

Note to Learner: The Institute for the Advancement of Family Support Professionals (IAFSP) encourages you to complete the training and activities with the support of your supervisor. The notes below will guide you in preparing to take the training, following up with your supervisor after the training, supporting transfer of learning into daily practice, and extending learning through individual supervision.

Ongoing: View the Professional Development Program and each training module as an investment in skills and knowledge to help improve home visitor effectiveness.

Before the training:

- Learner and supervisor review course objectives and family support professional competencies
- Learner rates knowledge of learning objectives

During the training, the learner:

- Completes activities
- Reflects on own response
- Identifies questions and concerns
- Prints Reflective Responses to share with supervisor
- Completes post-training evaluation

After the training:

- Learner:
 - Rates knowledge of learning objectives
 - Completes post-training activities, as required
 - Develops an action plan for applying skills and knowledge in daily practice
 - Meets with supervisor to:
 - Review pre- and post-training activities
 - Discuss reflections, questions, and concerns
 - Review action plan for applying skills and knowledge in daily practice
 - Assess personal learning goals, transfer of learning, and action plan over time

This 240-minute online module, *The Why, What and How of Effective Participant Communications*, provides family support professionals with the knowledge and skills necessary to effectively interact and communicate with families. Learners will explore effective communication skills, difficult conversations, facilitating adult learning experiences and effective case documentation.

NATIONAL FAMILY SUPPORT PROFESSIONAL COMPETENCIES

- Domain 4: Dynamics of Family Relationships*
 - Dimension 14: Healthy family functioning*
 - Component a: Family communication*
 - Component c: Conflict resolution*
- Domain 6: Community Resources and Support*
 - Dimension 24: Advocacy*
 - Component a: Empowering families*
- Domain 7: Relationship-Based Family Partnerships*
 - Dimension 25: Respect and responsiveness*
 - Component b: Relationship-building*

- Dimension 26: Positive communication*
 - Component a: Active listening*
 - Component b: Effective inquiry*
- Domain 9: Effective Home Visits*
 - Dimension 32: Planning*
 - Component b: Parenting education*
 - Component c: Professional writing*
 - Dimension 33: Data and documentation*
 - Component a: Professional writing*
 - Component b: Documentation*

BEFORE THE TRAINING

Rate Your Knowledge (Scale of 0 to 5, 0 = no knowledge, 5 = significant knowledge)

Learning Objective	Before the Training	After the Training
Explain the skills necessary for effective communications and difficult conversations.		
Develop and facilitate engaging learning experiences that are informative and respectful of the adult learner.		
Assess personal learning style and predict how personal learning style may impact facilitation choices.		
Generate family support documentation that is concise, factual and complete.		

My personal learning goals for this training are:

1. _____
2. _____
3. _____

AFTER THE TRAINING

Reflections on what I learned:

Questions and concerns I identified:

Action Plan: (Each learner’s plan will be unique. To get you started, some ideas are listed below.) As a result of this training, I will...

- Reflect on barriers I have encountered in communicating with families and the role I’ve played in those interactions. How can overcome those barriers? Seek out assistance or additional training if needed.
- When I am anticipating a difficult conversation, prepare ahead of time. Talk with my supervisor for support.
- Reflect on successful conversations I’ve had with families. What went well? What did I do to make those conversations successful? How can I use what I’ve learned in future conversations for good outcomes?
- Incorporate adult learning strategies into my home visits.
- Review my recent progress notes and documentation. Talk with my supervisor if I identify areas for growth in my ability write effective notes.

My Action Plan

ACTION	TARGET DATE	DATE COMPLETED

