

## Observing, Listening and Understanding in the Virtual Environment

**Note to Learner:** The Rapid Response – Virtual Home Visiting team encourages you to complete the webinar and activities with the support of your supervisor. The notes below will guide you in preparing for the webinar, following up with your supervisor after the webinar, supporting transfer of learning into daily practice, and extending learning through individual supervision.

### Ongoing:

- View RR-VHV webinars as an investment in skills and knowledge to help improve your effectiveness as a family support professional.

### Before the webinar:

- Review webinar description, objectives and family support professional competencies
- Download and save a copy of the Presentation PowerPoint for notes

### During the webinar, the learner:

- Reflects on own response
- Identifies questions and concerns

### After the webinar, the learner:

- Rates knowledge of learning objectives
- Reflects on webinar content and identifies key takeaways
- Identifies strategies from webinar and tip sheet to include in action plan
- Identifies general and model specific questions
- Develops an action plan for applying skills and knowledge in daily practice
- Meets with supervisor to:
  - Discuss reflections and questions
  - Develop action plan for applying skills and knowledge in daily practice.

This 60-minute webinar explores what it means to observe, listen and understand families in a virtual delivery environment. Participants will learn strategies and best practice for providing home visiting through telecommunication and Interactive Virtual Communication delivery mechanisms.

### NATIONAL FAMILY SUPPORT PROFESSIONAL COMPETENCIES

**Domain 7:** Relationship-Based Family Partnerships

**Dimension 26:** Positive communication

**Component a:** Active listening

**Component b:** Effective inquiry

**Dimension 27:** Collaboration

**Component a:** Role of the family support professional

**Domain 9:** Effective Home Visits

**Dimension 31:** Assessment

**Component d:** Observation

**Dimension 32:** Planning

**Component a:** Individualization to needs of each family

**Component b:** Focus on positive child outcomes and parent-child interactions

## After the Webinar

Rate Your Knowledge (Scale of 0 to 5, 0 = no knowledge, 5 = significant knowledge)

Learning Objectives	after training
Learn how to apply your observation and listening skills with families to a virtual service delivery approach.	
Gain an understanding of the connection between these observations and the way they support the relationship between FSPs and families.	
Learn key strategies of ways to partner with families to collect information through observation.	

## Reflections on what I learned

(a reflection can be an individual or group experience)

### Summarize:

What was your impression?

What are some supportive information?

### Examine:

What are some ways the information or experience compares to your experience?

What needed clarification?

### Build:

What could you do with the information or your new awareness? What else could you do??

What do you want to do?

### Commit:

What will you do?

What steps will you take first?

### Questions and concerns I identified:

## Action Plan:

Each learner's plan will be unique. We recommend including an activity you complete individually, one you complete with a peer and one you complete with your supervisor during reflective supervision.

As a result of this training, I will:

### My Action Plan

Action	target date	date completed

