



## Developing Family-Service Provider Leadership

### *Facilitator's Script*



1 hour,  
50 minutes total

# Developing Family-Service Provider Leadership



5 minutes

## Introduction and Overview

Welcome to our session, "Developing Family-Service Provider Leadership." My name is \_\_\_\_\_. I represent the voice of \_\_\_\_\_ (family, early intervention, early care and education). Facilitating with me today are \_\_\_\_\_ (name/voice) and \_\_\_\_\_ (name/voice).



**Facilitators briefly introduce themselves and describe the unique background and experiences they bring to this session.**

Family leadership requires a strong commitment and close family-service provider collaboration. Programs that value family leadership make conscious efforts to "grow" family leaders, and they incorporate these efforts into all aspects of their operations.

## Developing Family-Service Provider Leadership

Family members who participate in family leadership opportunities often develop personal and professional skills that can lead to career opportunities. For example, there is a critical need for early care and education staff who represent the languages and cultures of the children in their program.

In “Session 5: Developing Family-Service Provider Collaboration,” we discussed the reciprocal nature of family-service provider collaboration and how this collaboration grows and develops over time. As families and service providers work together, family members have more opportunities to develop their leadership skills.

Our intent in this session is to model family-service provider collaboration and leadership. In addition, we will share strategies that have helped to foster meaningful family-service provider leadership opportunities. Such leadership opportunities provide ways for families to shape programs and service delivery systems and to make systems more responsive. They also enable families to give back to the system, while improving it to help other families in the future.



**Add participant introductions/openers, as needed.**

**Review the Learning Outcomes and Agenda.**

**See Facilitator’s Guide.**

## Learning Outcomes



### Handout #1: Learning Outcomes

The learning outcomes for this session are:

- ◆ *Participants will discuss their experiences creating and supporting opportunities for family-service provider leadership.*
- ◆ *Participants will identify one strategy for enhancing family leadership in their team, program, or community and develop a plan to use it.*

## Agenda

Agree on Ground Rules

Family-Service Provider Collaboration and Leadership

- A Family's Story
- Small-Group Activity: Developing Family-Service Provider Collaboration and Leadership
- Large-Group Discussion

Wrap-Up

Reflections/Continuous Improvement



5–10 minutes



1 hour,  
15 minutes total



5 minutes



## Agree on Ground Rules

See Facilitator's Guide.

Chart and post ground rules

## Family-Service Provider Collaboration and Leadership

### A Family's Story

The facilitator who is a family member of a child with a disability will share the story of her/his journey into becoming a family leader. The story might describe how she/he learned about the system and services and moved into family leadership roles (for example, as a staff member, a Family Resource Center leader, or a trainer; or as a spokesperson giving policy input at the local, state, and national levels).

The following are some sample points to cover:

- ◆ *It takes time to develop the skills needed to feel comfortable taking on leadership roles.*
- ◆ *It takes support and mentoring from service providers and other families.*
- ◆ *Keep offering opportunities; if a family says no at one point in their lives, it doesn't mean they are not interested—it may be just an inconvenient time.*
- ◆ *A family's availability to participate in leadership opportunities varies depending on what else is going on in their lives, and it varies over time.*

- ◆ *Offer opportunities to all families. Avoid having only one parent represent all families. Invite families who represent a variety of roles (moms, dads, grandparents, etc.) to become involved.*



40 minutes

## Small-Group Activity: Developing Family-Service Provider Collaboration and Leadership



### Handout #2: Developing Family-Service Provider Collaboration and Leadership

Break up into small groups.

Look at Part 2 of Handout #2, “Developing Family-Service Provider Collaboration and Leadership,” which begins on page 20. This guide was developed by families and service providers who participated in collaborative leadership. Two sections address strategies for developing collaborative leadership skills for families and service providers in order to improve the service delivery system:

- ◆ *Participate on advisory committees or boards*
- ◆ *Develop collaborative skills to affect the service delivery system*

As in any relationship, each partner brings her/his unique background and experiences. Both families and service providers will have areas of strength and needs when they review their collaboration skills.

## Developing Family-Service Provider Leadership

The questions in the handout provide an opportunity for families and service providers to consider their strengths and needs to provide collaborative leadership for the benefit of young children and their families.

Each of the 2 sections starts with a brief narrative, followed by questions to ask yourself or your program and suggested strategies. There is also a place for you to record other great ideas generated by your group.



**Assign each small group one of these 2 sections.**

You have 40 minutes for this review and discussion.

- ◆ *Review your section.*
- ◆ *Consider the questions.*
- ◆ *Discuss the strategies.*
- ◆ *Record additional strategies.*

You may want to identify a facilitator, timekeeper, or recorder to help you prepare for your share-back. Please be prepared to share back the three most important strategies that you discussed in your small groups.



*30 minutes*



### Large-Group Discussion

**Each small group has about 5 minutes to share its ideas and discussions.**



*Would members from each group share your best strategies and your best “good idea”?*

Each group has 5 minutes.



**Ask for additional strategies, if time allows.**



*Does anyone have additional strategies you would like to suggest?*



*5 minutes*

## Wrap-Up

Today we looked at strategies for developing family-service provider leadership opportunities. The key points for today’s session are:

- ◆ *Family leadership opportunities provide ways for families to*
  - ◆ *shape the service system,*
  - ◆ *provide input to make the service system more responsive to families,*
  - ◆ *give back to the system, and*
  - ◆ *make things better for other families.*

## Developing Family-Service Provider Leadership

- ◆ *Developing family leadership requires strong family-service provider collaboration.*
- ◆ *Developing and supporting family leadership allows families to develop personal and professional skills.*
- ◆ *The values supporting family-service provider collaboration and leadership must be embedded in all aspects of the program.*

Are there any questions or comments about the training today?



**Review Learning Outcomes.**

**See Facilitator's Guide**



*10 minutes*

### Reflections/Continuous Improvement

We would like to give you an opportunity to think about how this session applies to your work situation. Please take a few minutes and list 2–3 strategies you can start to use right away.



**Gather Continuous Improvement feedback.**

**See Facilitator's Guide.**



Your suggestions for improvements help us to make our sessions responsive to your needs as learners. We'd like to hear about what worked for you in this session and what could be done to improve.



Divide a piece of chart paper into two columns, as shown. Entitle one column "What worked?" and the other column "Suggestions for improvement."

What worked?	Suggestions for improvement



Chart participants' comments without rebuttal or discussion. Facilitators can act on these suggestions, as appropriate, in future training sessions.



*What worked for you today?*

*What suggestions for improvement do you have?*

Thank you for your participation today.

## End training session