



## Developing Family- Service Provider Collaboration

SESSION

5

### *Facilitator's Script*



2 hours total



5 minutes



# Developing Family-Service Provider Collaboration

## Introduction and Overview

Welcome to our session, "Developing Family-Service Provider Collaboration." My name is \_\_\_\_\_. I represent the voice of \_\_\_\_\_ (family, early intervention, early childhood). Facilitating with me today are \_\_\_\_\_ (name/voice) and \_\_\_\_\_ (name/voice).

**Facilitators briefly introduce themselves and describe the unique background and experiences they bring to this session.**

The purpose of our session today is to highlight the issues involved in building collaborative relationships between families and service providers and to identify strategies that can foster their development.

Every relationship is reciprocal in nature. Each person brings something to the interaction and mixes it with what the other person brings. In relationships between families of young children with disabilities and service providers, the service provider brings technical skills and

information about young children. The family brings their knowledge about their child, their family (including their culture and values), and their aspirations for their child within the community.

Meaningful collaboration is built on a foundation of trust and respect. Today, we will look closely at strategies that can foster family-service provider collaboration.



**Add participant introductions/openers, as needed.**

**Review the Learning Outcomes and Agenda.**

**See Facilitator's Guide.**

## Learning Outcomes



### Handout #1: Learning Outcomes

The learning outcomes for this session are:

- ◆ *Participants will reflect on what families and service providers each bring to their relationship that creates a positive partnership in caring for infants and toddlers with disabilities.*
- ◆ *Participants will consider strategies to create and support meaningful collaborative relationships between families and service providers.*

## Agenda

Agree on Ground Rules

Lecturette: Family-Service Provider Collaboration

Embrace Possibilities

- View DVD : *Embrace Possibilities*
- Large-Group Discussion

Strategies in Developing Family-Service Provider Collaboration

- Small-Group Discussion
- Large-Group Share-Back

Wrap-Up

Reflections/Continuous Improvement



5–10 minutes



## Agree on Ground Rules

See Facilitator's Guide.

Chart and post ground rules.



15 minutes



## Lecturette: Family-Service Provider Collaboration

Two members of the facilitation team (one family member and one service provider) share their own stories about the particular situations, experiences, and supports that fostered positive family-service provider relationships and how these contributed to their personal leadership.

Provide personal examples, starting at the bottom of the model, of what each partner brings to the relationship. Continue to share examples for each of the steps.

- Build relationships.
- Gather and share information and resources.
- Develop collaborative plans.
- Implement collaborative plans.

Collaborative leadership will be addressed in “Session 7: Developing Family-Service Provider Leadership.”

We would like to share our own stories and experiences about building and supporting family-service provider relationships. We will model family-service provider collaboration by providing examples of our particular experiences and how important, positive relationships were built and maintained over time. We will also discuss the factors that helped us assume leadership roles.



## Handout #2: Development of Family-Service Provider Collaboration and Leadership Model

Please take out Handout #2 and follow along as we share our examples.



35 minutes total



25 minutes



## Embrace Possibilities

### View DVD: *Embrace Possibilities*

Handout #3: Acknowledgements: *Embrace Possibilities*

Handout #4: Guided Viewing: *Embrace Possibilities*

The DVD you are about to see, *Embrace Possibilities*, was produced by the Hilton/Early Head Start Training Program. The purpose of the DVD is to share ways early care and education programs and communities can support family-service provider collaboration and family leadership. This DVD features family members, early care and education, and early intervention service providers sharing examples of the ways they work collaboratively together.

Please take out your Guided Viewing Handout #4.

As you watch the DVD, look for examples of family-service provider collaboration. You may use the handout to record your observations.



Start DVD: *Embrace Possibilities* (15 minutes)



10 minutes



## Large-Group Discussion

Ask for initial reactions to the DVD before moving on to the discussion. Take 3–4 comments and then move on.

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*What examples of family-service provider collaboration did you see in the DVD?*

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Add any of the following key points not mentioned by the group:

### Building Relationships

- ◆ *Extended families are a support.*
- ◆ *Being able to talk to other parents*
- ◆ *Service providers first asking, “How are you doing? How are things going for your child at home?”*

### Gathering and Sharing Information and Resources

- ◆ *Families want information from service providers in a timely manner.*
- ◆ *Link families with family support resources.*
- ◆ *Provide information in easy-to-understand, jargon-free language.*
- ◆ *Families want to be able to help their child.*
- ◆ *Access to early intervention specialist.*

### Developing Collaborative Plans

- ◆ *Respecting each family's culture*
- ◆ *Focus on mom's and dad's needs.*
- ◆ *Make childcare a safe place for children with disabilities.*
- ◆ *Early intervention specialists work closely with early care and education staff.*

### Implementing Collaborative Plans

- ◆ *Families can provide support for staff.*
- ◆ *Service providers can come in with a smile on their face and say, "Let's see what we can do."*
- ◆ *We will work to develop a solution together.*
- ◆ *Focus on the child.*



40 minutes total



25 minutes



## Strategies in Developing Family-Service Provider Collaboration

### Small-Group Discussion

**Handout #5: Developing Family-Service Provider Collaboration and Leadership**

We are now going to look more closely at family-service provider collaboration and strategies to support it. Please take out Handout #5, “Developing Family-Service Provider Collaboration and Leadership.”

Let’s take a few minutes to look at the organization of this handbook in the Table of Contents. What we are going to focus on now are the 4 areas: Build Relationships, Gather and Share Information and Resources, Develop Collaborative Plans, and Implement Collaborative Plans. Each section includes:

- ◆ *A brief description*
- ◆ *What families and service providers might do or need*
- ◆ *Questions programs can use to assess how well they are doing*
- ◆ *Suggested strategies for collaborative activities*
- ◆ *A space for other ideas to consider for that phase of the model*

We have discussed these 4 areas of collaborative relationships and also observed them in the *Embrace Possibilities* DVD.



**Be sure there are at least 4 groups. Go to each group and assign 1 of the 4 types of collaborative relationships. If there are more than 4 groups, assign sections to more than 1 group.**

We are going to break into small groups. Each group will discuss 1 of the 4 levels of collaborative relationships and review a different section of the handout.

You have 20 minutes to complete your discussion. Please review the questions and suggested strategies in the section of the handout you



are assigned. Discuss strategies that you have used successfully or ones you would like to use. Add any new strategies your group develops. Use the “Other Ideas to Consider” section of the handout to record strategies or ideas you want to incorporate into your work. Each group needs to be prepared to share back 1 strategy that has not already been discussed.



15 minutes

### Large-Group Share-Back

Would a representative of each small group briefly share 1 strategy or idea to consider that your group identified?

We have 3–4 minutes per area of the model for share-back.



**Ask each group to share 2–3 ideas from their discussions.**

**Facilitators should briefly summarize the key points that the group discussed.**



5 minutes

### Wrap-Up

Today we have thought about the development of collaborative relationships between families and service providers and the strengths and supports each party (families and service providers) brings to these relationships. We discussed specific strategies individuals and programs can use to foster and support meaningful family-service provider collaboration.



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*Are there any questions or comments about the training today?*

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**Review Learning Outcomes.**

**See Facilitator's Guide.**



*10 minutes*

## Reflections/Continuous Improvement

We would like to give you an opportunity to think about how this session applies to your work situation. Please take a few minutes and list 2–3 strategies you can start to use right away.



**Gather Continuous Improvement feedback.**

**See Facilitator's Guide.**

Your suggestions for improvements help us to make our sessions responsive to your needs as learners. We'd like to hear about what worked for you in this session, and what could be done to improve.



Divide a piece of chart paper into two columns, as shown. Entitle one column “What worked?” and the other column “Suggestions for improvement.”

What worked?	Suggestions for improvement



Chart participants’ comments without rebuttal or discussion. Facilitators can act on these suggestions, as appropriate, in future training sessions.




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*What worked for you today?*

*What suggestions for improvement do you have?*

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Thank you for your participation today.

## End training session