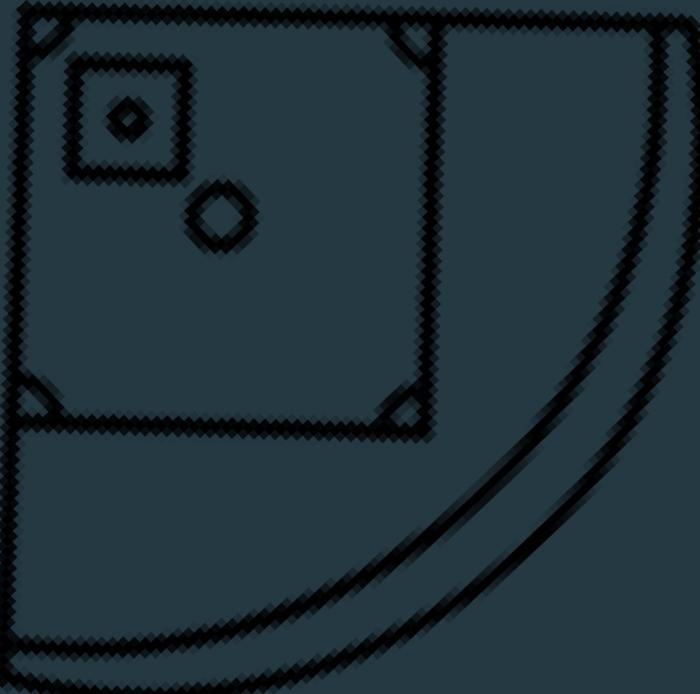


PUT ME IN COACH:

INHERITING CASES WITH CARE



Presented by: Lauren Smith Munkondya, M.Ed
Kaytlin Cook-Ward, M.Ed.

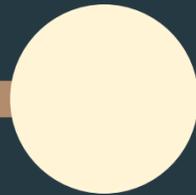
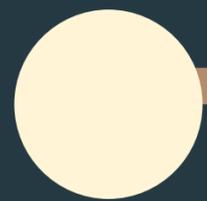


OBJECTIVES

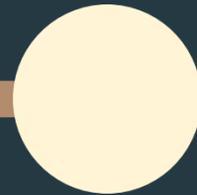
- PARTICIPANTS WILL REVIEW STRATEGIES FOR REVIEWING PREVIOUS CLINICIAN'S FILES TO PREPARE FOR TAKING MANAGEMENT OF THE FILE.
- PARTICIPANTS WILL LEARN TECHNIQUES FOR BUILDING TRUST WITH GUARDIANS OF CHILDREN WITH HEARING LOSS.
- PARTICIPANTS WILL LEARN COACHING ACTIVITIES TO ESTABLISH A COACHING RELATIONSHIP



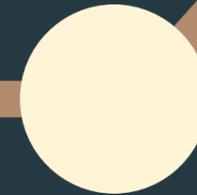
WHY



NOTES ON CASE
HISTORIES

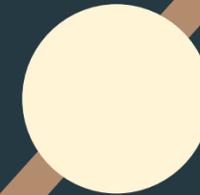
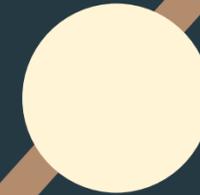


BATTING RECORD



ELEMENTS OF TRUST

ELEMENTS OF
TRUST



COACHING
ACTIVITY



REFERENCES

WHY SHOULD WE TALK ABOUT TAKING OVER CASES?

Shifting Caseloads

Changing Staff

Shortages



REVIEW THE BATTING ORDER: GET TO KNOW THE TEAM

IFSP's, case notes, team members, medical records

- Find the progression of the story
- Identify key team members
- List follow up questions



REVIEW THE BATTING ORDER: GET TO KNOW THE TEAM

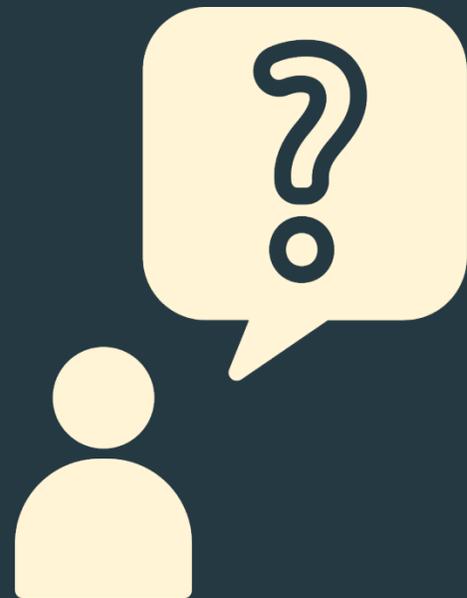
IFSP's, case notes, team members, medical records

- Find the progression of the story
- Identify key team members
- List follow up questions



QUESTIONS TO ASK

- What are the priorities of this family and do they still stand?
- What is important now?
- What strategies have worked in the past?
- What was started and abandoned ..
- What hasn't been addressed with the family yet.
 - questions that haven't been asked (or aren't recorded answers)
 - concepts that haven't been taught



ELEMENTS OF TRUST

- Benevolence
- Honesty
- Openness
- Reliability
- Competency



ELEMENTS OF TRUST

Benevolence: Confidence that you have their best interest at heart and what they tell you in confidence will be kept in confidence.



ELEMENTS OF TRUST

Honesty: Your words and actions are consistent and you will take responsibility for what you do.



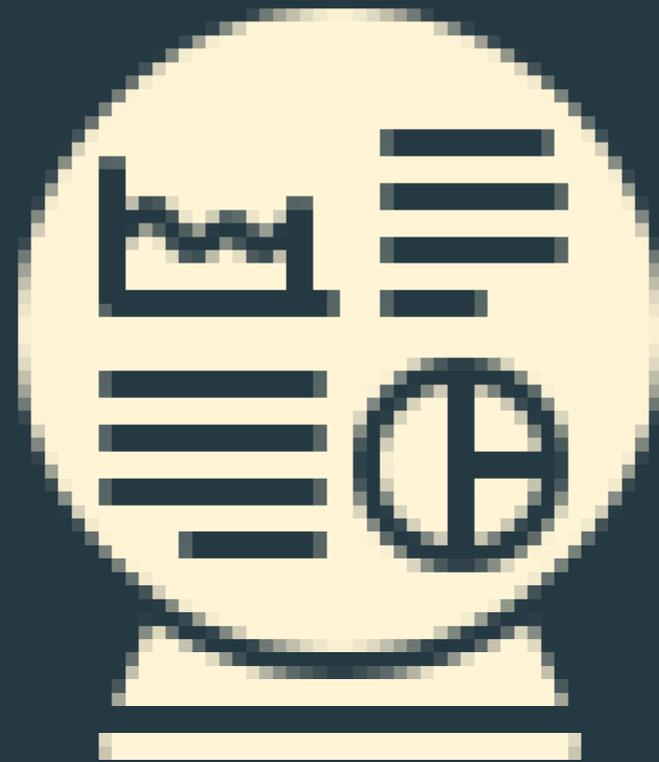
ELEMENTS OF TRUST

Openness: You will share the true and unbiased information allowing parents to judge that information for themselves.



ELEMENTS OF TRUST

Reliability: The confidence that your behaviors will be consistent, predictable, and dependable.



ELEMENTS OF TRUST

Competency: The confidence that you've have the knowledge, skills, and competence to do your job.



YOU'VE MADE

Professional:

What you will do

- availability
- resources you could provide

Who you are

- your role/expertise

How does coaching look for you



IT TO THE SHOW

Parent:

What's important

How they want information

- read

- see

- practice

How they like to be contacted

How does coaching look for you?

REFERENCES



Nelson, L. H. Gotcher, S. C. & Smith, L. (2020). Getting Started with Home Visits: Recommendations for Serving Families of Children who are Deaf or Hard of Hearing. *Journal of Early Hearing Detection and Intervention*, 5(2), 26-39. DOI: <https://doi.org/10.26077/6f42-118b>
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