

WHAT DOES IT SOUND LIKE?

What does it sound like when a coach moves from one approach to another?

Use your example cards and determine which approach is being used based on the language used when applying each approach.

CASE MANAGEMENT	READINESS ASSESSMENT	GOAL-SETTING
<p>Staff-driven process for actively addressing issues that arise in parents lives. Asks more “yes” and “no” questions with more definitive answers.</p>	<p>Process to help participants explore what might be getting in the way of taking action toward the desired results. Asks more open-ended questions & reflects what the person is saying.</p>	<p>The parent sets the agenda to achieve the change and the coach guides the process. Asks questions to help achieve a defined goal.</p>

Do you or your family members need help with any urgent or pressing problem right now?	In what ways?	What would be the most helpful thing for you to take away from this conversation?
Do you need childcare to be able to get to your new job?	How are you going to do that?	Can you explain what you mean by...?
Do you already have or need assistance paying rent?	Can you give me an example of___?	What have you tried so far?
Do you need help getting your medical care or medications paid for?	It sounds like... What I'm hearing is...	Do I have that right?
Does your income meet your basic expenses?	From your point of view... Through your eyes...	What are some possible ways to get the answer you need?
Do you have any serious outstanding bills?	Your belief is that... Your concern is that...	What additional support or resources do you need?
Do you need any help applying for or keeping your benefits?	You're feeling like... You're excited about...	How/when will you implement this?
What other agencies are you working with?	For you, it's a matter of... You're thinking about...	What could be some things that could stand in your way?