More Than ATP: Fresh Ways for Program Leaders to Integrate HFAs Reflective Strategies

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Warm-up Activity

What Reflective Strategy do you think home visitors use most?

Objectives

- Identify barriers to implementing the Reflective Strategies for both new and experienced home visitors and supervisors
- Consider the experience of TA providers in Illinois in the development of a 4-part learning series to support staff around the HFA Reflective Strategies.
- Discuss possibilities for supporting home visitors, supervisors and programs in implementing the Reflective Strategies in their state, region, community or program.
Birth of Reflective Strategies
Moving from teaching parents to re-wiring brains

ATP   SATP
FFF   N
E & W  PT

Barriers to Implementing Reflective Strategies

For the things we have to learn before we do them, we learn by doing them. -Aristotle 350 BC

The Trainer's Challenge
Barriers to Implementing Reflective Strategies

For newly acquired information or knowledge, Ebbinghaus’ forgetting curve suggests that humans tend to halve their memory in a matter of days or weeks unless they consciously review the learned material.

Barriers to Implementing Reflective Strategies

Making connections

Home visitors and supervisors finding ways to fit the Reflective Strategies into their work.

Veteran Staff have their own obstacles

- Experienced dogs, new tricks
- “Another thing you have to do” syndrome
- Skepticism and weariness
- Getting to the “why”
Barriers to Implementing Reflective Strategies

Supervisors and Program Managers

- Not all program leaders are re-trained.
- Time!
- In on-boarding a new hire, or supporting veteran staff, it can be hard to prioritize transfer of learning into practice.

Barriers to Implementing Reflective Strategies

Systems of support

- Programs, communities, systems and states often lack the capacity to retrain the field
- The network may not know what they don’t know

Meanwhile, in Illinois

How we arrived at the Reflective Strategies Series Pilot

2014: BPS and ISHV are updated. Illinois rolls out regional “one-day” update trainings. Awareness of need for additional supports
Piloting the Reflective Strategies Series

**Design**
- Ongoing series to address the Forgetting Curve
- Learning Community approach
- Parallel process
- Address two RS at each event, plus another topic
- Homework and reflective journaling

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**Process**
- Engaging programs, getting commitment and buy in
- Timing of series to reduce time out of office
- Supervisor calls between each session (what's working)
- Participation of staff
- Feedback throughout series

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**Reflective Strategies Series – an example**

**Digging into the strategies**
- Balance the needs of new and veteran staff
- Address each strategy without duplicating activities or videos from ISHV.
- Incorporate hands on practice and small group work.

Find a way to build on the information included in ISHV and take it deeper
Feel Felt Found

Empathy vs. Sympathy

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### Step 1: Observe and state the parent’s feelings

*You might stop here rather than move on*

### Step 2: Share how you or others felt in a similar situation

### Step 3: Share what you or others found worked

### Step 4: Ask “Would this work for you?”

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**Scenario:**

A young mom is talking loudly, rambling on and on about all the things that will go wrong when baby is with her father—he won’t dress her appropriately for the weather, he feeds her the wrong things, he will forget to put Desitin on her diaper rash...

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**Feedback and Outcomes**

**Mini-Evaluations after each session**

- Something from today that I will have in mind at my next visits:
  - “That Accentuating the Positive seems easy but in reality it is not as easy as it seems.”

- Something from today that is new or particularly interesting to me is:
  - “The relationship between compassion fatigue & reflective strategies. That the strategies can take the burden off the FSW of trying to ‘fix’ or solve problems.”
  - “I feel that the trainings, journaling, and talking about these strategies (in supervision) keeps them at the forefront of my mind and the practice has been helpful and refreshing and good for my work.”
One or more things I hope we talk about the next time we are together:

• “What happens if an SATF falls flat. If you don’t get the response or don’t think you made an impact, do you move to trying something different?”
• “What if Mom is not ready to problem solve? What if Mom is on defensive? How can we repair?”
• “How to identify/documenting the strategies during visits.”

Feedback and Outcomes

Mini-evaluations after each session

6 month follow-up survey

I understand which strategies work well in specific situations

Before the series   After the series

I feel confident in using Reflective Strategies intentionally.

In supervision, we frequently discuss the use of Reflective Strategies.

Before the series   After the series

Lessons Learned

• Learning the reflective strategies changed the way home visitors and supervisors do their jobs, and changed how they think about their roles
• Information about documentation could have been incorporated throughout the series
• Trainees highlighted small group work when asked what stood out for them
• Many are interested in a “booster” training day
Next Steps - Implementing RS in your setting

Practices that engage learners

- Spaced learning (or even micro-learning)
- Hands-on/minds-on
- Incorporate rhythm or music
- Opportunities for reflection
- Create safe space for errors

Next Steps

Share your plan for success

- What will be the first thing you do to get started?
- How will you engage your colleagues/team?
- How will you know your design is working?
- What resources can you access?

Thank You!

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