

Family Coaching On the Go Session #2 NOTES

REAL LIFE FAMILIES

SESSION #2 GOALS

- Mentor Procedures and Expectations
- Mentoring Sessions
- Resource Connections and Next Steps

MENTOR PROCEDURES

- Before each Family Coaching On the Go event,
 - You will be notified with the _____ and _____ of an upcoming event.
 - You will sign up for the times you are _____.
 - You will also have options for how you serve.
 - One-on-one _____ sessions
 - In-_____
 - Facebook _____
 - _____ calls
 - Resource table _____
 - You will be sent a _____ notification.
 - You will show up 5-10 minutes _____ to sign in, get your name tag, and be ready.
 - IF YOU CAN'T MAKE IT, PLEASE CALL OR TEXT 217-721-7449 asap.

MENTOR EXPECTATIONS

- Dress professionally, yet _____ (and warm if it's cold out).
- Jeans and a nice shirt are _____.
- Masks are _____. (No political agendas are to be on your masks—we will provide masks if needed)
- Be polite, friendly, and ready to encourage parents with a _____ attitude.
- Be willing to learn and grow as a parent and represent yourself in the community as a _____.

MENTORING SESSIONS

Remember L.E.A.R.N.

L = Listen

E = _____

A = Ask _____

R = Reflect what you _____

N = Next _____

Your goal is to learn just as much...if not more...than you _____.

#1 LISTEN

Many parents just want to talk and want a caring, compassionate person to _____.

- Listen _____ interrupting.
- Use good _____ and head nodding.
- Really focus on them and let them feel heard and _____.

#2 EMPATHIZE

Draw from your own _____ to empathize and let them know you've been in their shoes (or can at least understand their feelings even if you've never experienced what they are sharing).

- Don't share your _____ or experience too much at this point.
- Just let them talk but let them know you _____ and can relate in some way.
 - "I totally understand. _____ can be so frustrating."
 - "Yes. I've been there. _____ can make you feel very overwhelmed and unsure."

#3 ASK QUESTIONS

Find out more about their situation.

- Ask questions to keep them _____ so you can gain as much information as possible.
 - How long has this _____ been going on?
 - Have any changes happened recently in your family? (new baby, divorce, a move, job change, fighting, etc.)

- What are some things you have _____ to solve this problem?

#4 REFLECT WHAT YOU HEARD

Let them know you've heard what they have said.

- I hear that you are really finding _____ challenging. You've tried _____ and _____ and you're really feeling frustrated.

#5 NEXT STEPS

- **Figure out a plan to move** _____.
- "Here's the problem...how do we _____ it?"
- **Offer suggestions based on** _____.
- "Here's what I've _____..."
- "Here's what _____ for me..."
- "Here's a suggestion to _____..."
- **Use language that gives them the power to** _____.
- "Have you tried..."
- "Do you feel _____ might work for you?"

RESOURCE SUGGESTIONS AND NEXT STEPS

- **For any parenting issues that are beyond your scope of _____ or for any additional support to help with your parent's concerns...**
 - **Ask if you can** _____ **for them.**
 - **Call over the** _____ **for assistance.**
 - **Check out the Parenting Resources or Parenting** _____ **together.**
 - **Refer them to another** _____ **resource or program (especially for mental illness, substance abuse, severe crisis, etc.)**
 - **See if they would like additional** _____ **support from Real Life Families.**

*****For suspected child abuse or neglect, we are mandated to _____ it to the State of Illinois.*****

YOUR NEXT STEPS...

- Complete the Session #2 Quiz
- Move on to Session #3

Thank you for investing your time in helping us start a movement to making supporting parents, kids, and families a community priority!! You are making a difference in this world. THANK YOU!