



Familyhood

TANF Modernization Training

Prevention & Relationship Education Program (PREP®)

AUGUST 24-25, 2022



August 24, 2022

DAY 1 AGENDA

Welcome, family-centered coaches! You have completed your foundational family-centered coaching training and, after a quick review of that prior content, we will fine-tune one of the most important pieces of family-centered coaching – building and maintaining relationships with your clients. PREP® is an evidence-based curriculum that will assist you in creating trusting and meaningful relationships with your clients. We look forward to discussing and practicing these concepts by PREP® over the next couple of days!

Welcome, Introductions, and Review

Radhika Cruz, Public Strategies

10:00 AM

What does it sound like when a family-centered coach moves from one approach to another? Participants will engage in an activity to review the 3 FCC approaches.

Team Building: Nice to Meet You

James Wall, Public Strategies

10:35 AM

Participants will find two people in the room they don't know very well and interview them using the questions from their booklet/shown on the screen.

10:50 AM

Break

The 3 Keys to Success

James Wall, Public Strategies

11:05 AM

Healthy relationships rooted in respect, trust, safety, and responsiveness are the result of choice, rather than the result of chance. To be an effective family-centered coach, one must consistently practice the three keys to successful relationships: (1) do your part, (2) decide don't slide, and (3) make it safe to connect. In this segment, participants will discuss ways to live out these keys in their work and interactions with clients and families.



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12:15 PM	Lunch
1:15 PM	Team Building: Movin' On Up James Wall, Public Strategies <i>Participants will be part of a team-building exercise where they will stack 20 cups upside down with one additional cup of a different color on the bottom. The goal is to remove the cup from the top and place it on the bottom on the right side, then on the left side until the different color cup is on top.</i>
1:30 PM	Expectations Radhika Cruz, Public Strategies <i>Expectations are beliefs about how things should be, and they play an important part in relationships. When coaches and clients have different expectations about the coach/client relationship, and about goal-setting, there is potential for frustration, conflict, dissatisfaction, disappointment, and program disengagement. In this segment, participants will explore their expectations for client participation and progress and discuss ways to manage their expectations for client motivation, readiness for change, program commitment, and goal-directed action.</i>
2:35 PM	Goal-Setting Reflection [FCC] Scotti Wilson, Public Strategies <i>During our time together, we have explored a few different methods for goal-setting. Reflecting on our own journey and recognizing our own challenges helps us to better understand, better empathize, and better relate to our clients. In this segment, we will discuss the difference between goals and milestones, and how as family-centered coaches, we can help our clients move toward their milestones. Through this process, we will discuss strategies for managing expectations concerning client motivation, readiness for change, and goal-directed action.</i>



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3:00 PM	Break
3:15 PM	<p>Danger Signs Keith Jossell, Public Strategies</p> <p><i>Healthy communication builds trust and emotional safety in relationships, but it requires awareness of our verbal and nonverbal communication in social interactions and conversations with clients. In this segment, participants will discuss the ingredients of effective communication and how it supports family-centered coaching values and operational principles such as safety, respect, and transparency. We will also explore four toxic communication patterns that destroy relationships.</i></p>
3:50 PM	<p>Time Out Scotti Wilson, Public Strategies</p> <p><i>It is easy to slide into negative communication habits with clients when we feel stressed, angry, or overwhelmed. Our awareness and understanding (or relational intelligence) concerning how to best relate to and communicate with clients is imperative for building rapport and establishing trust. Relational intelligence is also essential to being responsive to family interests, needs, and goals. In this segment, participants will practice the time-out strategy for stopping negative momentum in client conversations so that relationship erosion is prevented.</i></p>
4:15 PM	Learned, Wonder, and Unclear
4:25 PM	Closure and Announcements from DHS



August 25, 2022

DAY 2 AGENDA

8:30 AM	<p>Team Building: Marooned James Wall, Public Strategies</p> <p><i>Participants will group up in an activity where they will learn about each other's values and observe each other's problem-solving skills. The group is given a scenario where they are marooned on an island, and they must choose five (or more depending on the size of the group) items to bring with them.</i></p>
8:45 AM	<p>Welcome and Clearing up the Unclear Radhika Cruz, Public Strategies</p>
9:00 AM	<p>Anger & Stress Scotti Wilson, Public Strategies</p> <p><i>Anger, stress, and scarcity interfere with our executive function skills like our ability to do our work, focus on goals for our future, initiate tasks, remember important things, manage our time, prioritize, plan, and tolerate stress. To effectively serve and support clients, family-centered coaches must be able to manage anger and stress in healthy and effective ways. In this segment, participants will explore how anger and stress diminish executive function abilities, in clients and themselves, and explore effective strategies for calming the mind and body.</i></p>
10:05 AM	<p>Events, Issues & Hidden Issues Keith Jossell, Public Strategies</p> <p><i>People bring all kinds of problems, issues, and sometimes conflicts into their relationships. Because conflict is inevitable in relationships, family-centered coaches must understand the underlying factors or hidden issues that fuel conflict in relationships. In this segment, participants will discuss common hidden issues, in themselves and clients, and explore the ways hidden issues influence client attitudes, motivation, and behavior. Strategies for identifying hidden issues will be discussed, and applying the hidden issues model to maintain rapport with clients to manage conflict respectfully, fairly, and productively will be practiced.</i></p>



August 25, 2022

DAY 2 AGENDA

10:30 AM

Break + Hotel Checkout

10:50 AM

Events, Issues & Hidden Issues [Continuation]

Keith Jossell, Public Strategies

People bring all kinds of problems, issues, and sometimes conflicts into their relationships. Because conflict is inevitable in relationships, family-centered coaches must understand the underlying factors or hidden issues that fuel conflict in relationships. In this segment, participants will discuss common hidden issues in themselves and clients and explore the ways hidden issues influence client attitudes, motivation, and behavior. Strategies for identifying hidden issues will be discussed and applying the hidden issues model to maintain rapport with clients to manage conflict respectfully, fairly, and productively will be practiced.

11:40 AM

Problem Solving XYZ Statements

Radhika Cruz, Public Strategies

Healthy communication is not only essential for ensuring emotional safety in our relationships, but it is also necessary for honestly and respectfully discussing events, issues, or concerns with clients. In this segment, participants will practice XYZ statements to respectfully frame concerns between co-workers and clients, to advocate to their supervisor for their clients, and express appreciation and celebration to co-workers, supervisors, and for client efforts.

12:15 PM

Lunch



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DAY 2 AGENDA

1:15 PM	<p>Team Building: Catch Me! James Wall, Public Strategies</p> <p><i>Participants will break into groups, and each group will create a large circle. Someone will be given a ball, beanbag, or any other item that is safe to toss. They will then throw the ball to anyone else in the circle. That person will then toss it to someone in the circle who hasn't had the ball yet and it continues. The last one will throw the ball back to the participant who had it first, which establishes the pattern. They will then throw the ball, repeating the pattern previously. Ask if they believe they could be faster at repeating the pattern and then have them do so.</i></p>
1:30 PM	<p>Problem Solving XYZ Statements Continuation Radhika Cruz, Public Strategies</p> <p><i>Healthy communication is not only essential for ensuring emotional safety in our relationships, but it is also necessary for honestly and respectfully discussing events, issues, or concerns with clients. In this segment, participants will practice XYZ statements to respectfully frame concerns between co-workers and clients, to advocate to their supervisor for their clients, and express appreciation and celebration to co-workers, supervisors, and for client efforts.</i></p>
2:15 PM	<p>Speaker Listener Technique James Wall, Public Strategies</p> <p><i>Healthy communication requires skillful speaking and active listening. The Speaker Listener technique is communication that enlists both of these key skills. Mastering this skillset helps family-centered coaches counteract negative communication patterns and increases emotional safety with clients, colleagues, friends and loved ones. In this segment, participants will discuss how the Speaker Listener technique builds safety, rapport, and trust with clients.</i></p>



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DAY 2 AGENDA

3:15 PM	Break
3:30 PM	<p>Problem Solving with Clients Keith Jossell, Public Strategies</p> <p><i>Helping clients discover solutions to their problems by asking powerful questions is a core value and key skill of family-centered coaching. Family-centered coaches believe their clients already have the solution to their problems inside of them. They just need an insightful coach to draw those solutions out of them. In this segment, participants will practice identifying stressors, hidden issues, and executive function skills being impacted in various scenarios and will put together all the tools learned thus far to help coach their clients toward their family goals. Through the process, the coach will practice drawing out client solutions to their problems using active listening, asking powerful questions, and brainstorming practical solutions through collaboration.</i></p>
4:30 PM	<p>Greatest Insights and Key Learnings Radhika Cruz, Public Strategies</p>
4:40 PM	Closure and Announcements from DHS





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