

# FAMILY-CENTERED COACHING

A TOOLKIT TO

*Transform Practice & Engage Families*



W.K.  
KELLOGG  
FOUNDATION®

**Youth Career Pathways**

**May 29, 2019**

**Illinois**

**Frontline Focus Training Institute**



# About Us

[www.cjc.net](http://www.cjc.net)



## ***Our Mission:***

Chicago Jobs Council moves people out of poverty through employment using on-the-ground expertise, advocacy, and capacity-building.

## ***Our Vision:***

Our vision is that all people – regardless of where they start or where they've been – can access employment as a pathway out of poverty.



# Frontline Focus Training Institute



FFTI delivers **trainings and resources** to help **frontline workforce professionals** build their capacity to better meet the employment needs of disadvantaged job seekers, low-income workers and employers.

[www.cjc.net/frontline-focus](http://www.cjc.net/frontline-focus)

# Upcoming Programming

NOW ACCEPTING APPLICATIONS THROUGH JUNE 10:  
**FFTI'S WORKFORCE PROFESSIONALS CREDENTIAL**

- SUPPORTING CLIENTS OF ALL READING LEVELS – MAY 30
- WIOA 101 – JUNE 26
- GROUP FACILITATION – JULY 18

[www.cjc.net/frontline-focus](http://www.cjc.net/frontline-focus)

# Webinar Agenda

- **What is Family-Centered Coaching?**
- **Who's in My Family?**
- **Wheel of Life**
- **Content Modules Overview**
- **Plan, Do, Review**

**Plus, your questions!**

Overview  
of the  
Family-  
Centered  
Coaching  
Toolkit



[www.theprosperityagenda.org/familycentered-coaching](http://www.theprosperityagenda.org/familycentered-coaching)



# WHAT IS FCC?



Places the family in the driver's seat. Parents are the experts.



Integrates lessons from trauma-informed care, behavioral economics, and executive skills.



Focuses on the whole family.



Takes in account different approaches at different stages of change.

## After attending training:

- **100%** of attendees said they learned new concepts or strategies to apply to their work
- **100%** would recommend this training to a colleague.
- **96%** now feel more confident performing their job duties

“This toolkit and training would truly be beneficial to all.”

“It can be hard when you’re in the job, doing it every day... this helped me develop a fresh ways to look at things. Just because you’ve asked the same question for 10 years to 10,000 students, doesn’t mean it is still relevant. Now, I have new tools to take back.”

“Through this training, I was able to reflect on my work and saw I can better work w/students.”





“We know that together, committed individuals with passion and purpose can advance more effective practices for families. Together we can transform the ways in which our programs and systems respond and meet the needs of whole families.”

— Paula Sammons, Program Officer, W.K. Kellogg Foundation



“[We’ve used FCC] to embed the core philosophy of putting families first and making sure that the family is really honored as the experts in their lives.”

“[Through FCC] we used emergency assistance to let them know we are here to help them but also start a conversation about [the family’s] hopes and dreams.”



# Family Centered Coaching Terms

- **Coach** – you working one-on-one with a participant in a collaborative process
- **Participant** – the person whose issues are the subject of a coaching conversation – the agent for setting and achieving family goals
- **Families** – an expansive view of intentional and created families in their many varieties



# FCC Values & Principles

## FCC Values

- Full-Family Focus
- Family-Led
- Respect
- Strength-Based
- Racial Equity and Inclusion

## FCC Operational Principles

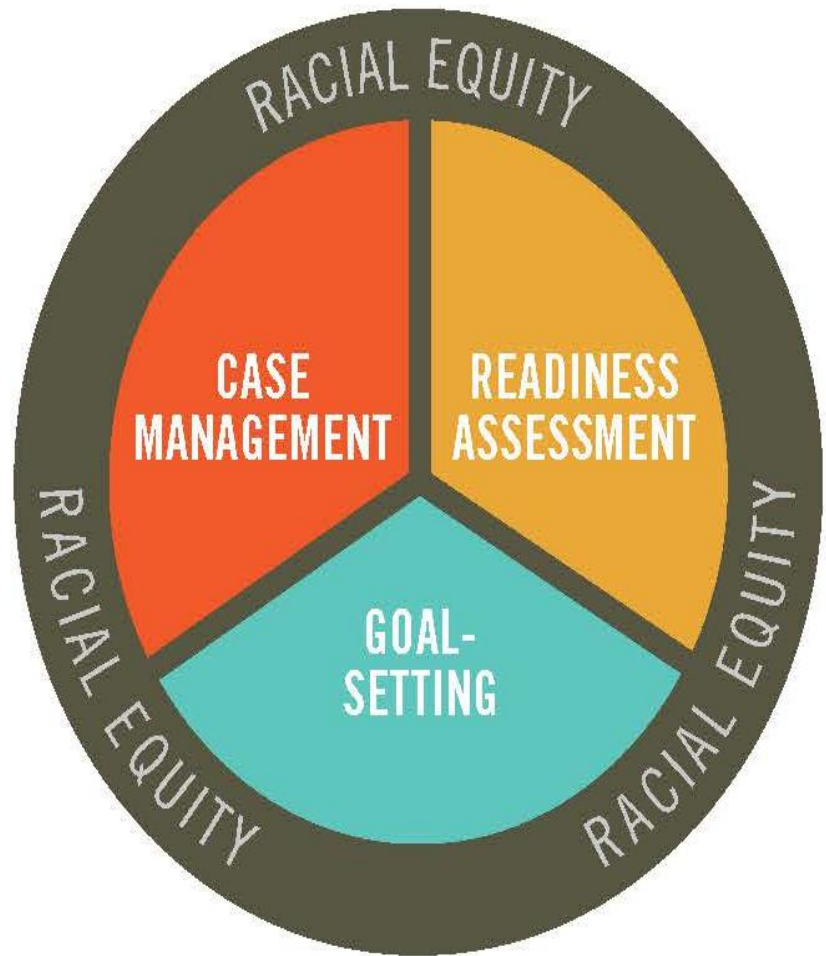
- Fluidity of Approach
- Transparent
- Peer Based
- Choice
- Responsiveness

# Assessing What Role Coaches Can Play

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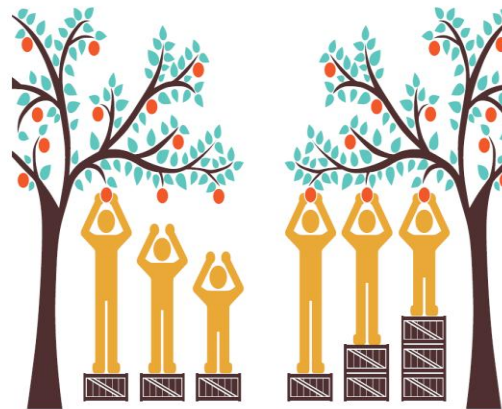
Using a variety of approaches when working with parents, ultimately moving toward a goal-setting approach that supports changes the family wants.

## THE APPROACH WHEEL



# RACIAL EQUITY THROUGH COACHING

EQUALITY doesn't mean EQUITY



Maine Office of Health Equity: accessed at: <http://www.maine.gov/dhhs/mecdc/health-equity/>

FCC recognizes the impact of institutional racism and implicit bias within the organizations and systems working with families. FCC offers an approach which builds power and choice in participants and helps coaches to understand and address racial equity gaps faced by families.

# Six Steps of Family- Centered Coaching

## FAMILY-CENTERED COACHING



**STEP 1:**  
PREPARE FOR  
THE MEETING

COACH RESOURCES:

READY TO COACH  
TODAY CHECKLIST

EVERYDAY  
STRATEGIES  
FOR WORKING  
WITH FAMILIES



**STEP 2:**  
BUILD THE  
RELATIONSHIP

PARENT TOOLS:

WHO IS IN  
MY FAMILY?

MY HOPES  
AND DREAMS

COACH RESOURCES:

FAMILY-  
CENTERED  
COACHING

STEP-BY-STEP GUIDE  
TO FAMILY-  
CENTERED COACHING  
WITH PARENTS

BECOMING AN  
ACTIVE LISTENER



**STEP 3:**  
FOCUS OUR  
WORK

PARENT TOOLS:

THE WHEEL OF LIFE

COACH RESOURCES:

CONTENT MODULES

TEMPLATE FOR  
DEVELOPING A LOCAL  
RESOURCE GUIDE



**STEP 4:**  
ASSESS WHAT  
ROLE TO PLAY

PARENT TOOLS:

ROLES A COACH  
CAN PLAY

COACH RESOURCES:

THE SIX FAMILY-  
CENTERED COACHING  
STEPS: ROLES OF  
PARENT AND COACH

WHAT APPROACH DO I  
USE? ASSESSING  
READINESS  
FOR CHANGE

TRANSITIONING  
AMONG THE  
APPROACHES

FAMILY-FOCUSED  
POWERFUL  
QUESTIONS



**STEP 5:**  
PLAN, DO,  
REVIEW

PARENT TOOLS:

PLAN, DO, REVIEW

COACH RESOURCES:

HOW TO HAVE  
EFFECTIVE  
BRAINSTORMING  
SESSIONS



**STEP 6:**  
PLAN FOR  
SUPPORT AND  
ACCOUNTABILITY

PARENT TOOLS:

PLAN, DO, REVIEW

COACH RESOURCES:

HOW TO HAVE  
EFFECTIVE  
BRAINSTORMING  
SESSIONS

# Integrated Lessons from Other Disciplines

- ✓ Trauma-Informed Care
- ✓ Executive Skills
- ✓ Behavioral Economics



# FAMILY-CENTERED COACHING

*Assessing Organizational Readiness  
& Creating Partnerships*



## Organizational Assessment Tool

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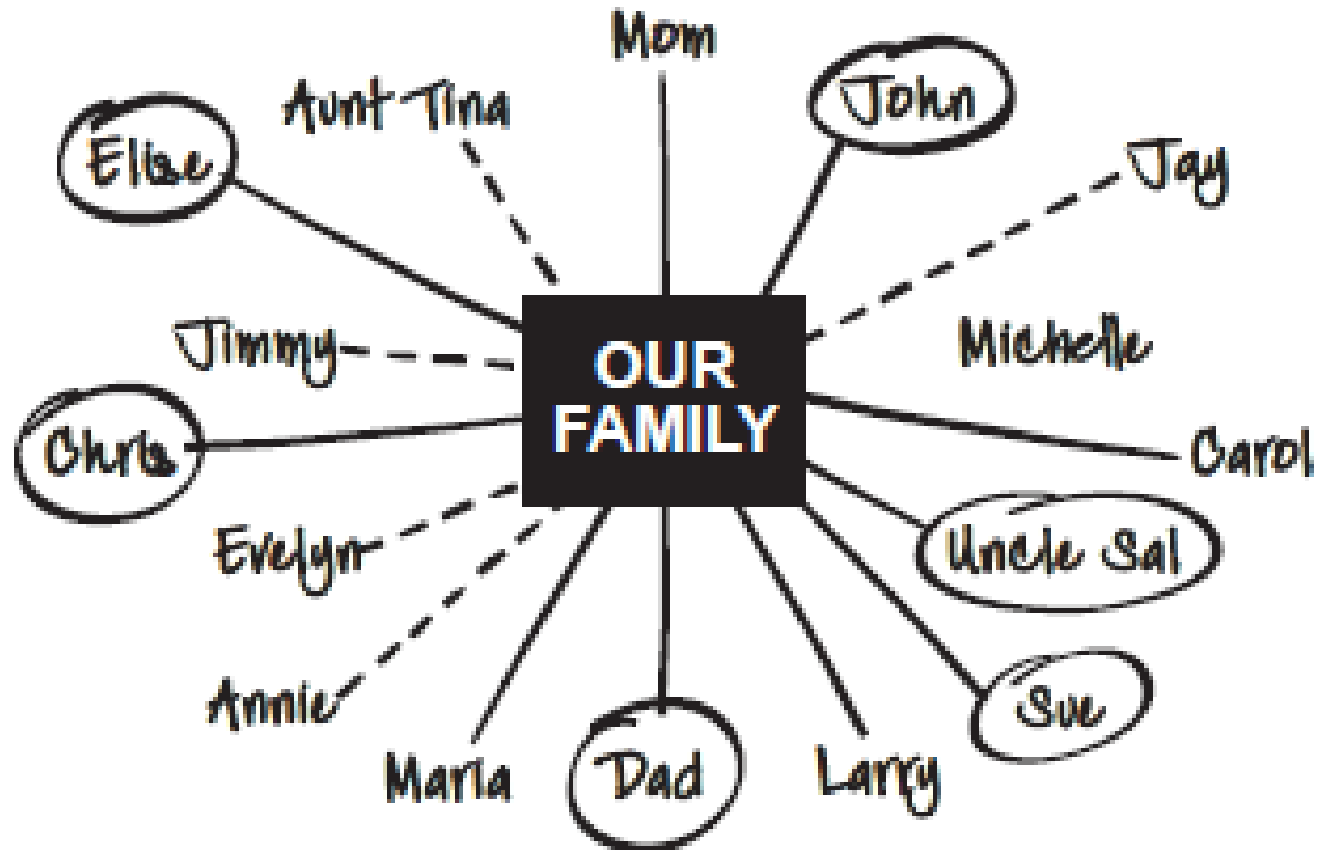


Key  
Family-  
Centered  
Coaching  
Tools



# Who is in My Family?

EXAMPLE:



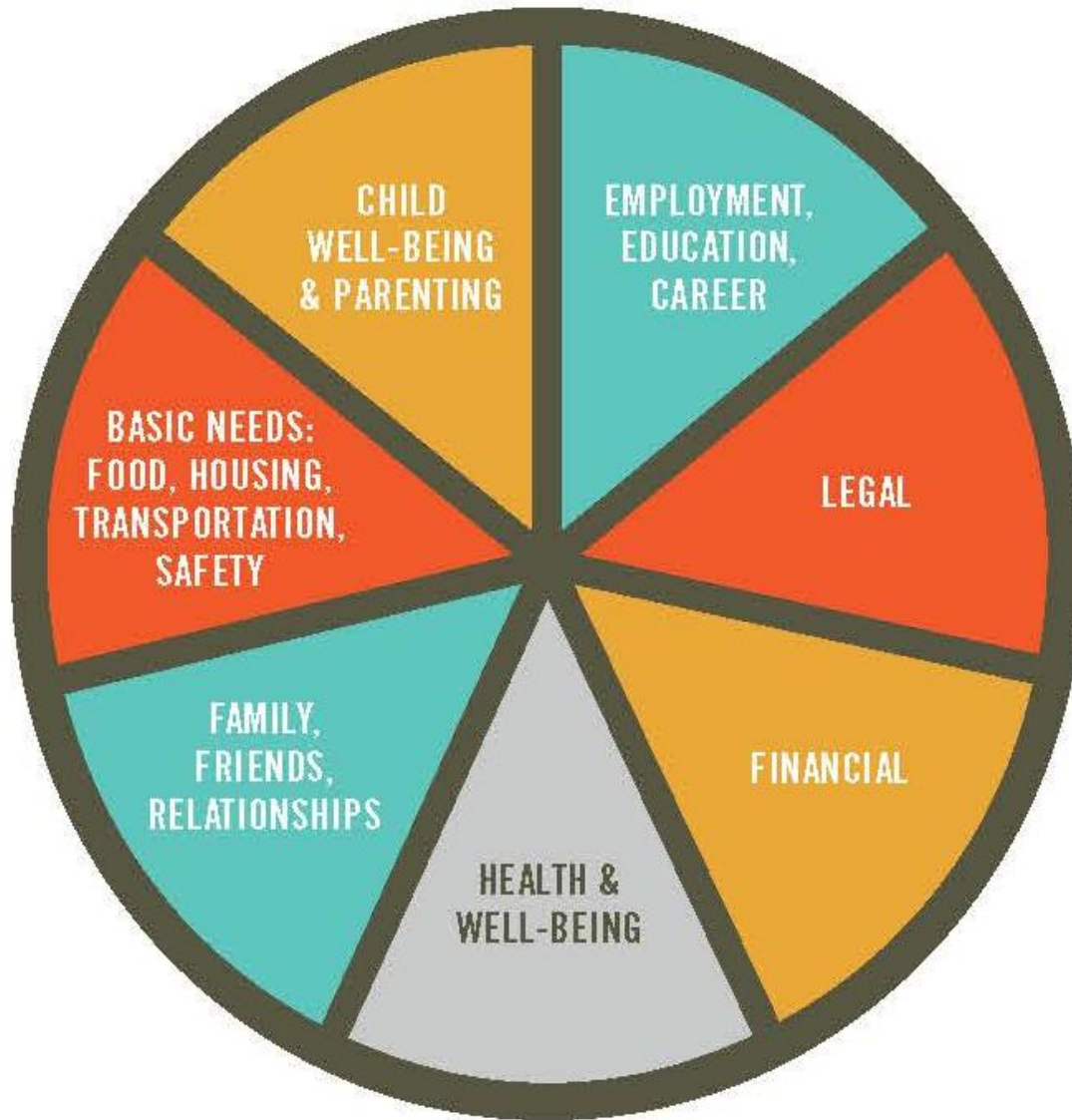
FCC Six Steps  
Step 2 page 4

# Coaching Powerful Questions

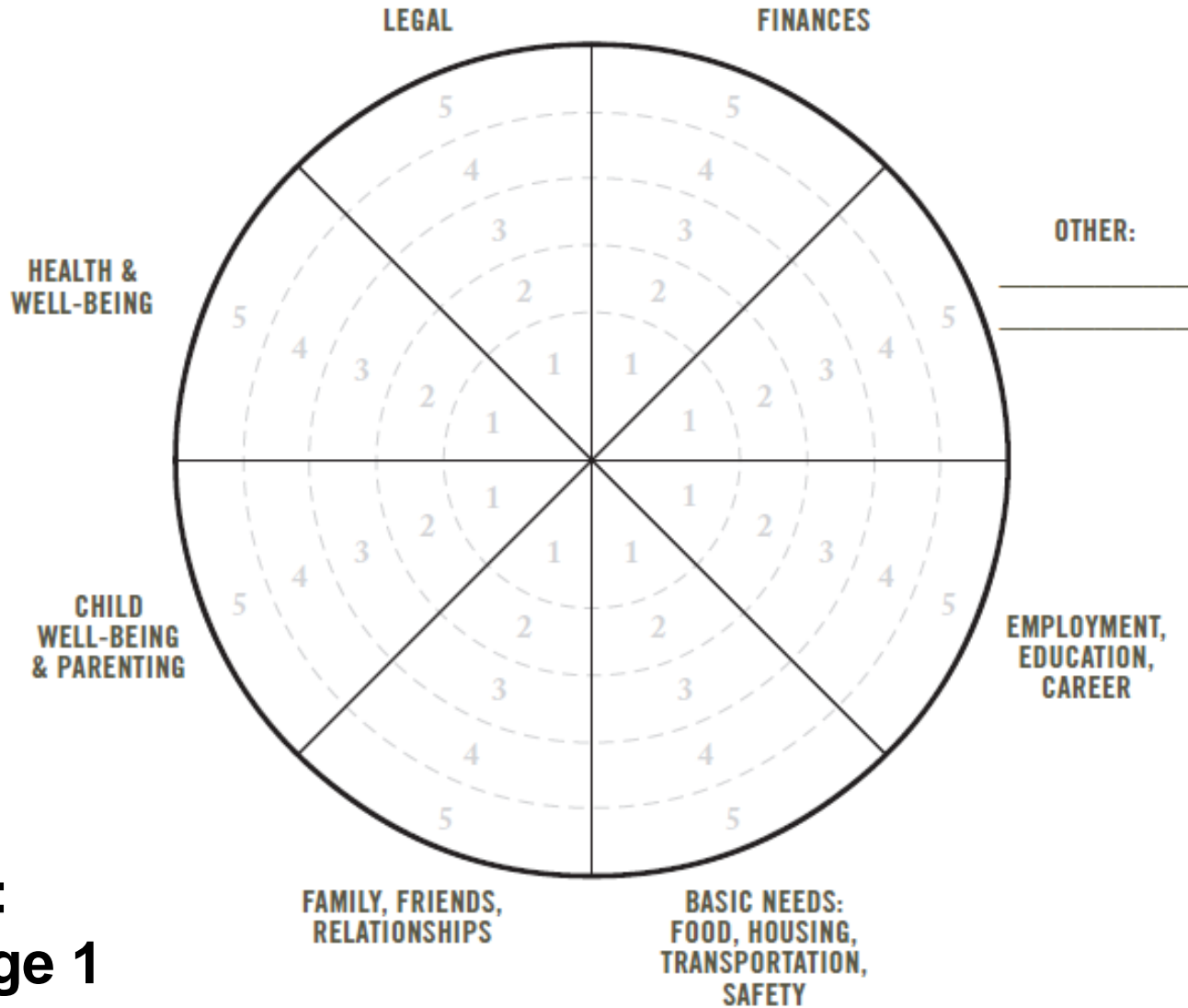
- Who are the people in your life that you consider family?
- Who plays a role in the day-to-day operations of your home life?
- Who in your life provides tangible support? Who provides emotional support?
- Who else might be thought of as family by others and do you want to include them in your circle?



# THE WHEEL OF LIFE



# The Wheel of Life



**Six Steps:  
Step 3 page 1**

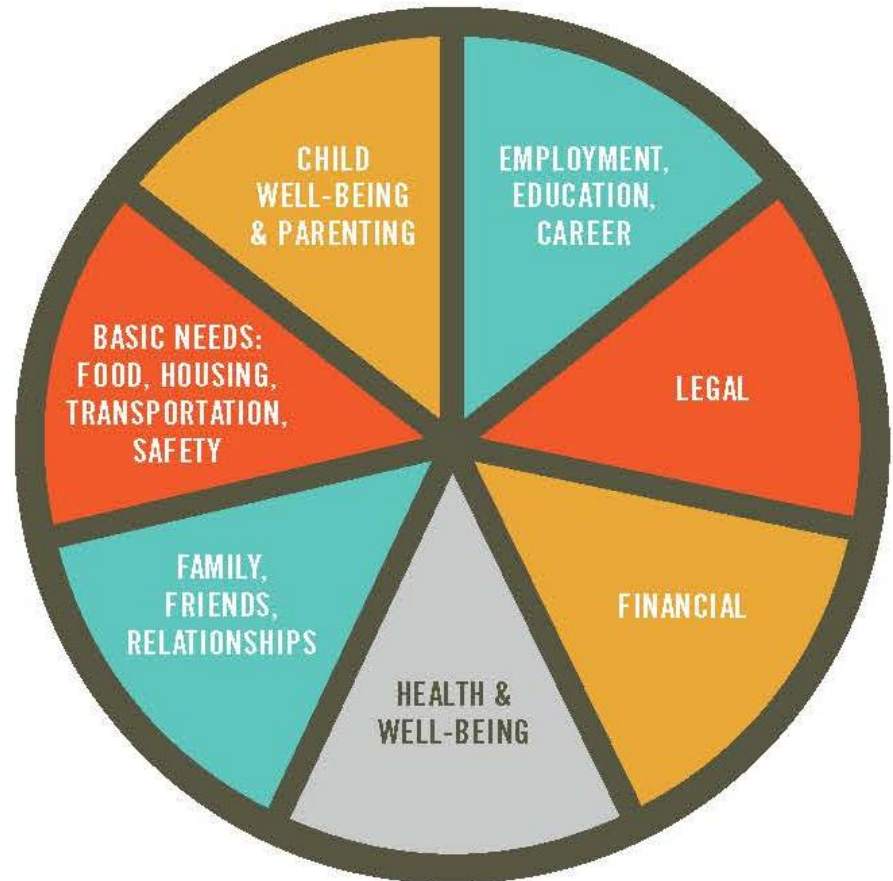
# Coaching Powerful Questions

- What do you notice about your wheel? What stands out to you?
- What parts of your life are you very satisfied with? Tell me about those areas – what brings you that satisfaction?
- What are you most proud of on your wheel?
- What areas are you less satisfied with? What feels out of sync? Tell me about those areas.
- What's one section of the wheel that if you changed, would give you more peace and calm? What is bothering you most?





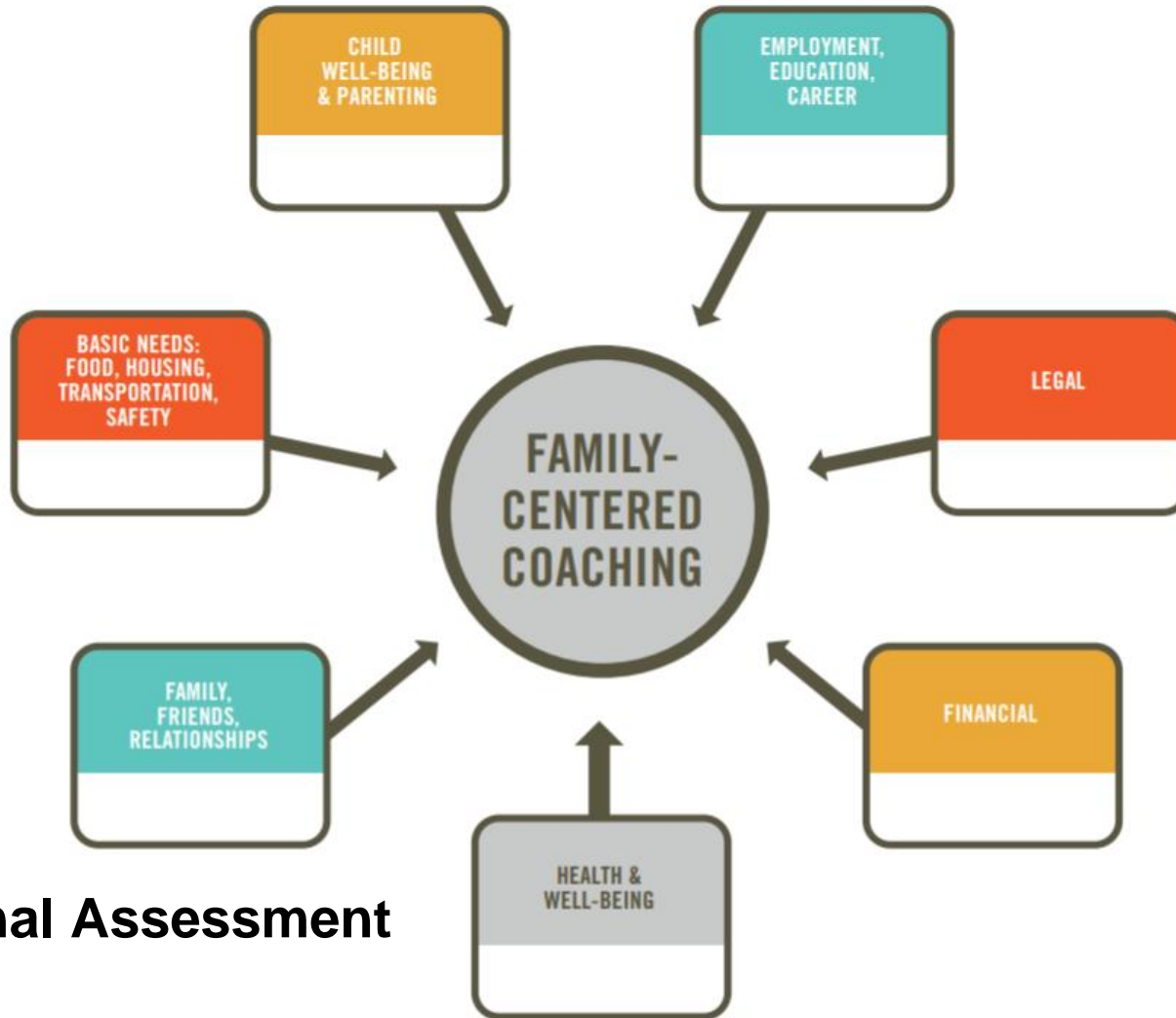
# Content Modules



# Content Modules Overview

- ✓ Why this topic is important
- ✓ General tips and advice for coaching on this topic
- ✓ Powerful questions
- ✓ Resources to identify in your community
- ✓ General tools and resources related to the topic

# Building Needed Partnerships



Organizational Assessment  
page 33

## WORKSHEET TO FILL GAPS IN SERVICES/FAMILY-CENTERED COACHING WHEN PARTNERING ACROSS ORGANIZATIONS

*NOTE: It's likely easier and more efficient to identify the most likely partners for the family-centered coaching work, rather than creating a comprehensive inventory of every service and program available.*

<b>GAP TO FILL:</b>	<input type="radio"/> Work with adults/caregivers <input type="radio"/> Work with children	
<b>CONTENT GAPS:</b>	<input type="radio"/> Child Well-Being & Parenting <input type="radio"/> Employment, Education, Career <input type="radio"/> Legal <input type="radio"/> Financial	<input type="radio"/> Health & Well-Being <input type="radio"/> Family, Friends, Relationships <input type="radio"/> Basic Needs: Food, Housing, Transportation, Safety

<b>ORGANIZATION:</b>						
What we know about the services they provide in this area						
Near public transportation?						
Hours of operation work well for family-centered approach?						
Service area						
Reputation/approach to working with providers						
Any organizational history						



## PLAN-DO-REVIEW TOOL

This tool helps parents to refine goals and make concrete plans to achieve them. First, identify your big goal, also known as a milestone, and then use the tool that follows to plan for each smaller goal to get to your milestone.

### MAJOR MILESTONE:

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

What is the first goal under this milestone?

What are the small steps toward your goal? Keep the steps small so they are manageable and progress can be made.

*For each step needed to reach the goal, have a separate Plan-Do-Review sheet, found on the following page.*

STEP 1:

STEP 2:

STEP 3:

STEP 4:

**Six Steps:  
Step 5  
page 3**

STEP # : \_\_\_\_\_

**PLAN**

What actions will be taken? What role will family members play? Who will do it (include family members)? When will it be done? Where will it be done?

**DO**

The parent and their family implement the plan and carry out actions.

**REVIEW**

How did it go? Did things happen according to the plan? How did the plan work for your family? What was successful? Were there any unexpected developments or outcomes?

How did the plan impact the family? Were any action steps added or missed? Did things happen on time?

**YES:**

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

**NO:**

What changes are needed? What will you do next to keep the plan on track?

**Six Steps:  
Step 5  
page 4**



# Plan, Do, Review Questions

- What opportunities exist?
- What are concrete steps you can take right now?
- What would your family/support system suggest you try?
- Where can you get support?
- What might get in your way?
- How do you plan to overcome?

# General Powerful Questions

- What area of your life feels most important today? Right now? Why is that?
- Where would you like to see this area of your life in a week, a month, 3 months? What would you like to be different?
- Can you imagine your desired outcome or goal in that area of your life? Describe it to me.
- What could be your very first step to reaching that desired outcome?
- What could you accomplish by our next meeting?
- What could potentially get in your way? What resources will you need?
- What support or accountability do you need from me or others in your life to make this happen?

**Six Steps:  
Step 4 page 8**

# Questions & Answers



# Thank you!

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