

Instructions

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Building Effective Partnerships Learning
Collaborative

Defining Quality Contacts

My Experience with Learning Collaboratives



How Learning Collaboratives Work

View the monthly video.

Complete worksheet questions and view resources to think about how the content applies to your work.

Attend one of the facilitated discussions ready to share your thoughts, feelings, and perhaps job aides from your practice to assist others.



Definition of Quality Contacts

Purposeful interactions between the child welfare professional, children, parents/caregivers, and providers that reflect engagement and contributes to the assessment and safety planning process.

Let's all understand the meaning.

- What do these contacts look like?
- What do these contacts feel like?

What do quality contacts look like?

quality contacts look like:

- engagement
- active listening
- intentional
- collaboration
- transparency
- discussion
- eye contact
- rapport
- connection
- all get a say
- honesty
- trust
- buy in
- open discussion
- purposeful discussion
- agenda
- intentionality
- goals
- sharing control
- thoughtful questions
- progress
- engaged
- comfort
- meaningful
- communication
- reciprocal interaction
- transparent
- solid
- cooperation
- follow up questions
- everyone at the table
- face-to-face
- same end goal
- seeking clarification
- participants are engaged
- flexible
- understanding
- thorough
- pleasant
- questioning
- open minded
- respect
- genuine
- attentive
- compassion
- motivation

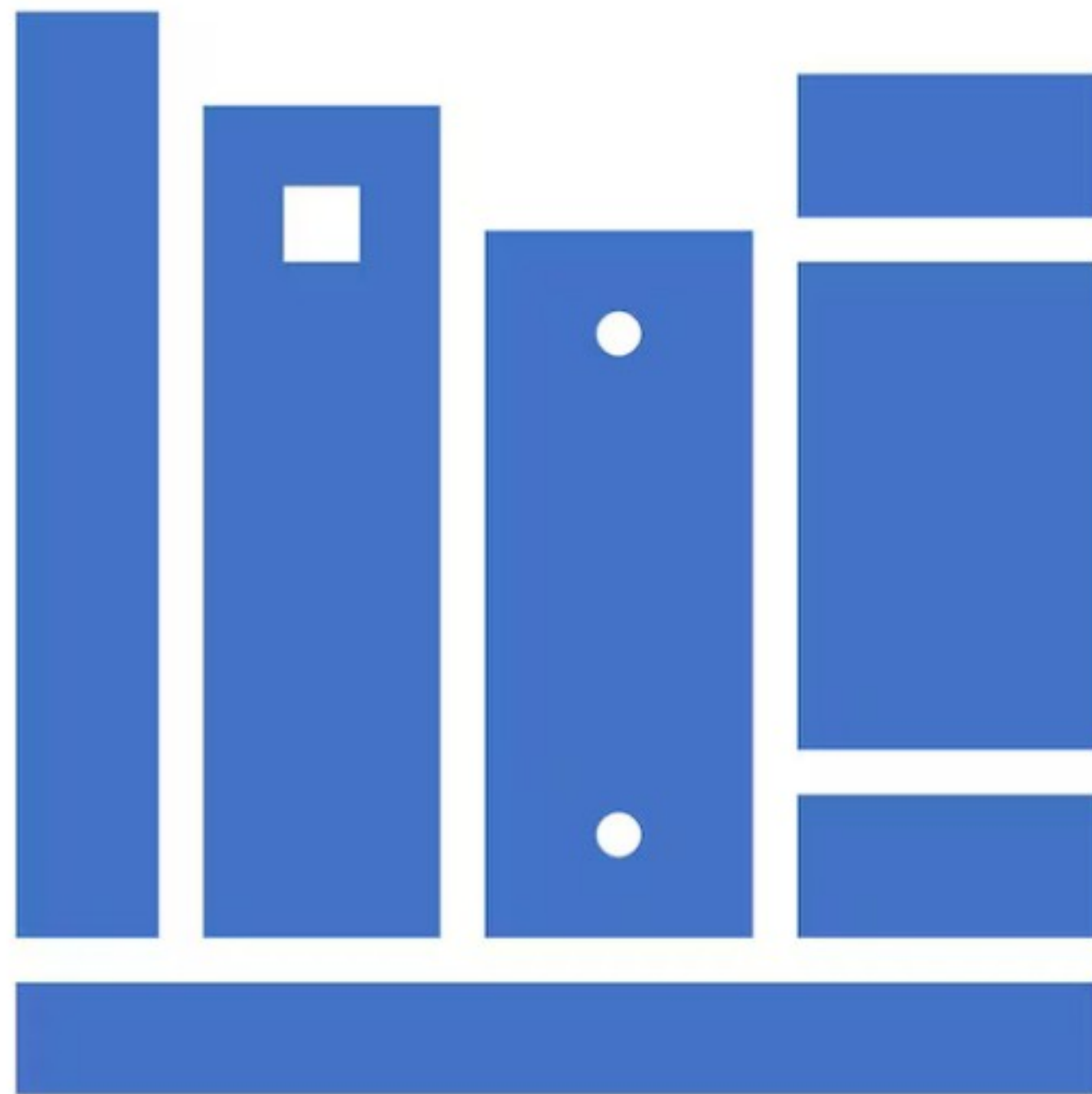
[illegible]

What do quality contacts feel like?

The word cloud contains the following terms:

- accomplished
- hopeful
- progress was made
- compassionate exchange
- good communication
- cohesive
- progress
- meaningful
- progression
- respect
- empowerment
- calm
- goals set
- rapport
- laughter
- clarity
- collaborative
- you all are engaged
- understood
- processing
- movement
- trusting
- peace
- unity
- understanding
- productive
- safe
- trust
- relief
- ok
- heard
- comfortable
- connected
- support
- partnership
- compassion
- motivation
- vulnerable
- endorphins

Before the Contact



Planning and Preparation - Do your homework and come prepared with a loose agenda. What are key pieces of information to cover and gaps that need to be filled. Build awareness of your unconscious bias to show up with your objective, rather than subjective lens. We all have biases, it's okay, but they can shape our ability/inability to partner and impact decisions. Knowledge of our biases can lend itself to focused skill development.

What is unconscious bias?

Also referred to as implicit bias, is a preference for or against a thing, person, or group, outside of our consciousness or control.



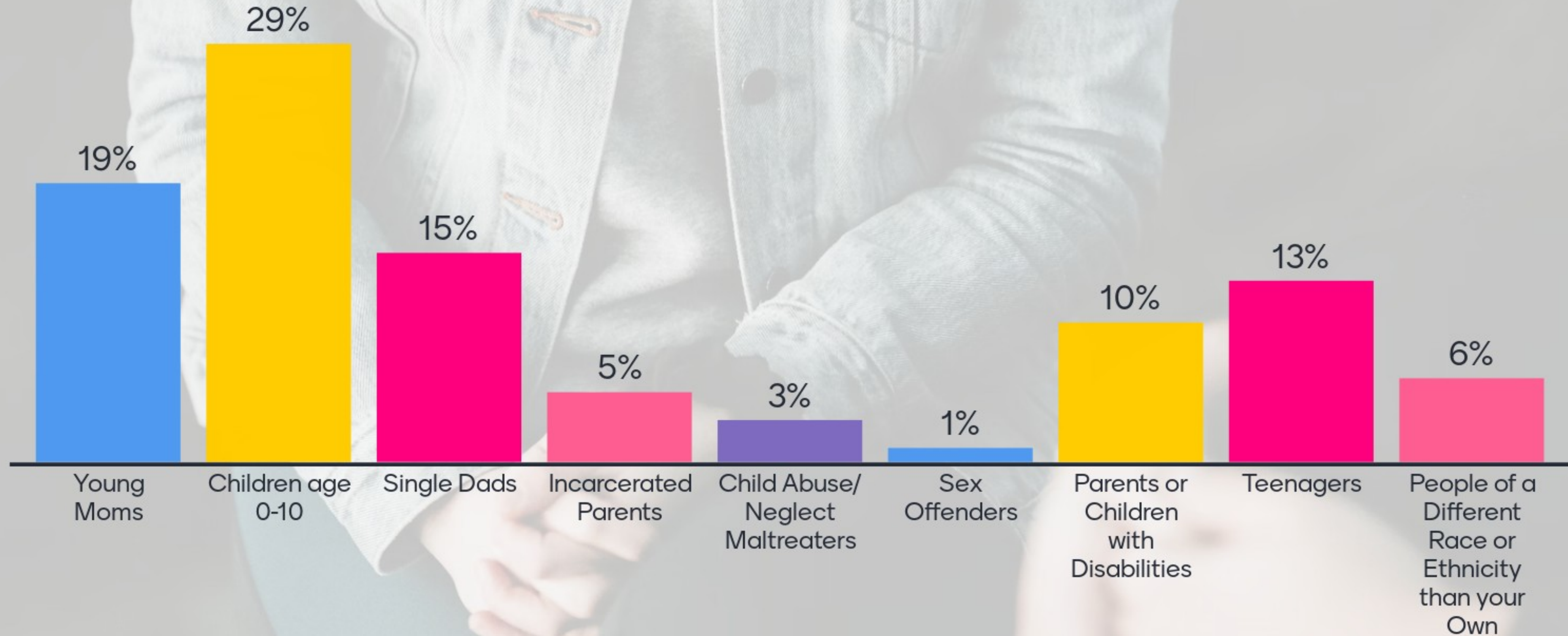
Stereotypes are created for short-cuts



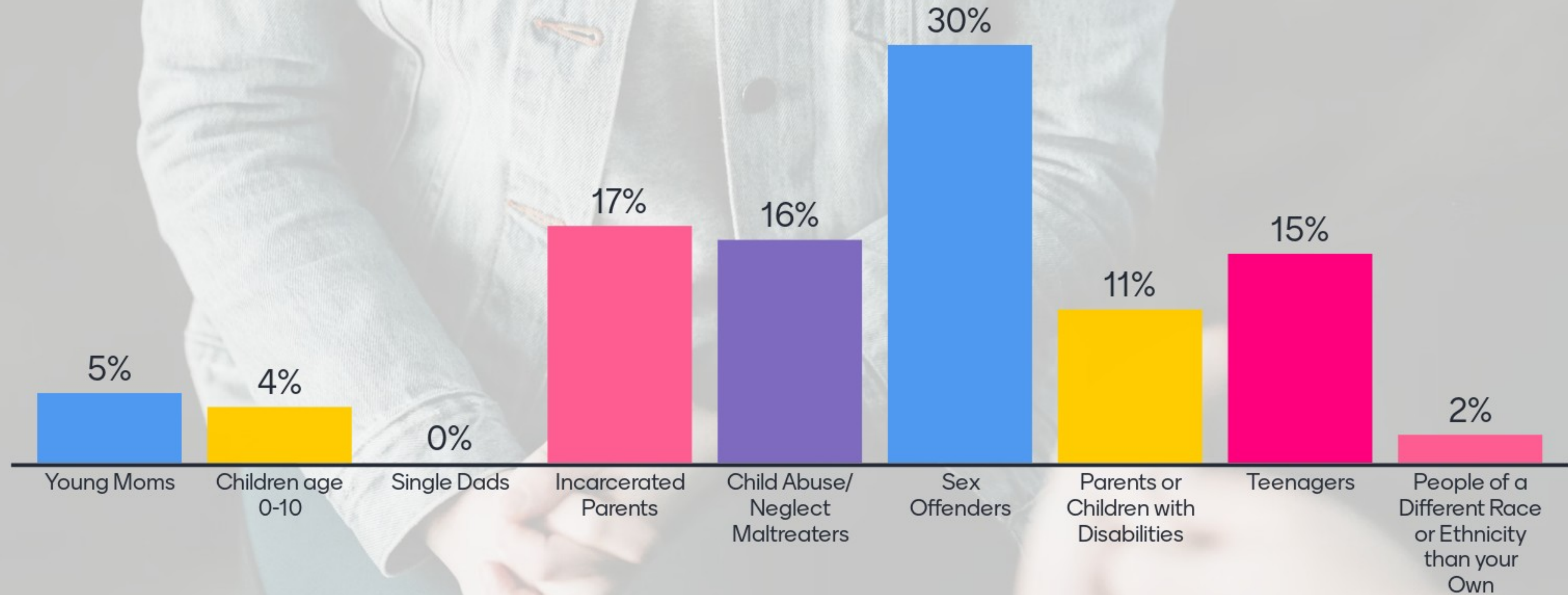
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Who are your favorite contacts with?



Who are your least favorite contacts with?



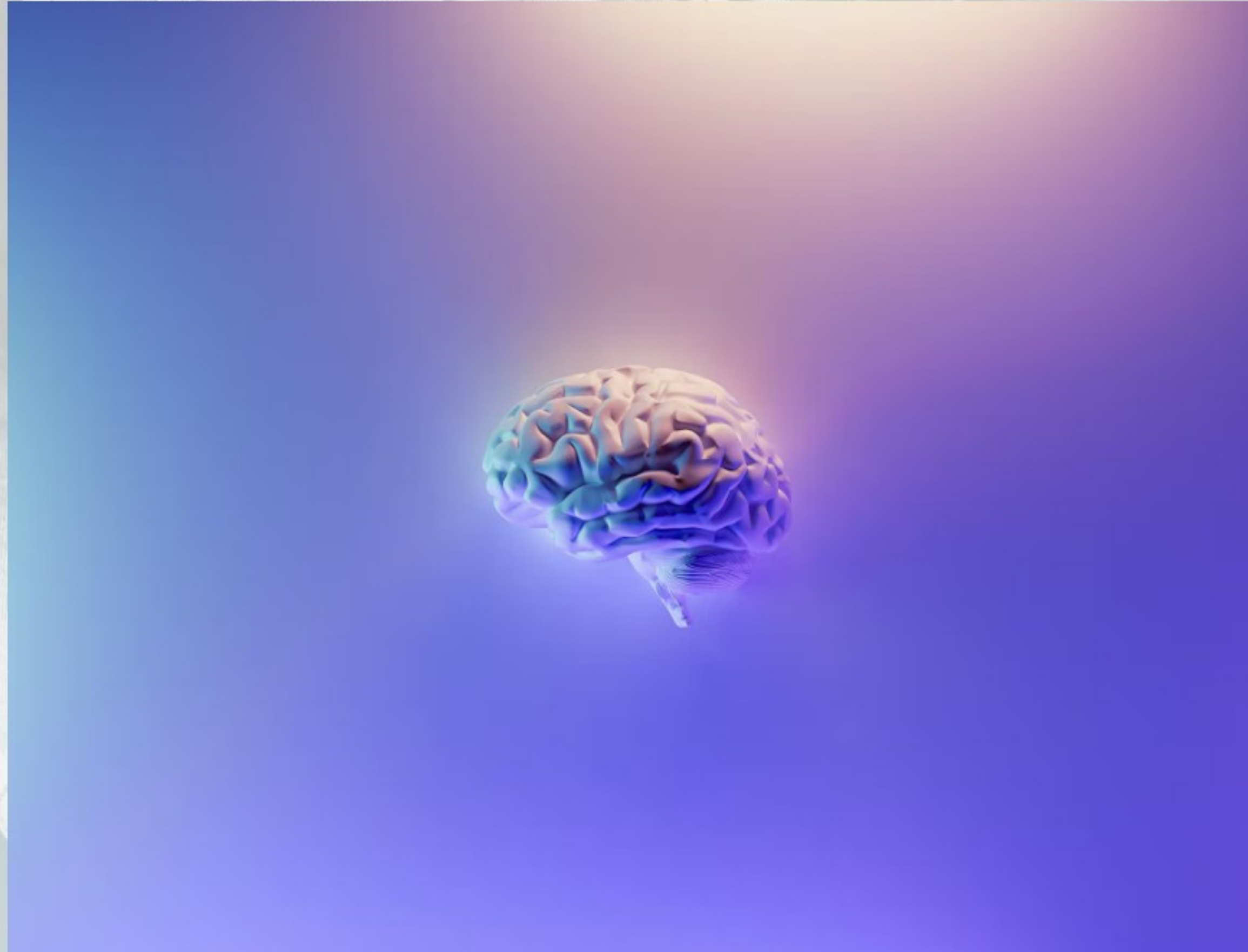
A person wearing a light blue denim jacket is shown from the chest down, holding hands with another person whose arm is visible on the right. The background is a soft, out-of-focus grey. Overlaid on the image is the text 'You are NORMAL' in a large, bold, dark blue font. The word 'You' is in a script-like font, while 'are' and 'NORMAL' are in a sans-serif font.

**You are
NORMAL**

A person wearing a light blue denim jacket is shown from the chest down, with their hands clasped in front of them. The background is a soft, out-of-focus outdoor setting. The overall image has a light, airy feel with a slight vignette effect.

Implications of Unconscious Bias

- Impacts how we show up
- Affects our reactions and interactions during contact
- Influences our decisions



Plasticity: Refers to the brain's ability to reorganize neural pathways throughout our lifespan as a result of experiences.

Knowing Yourself: Approaching a Crucial Conversation

June Learning Collaborative

During the Contact



Engagement - Values and skill driven. Use psychological attending during interactions, meaning being physically present to sense experiences through the eyes of the family rather than your own. Child welfare professionals need an entire toolbox of engagement skills at their fingertips as each family is unique in which techniques may work best.



Centering Parental Voice During Engagement, Assessment, and Exploration

April Learning Collaborative

During the Contact



Assessment - Gathering sufficient and relevant information connected to safety, permanency, and well-being. Also includes understanding and identifying both enhanced and diminished parental protective capacities. Solid assessments are reliable, valid, and free of bias.

Exploration - Opening up dialogue that values the child and the parent's voice. Building a trusting relationship through communication promotes reflection on strengths, needs, and concern.

Adjustment - Discuss goals and progress and make changes to the plan if necessary. This may mean adjustment of your communication style as well to improve partnerships. Failing to modify communication tactics can result in confusion, misunderstanding, and even offence.

A person wearing a light blue denim jacket is shown from the chest down. Their hands are clasped together in front of them. The background is a soft, out-of-focus grey. The text 'Engage in Self Care' is centered over the image in a large, bold, black font.

Engage in Self Care

May Learning Collaborative



A person wearing a light blue denim jacket is shown from the chest down, with their hands clasped in front of them. The background is a soft, out-of-focus outdoor setting. The text is overlaid on the center of the image.

Start by Raising the Issue, Making it Safe to Share


July Learning Collaborative

A person wearing a light blue denim jacket is shown from the chest down, with their hands clasped in front of them. The background is blurred, suggesting an indoor setting. The image is overlaid with a semi-transparent grey layer containing text.

Recognizing when the Conversation isn't Going Well

August Learning Collaborative



A person wearing a light blue denim jacket is shown from the chest down, with their hands clasped in front of them. The background is a soft, out-of-focus outdoor setting with greenery and a bright light source. The text is overlaid on the center of the image.

Gathering Information, Protective Capacities vs. Strengths

October Learning Collaborative

A person wearing a light blue denim jacket is shown from the chest down, with their hands clasped in front of them. The background is a soft, out-of-focus outdoor setting. The text is overlaid on the center of the image.

Watch your Words; What you Say vs. What they Hear

November Learning Collaborative





After the Contact

Documentation - Supports accurate monitoring to promote progress. Consider the 3 Cs of documentation: Consistency, Compliance, Completeness.



Follow-up

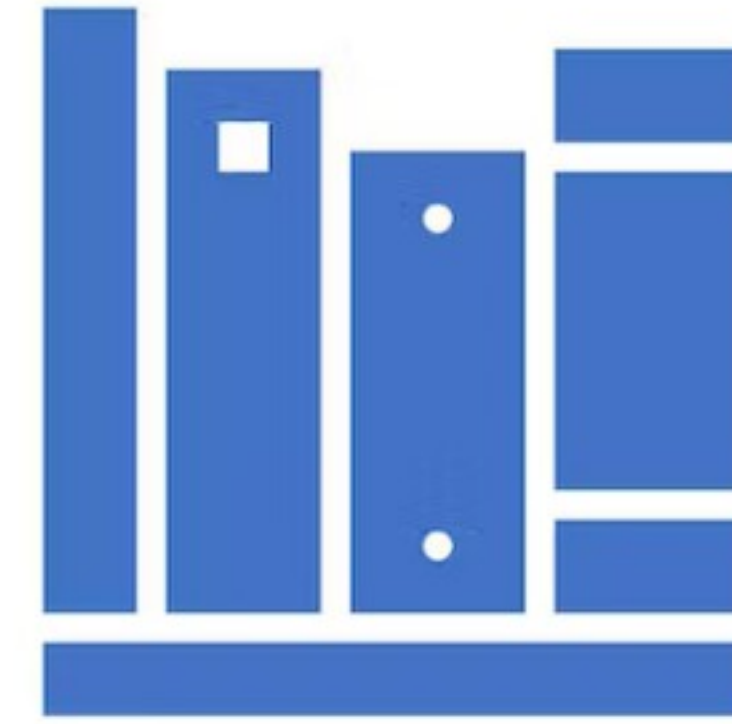
- Attend to commitment of the tasks or concerns in a timely manner.





Debriefing the Contact

Discuss key aspects of the contact with your supervisor/coach/lead/mentor



Successes and Challenges

Making this a regular aspect of discussion for professional development in building partnerships



- What were you trying to do? (Refer to agenda)
- What happened?
- What can we learn from this?
- What should we do differently next time?
- Now what?

Providing Feedback; Purposeful vs. Hurtful

December Learning Collaborative



Thank you! Until next month...

- Video 4/5/23
- Facilitated Discussions 4/25/23 @ 3 PM and 4/26/23 @ 8:30 AM