p> <p>Family reflect privately or with a staff partner.</p> <p>See Sample Questions Below</p>	<p>Staff reflect privately, with co-workers, or supervisor to inform goal setting with families.</p> <p>See Sample Questions Below</p>	
<p>Step #2 Skills</p> <p>What experience do I have when it comes to supporting this family in terms of achieving this goal?</p> <p>Do I know enough about what this family needs to accomplish? If not, how do I learn more?</p>	<p>What experience do I have when it comes to supporting this family in terms of achieving this goal?</p> <p>Do I know enough about what this family needs to accomplish? If not, how do I learn more?</p>	

Seven "S's"

3. Assess Strengths

Remaining Steps

Family Reflection
family reflect privately, with co-workers, or with a staff partner.
 See Sample Questions Below

Staff Reflection
Staff reflect privately, with co-workers, or supervisor to inform goal setting with families.
 See Sample Questions Below

Step #3 Strengths

What individual strengths do I possess that will help me to accomplish my goal?

Do I have other qualities that could contribute to me meeting my goal?

Photo 4: Goal setting with families

Seven "S's"

3. Assess Strengths

Phase 4:
Goal Setting
with Families

Remaining Steps	Family Reflection <small>Family reflect privately, or with a staff partner. <i>See Sample Questions Below</i></small>	Staff Reflection <small>Staff reflect privately, with co-workers, or supervisor to inform goal setting with families. <i>See Sample Questions Below</i></small>
Step #3 Strengths	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 0 auto; width: 80%;"> <p>What strengths do I have as a person that will guide me while I support this family?</p> <p>Are there other qualities I have that could enhance the assistance I need to provide?</p> </div>	

Seven "S's"

4. Examine Stressors

Phase 4:
Goal Setting
with Families

Remaining Steps	Family Reflection <small>Family reflect privately, or with a staff partner. <i>See Sample Questions Below</i></small>	Staff Reflection <small>Staff reflect privately, with co-workers, or supervisor to inform goal setting with families. <i>See Sample Questions Below</i></small>
Step #4 Stressors	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 0 auto; width: 80%;"> <p>What are some of the challenges that I face?</p> <p>How can I cope with the stress created by my situation and still reach my goal?</p> </div>	

Seven "S's"

4. Examine Stressors

Phase 4:
Goal Setting
with Families

Remaining Steps	Family Reflection <small>Family reflect privately, or with a staff partner. <i>See Sample Questions Below</i></small>	Staff Reflection <small>Staff reflect privately, with co-workers, or supervisor to inform goal setting with families. <i>See Sample Questions Below</i></small>
Step #4 Stressors	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 0 auto; width: 80%;"> <p>What worries me about this situation?</p> <p>Why am I overwhelmed? How will I overcome this anxiety?</p> </div>	

Seven "S's"

5. Determine Support

Phase 4:
Goal Setting
with Families

Remaining Steps	Family Reflection	Staff Reflection
	Family reflect privately or with a staff partner. <small>See Sample Questions Below</small>	Staff reflect privately, with co-workers, or supervisor to inform goal setting with families. <small>See Sample Questions Below</small>
Step #8 Support	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 10px auto; width: 80%;"> <p>What kind of resources do I need to achieve my goal?</p> <p>Who are the people in my family and my immediate circle that I can count on to help me meet my goal?</p> <p>Are there any other sources of assistance I may have overlooked?</p> </div>	

Seven "S's"

5. Determine Support

Phase 4:
Goal Setting
with Families

Remaining Steps	Family Reflection	Staff Reflection
	Family reflect privately or with a staff partner. <small>See Sample Questions Below</small>	Staff reflect privately, with co-workers, or supervisor to inform goal setting with families. <small>See Sample Questions Below</small>
Step #8 Support	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 10px auto; width: 80%;"> <p>Where can I get the most appropriate help with this issue?</p> <p>Who is the most appropriate person or agency to support me, and this family?</p> </div>	

Seven "S's"

6. Explore Strategies

Phase 4:
Goal Setting
with Families

Remaining Steps	Family Reflection	Staff Reflection
	Family reflect privately or with a staff partner. <small>See Sample Questions Below</small>	Staff reflect privately, with co-workers, or supervisor to inform goal setting with families. <small>See Sample Questions Below</small>
Step #9 Strategies/Plans	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 10px auto; width: 80%;"> <p>What are ways I can reach my goal?</p> <p>How can I go from where I am now to where I want to be? (list)</p> </div>	

Seven "S's"

6. Explore Strategies

Phase 4: Goal Setting with Families

Remaining Steps	Family Reflection <i>Family reflect privately or with a staff partner.</i> <small>See Sample Questions Below</small>	Staff Reflection <i>Staff reflect privately, with co-workers, or supervisor to inform goal setting with families.</i> <small>See Sample Questions Below</small>
Step #6 Strategies/Steps	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 0 auto; width: 80%;"> <p>What options are available to support this goal?</p> <p>What are the ideal steps to take to achieve this goal?</p> </div>	

Seven "S's"

7. Measure and Celebrate Successes

Phase 4: Goal Setting with Families

Remaining Steps	Family Reflection <i>Family reflect privately or with a staff partner.</i> <small>See Sample Questions Below</small>	Staff Reflection <i>Staff reflect privately, with co-workers, or supervisor to inform goal setting with families.</i> <small>See Sample Questions Below</small>
Step #7 Success	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 0 auto; width: 80%;"> <p>What do I want to accomplish?</p> <p>What would make me proud and satisfied with my accomplishment?</p> <p>How will I accept any changes I make along the way and continue to progress?</p> </div>	

Seven "S's"

7. Measure and Celebrate Successes

Phase 4: Goal Setting with Families

Remaining Steps	Family Reflection <i>Family reflect privately or with a staff partner.</i> <small>See Sample Questions Below</small>	Staff Reflection <i>Staff reflect privately, with co-workers, or supervisor to inform goal setting with families.</i> <small>See Sample Questions Below</small>
Step #7 Success	<div style="border: 2px solid black; border-radius: 15px; padding: 10px; margin: 0 auto; width: 80%;"> <p>What would success look like relative to the goal?</p> <p>What adjustments would need to be made to achieve that goal?</p> </div>	



Follow the Steps

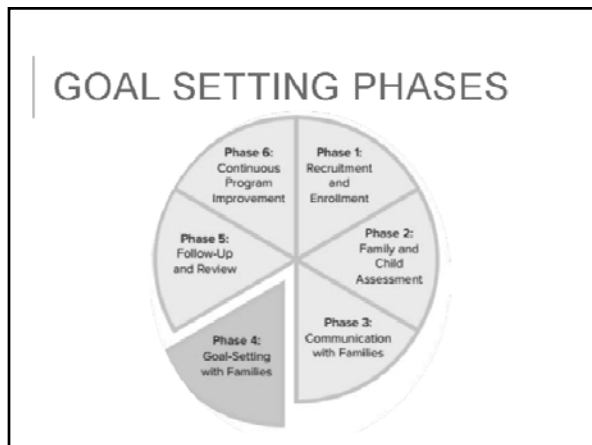
1. Choose a note taker or recorder.
2. Read the example that aligned with your assigned step (ex. Step 1's is on page 11 in the Goal Setting Guide.)
3. Then, answer the sample questions posed within your assigned step in the Worksheet on pages 22-24.
4. Feel free to explore other steps as you are

Seven Steps Worksheet Template
Use this worksheet to record your combined responses and guide family goal setting.

Seven Steps	Family Partner Notes	Spouse Partner Notes
Step #1 Set a Goal		
Step #2 Identify		
Step #3 Strengthen		
Step #4 Stressors		
Step #5 Support		
Step #6 Strategies		
Step #7 Success		
Follow-up and Review		

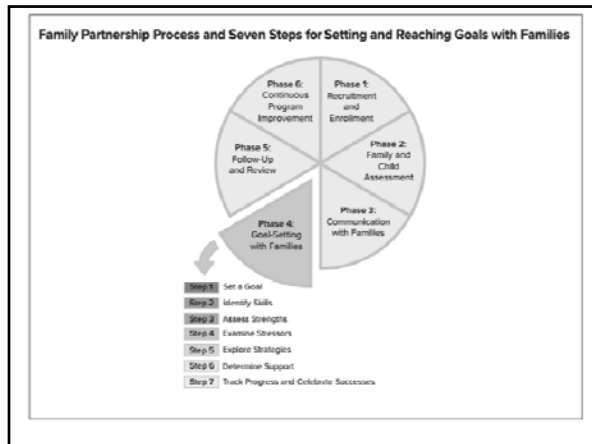
The final phases...

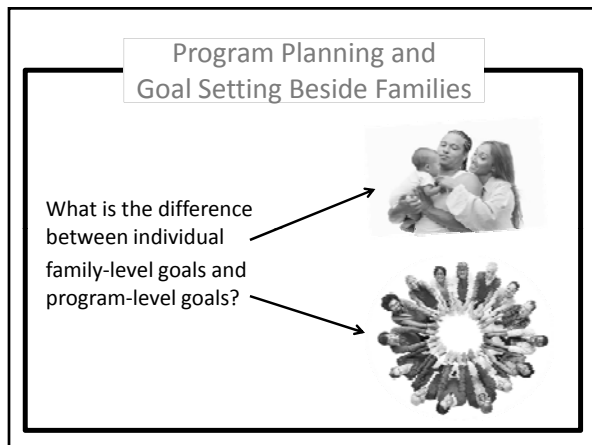
Remaining Steps	Family Reflection	Staff Reflection
	Family reflect privately or with a staff partner.	Staff reflect privately, with co-workers, or supervisor to inform goal setting with families.
Follow-up and Evaluation	How do you feel about your progress? What successes can we celebrate to date? Are there parts of your goals or objectives where you would like additional support?	What have you learned from and about the family about their progress? What can you do to help celebrate progress with the family to its goal?

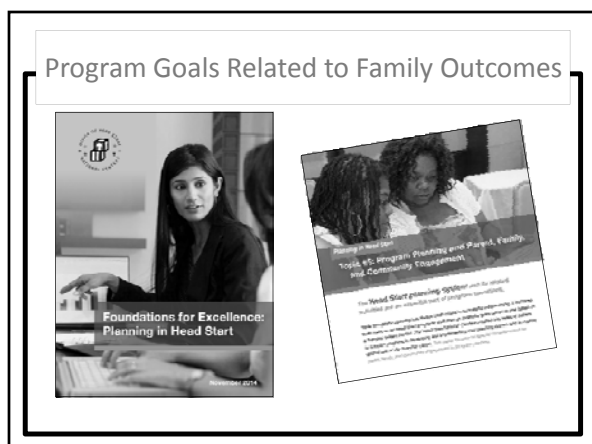


The final phases...

Seven Steps	Family Partner Name Goal	Staff Partner Name
Follow up and Review	How do I feel about my progress? What successes can I celebrate? Are there parts of our goals or objectives where I would like additional support? Have any of my priorities or goals shifted?	What have you learned recently from the family about their progress toward their goal(s)? What have you learned about the family through this process? What can you do to help celebrate progress with the family? Are there ideas or support you can offer for the family to consider as they continue working toward the goal? Are there any changes in the family's life that have required a shift in their goal or priorities?









Terms and Definitions


Goals	Broad, inspirational statements that describe what you seek to accomplish; targets to be reached.
Objectives	Subparts of goals that are specific, measureable, attainable, realistic and timely (SMART).
Expected Outcomes	Something that you expect to happen as a result of an activity or process.

3 Ways to Honor Families in Goals & Objectives

1. Programs could create program goals related to Family Outcomes




2. Programs could outline objectives related to family outcomes that support other program goals


3. Programs could create family objectives that support school readiness goals

Individual Family Goals Based on Strengths, Needs, & Aspirations



Definition of Engagement in the Framework

Building
ongoing,
lasting,
goal-directed
relationships for
the purpose of
applying a collective vision



Something else to consider...




- Reflective Supervision
- Professional Development
- Engaging Other Staff and Community Partners

Additional resources...



In conclusion....



The "Seven Step Process" is a dynamic way for staff to engage the family as you goal setting together. It is designed to facilitate a genuine exchange of ideas, hopes, expectations, strengths and resources.



"When you work hand-in-hand with families
to build trusting relationships,
you help families support their children
to reach their fullest potential."

- NCPFCE "Markers of Progress"



You'll get mixed up, of course, as you already know.
You'll get mixed up with many strange birds as you
go.

So be sure when you step.
Step with great tact and remember that
Life's a Great Balancing Act.
Just never forget to be dexterous and deft.
And never mix up your right foot with your left.

-Dr. Seuss, Oh the Places You'll Go

