

WHAT DOES IT SOUND LIKE WHEN COACHES USE FCC APPROACHES?

What does it sound like when a coach moves from one approach to another? Below are some examples of 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</p> | <p>Process to help participants explore what might be getting in the way of taking action toward the desired results</p> | <p>The parent sets the agenda to achieve change and the coach guides the process</p> |
| <p>The coach asks more “yes” or “no” questions.</p> <ul style="list-style-type: none"> • Do you or your family members need help with any urgent or pressing problem right now? • Do you need child care to be able to get to your new job? • Do you already have or need assistance paying rent? • Do you need help getting your medical care or medications paid for? • Does your income meet your basic expenses? • Do you have any serious outstanding bills? • Do you need any help applying for or keeping your benefits? <p>The coach asks questions that have definitive answers.</p> <ul style="list-style-type: none"> • What other agencies are you working with? | <p>The coach asks open-ended questions or asks for elaboration or details such as:</p> <ul style="list-style-type: none"> • In what ways? • How are you going to do that? • Can you give an example of ____? <p>The coach reflects what the person is saying:</p> <ul style="list-style-type: none"> • Sounds like... • What I'm hearing is... • So you're saying that... • You're feeling like... • For you, it's a matter of... • From your point of view... • You are... • I would imagine you... • Must be... • Through your eyes... • Your belief is that... • Your concern is that... • It seems to you that... • You're excited about... • You're thinking about... • The important thing as you see it is... | <p>The coach asks questions to help someone achieve a defined goal.</p> <ul style="list-style-type: none"> • What would be the most helpful thing for you to take away from this conversation? • Can you explain what you mean by ...? • What have you tried so far? • Do I have that right? • What are some possible ways to get the answer you need? • What are other possible ways to get the answer you need? • What additional support or resources do you need? • How/when will you implement this? |