



Staying in Relationship When Conversations are Challenging

May 4, 2022

RR-VHV Resources

Institute
for the Advancement of
Family Support Professionals

Your Dashboard All Modules Your Compass Hi Red

RAPID RESPONSE VIRTUAL HOME VISITING

The Rapid Response-Virtual Home Visiting collaborative (RR-VHV) will provide best practice principles and strategies to support all home visiting professionals in maintaining meaningful connection with families during this time of increased anxiety and need.

Through collaboration, the RR-VHV will leverage the extensive resources and expertise that exists across home visiting organizations to support the development and distribution of cross-model, cross system approaches and guidance.

Providing immediate support for our front-line home visiting staff and the families they serve is our highest priority.

The RR-VHV is committed to creating processes to facilitate collaborative content development and shared decision making.

Resources

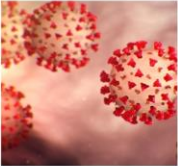
Frequently asked questions

Want to help?

If you would like to support our efforts, please let us know!

Contact the RR-VHV for more information

Available Webinars



Home Visiting Models and COVID 19 Response
(Friday, April 3, 2020)

If you are having difficulties accessing the webinar, click here to download the video.

Learn how HRSA and national home visiting models are responding to the COVID 19 crisis. The discussion will explore needs and priorities from the field, model guidelines, resources available to support current efforts and responses from federal, state and local levels.



Virtual Visit Readiness

Learn the basics of using different types of technology to connect with families.

Available Resources:
Readiness Reflection (pdf)
Troubleshooting Tips (pdf)

Guiding Principles

Accessible:

- All materials will be provided free of charge and made accessible to providers through the website and other platforms.
- All information and resources shared will be designed to meet the needs of all home visiting professionals.
- All materials developed as a result of this project will remain available to support future needs of the field.

Strength-based:

- Include as many provider networks as possible in content and resource development.
- All providers bring unique and important views. Expertise will be sought based on content area and specific needs.
- Every effort will be made to be as inclusive as possible. However, it is important to remember that no one individual or organization is expected to have expertise in every area. Please assess your own areas of strength and capacity to determine those areas in which you believe it is most important to be involved.

Shared Responsibility

- The RR-VHV will create a shared process for information gathering and sharing that is inclusive of all providers.
- It will be up to each provider network to determine the most efficient way for inclusion in rapid decision making and content review.
- To maintain a rapid response framework, we

Webinar recordings, slide decks, and supporting documents are available at:

<https://institutefsp.org/covid-19-rapid-response>



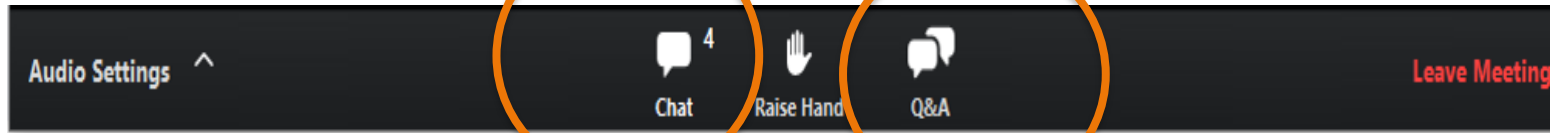
Chat Feature

Q&A Feature

Please use the chat box to respond to questions that we ask you!

Please use the Q&A box to submit your questions.

Thank you!



Objectives

- Explore themes that can make conversations challenging
- Identify what makes a conversation challenging for us
- Learn relationship-based strategies to support challenging conversations

National FSP Competencies

- Domain 7: Relationship-Based Family Partnerships
 - Dimension 25-Respect and responsiveness
 - Dimension 26-Positive communication
 - Dimension 27-Collaboration
- Domain 8: Cultural and Linguistic Responsiveness
 - Dimension 28-Cultural competency

Poll

Are you having MOST of your conversations with families:

- in person/face to face
- on camera/zoom/facetime
- talking on the phone
- one of the above but through an interpreter



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**Director of Touchpoints
National Training Team,
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Reflection



What makes a conversation with families challenging?

What makes a conversation challenging?

- External Factors
- Internal Factors

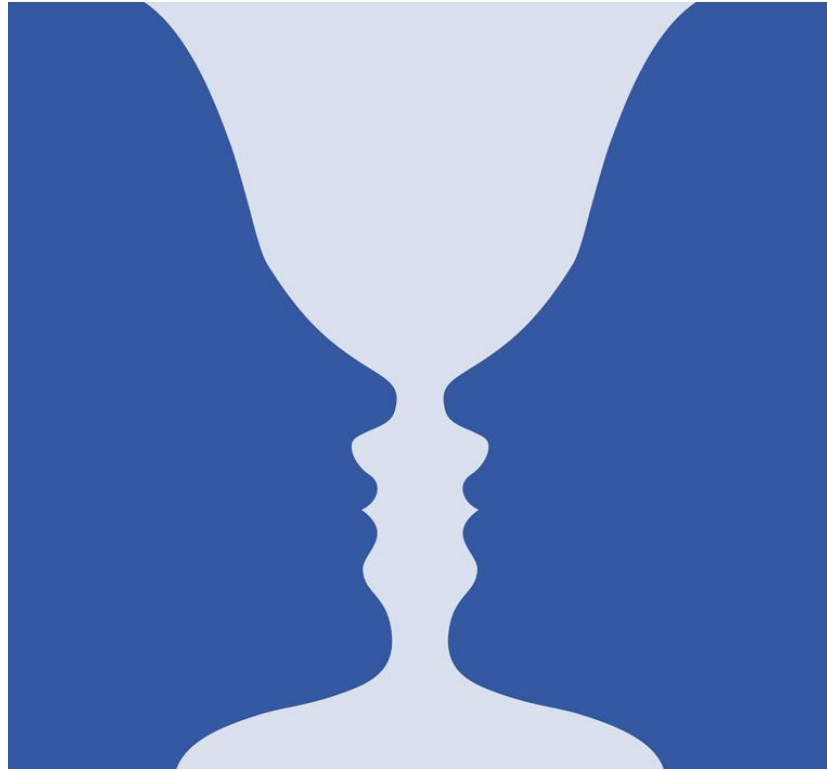


Emotions

- Can be uncomfortable
- Need to self-regulate



Perspective



Perspective



perspective

**Challenging
Conversations**

-VS-

**Conversations
that Challenge Us**

Considering Bias

- Perspective  Bias
- Bias  Action
- Goal = Becoming aware of our biases

Let's Reflect

WHAT topics
have been
challenging for
you to talk about
with families?



Challenging Conversation Topics

Topics related to:

- Concerns about child safety
- Concerns about family well-being
- Personal and sensitive issues
- Concerns about a child's development
- COVID



Making Assumptions

What happens when we are challenged by a conversation?

Sometimes we make
assumptions



*What happens if you adopt a
strengths-based assumption?*



Let's discuss **HOW** to navigate the conversations that challenge us

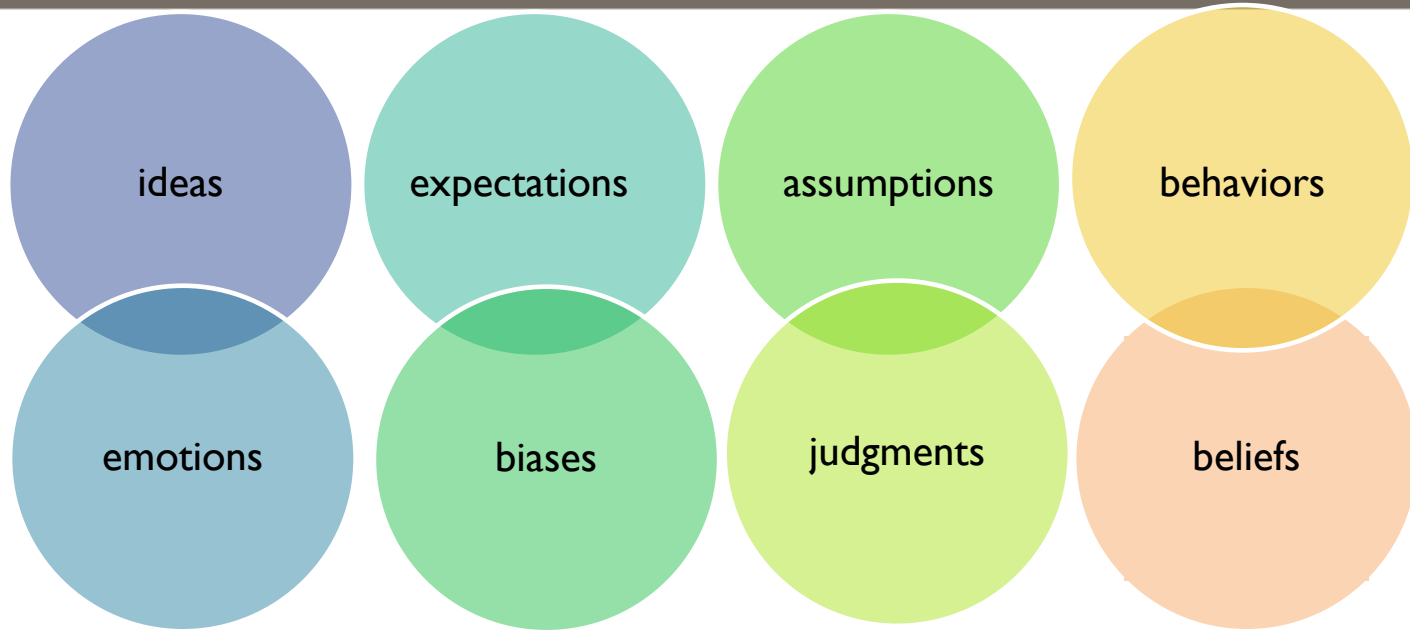


Strategies for Having Conversations

What strategies and tools can we use?

- Reflect
- Take perspective
- Use a strengths-based assumption/attitude
- Value passion

Reflect



Consider how these reflections might influence your attitudes, interactions, and relationships with families.

Take Perspective

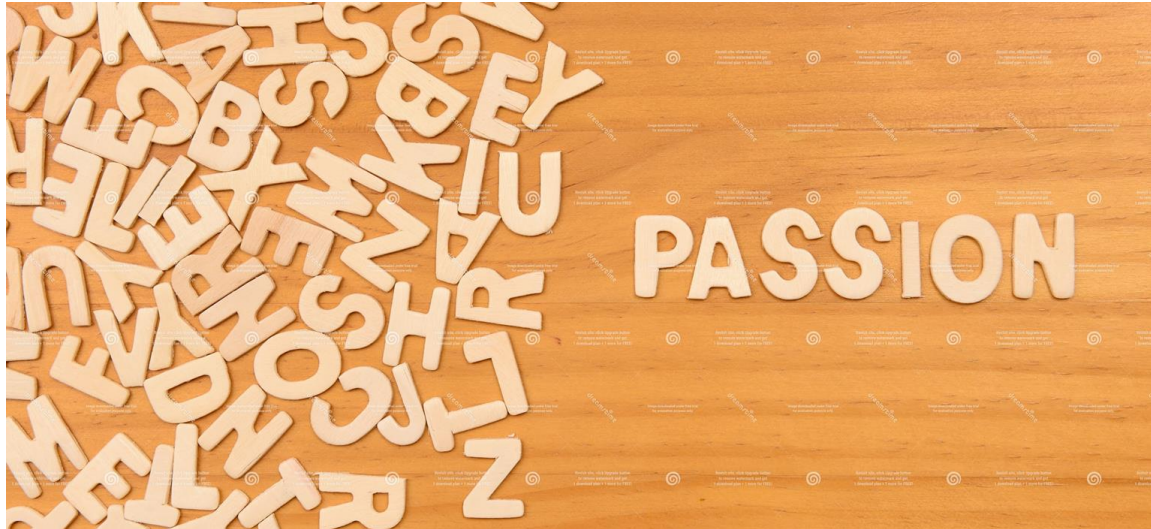


Using a Strengths-based Assumption

“All families have strengths”



“Value passion wherever you find it.”



What Did You Discover?

If you could have a “do-over” in your conversations, which of these strategies would you use?



Summing It Up

- Challenging conversations are part of working with families.
- When we adopt a strengths-based approach it gives us an opportunity to use our home visiting to:
 - see the family's perspective (sometimes literally)
 - focus on their strengths
 - partner with the family in service of their child
 - value their passion in whatever form that shows up in



Questions



Credits

We extend a special thank you to the team that created this webinar:

- Casey Amayun, Rapid Response Virtual Home Visiting
- Joelfre Grant, Brazelton Touchpoints Center
- Eva Rivera, Brazelton Touchpoints Center
- Dr. Dewana Thompson, Brazelton Touchpoints Center

