
FSC Leadership Series

Engagement | Active Listening

Participant Guide

New Jersey Family Success Centers

&

Office of Training and Professional Development

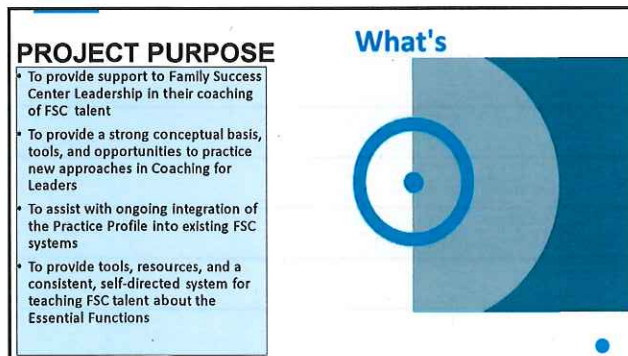




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PROJECT OBJECTIVES

- Increase participants' understanding of the role and benefit of the "coaching skill" for a leader and enhance their ability to develop others & shape desired behavior
- Through heightened self-awareness, provide opportunities for participants to learn how to execute coaching methodology that brings about behavioral change in themselves, others, and the system for full Practice Profile integration



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PROJECT TIMELINE



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Agenda


- 9:00 Welcoming – Introduction to the Day
- 9:20 Foundational Recap
- 10:20 Practice Engagement & Active Listening: How it Shows Up In
- 10:35 Break (Enjoy ☺)
- 10:45 Exploring Engagement for Leaders
- 12:00 Debrief Morning Activities/Frame Out Afternoon
- 12:15 Lunch (Enjoy and Rejuvenate ☺)
- 12:45 Exploring Active Listening for Leaders
- 1:45 Break (Enjoy ☺)
- 1:55 Coaching Round Robin
- 2:40 Application/Self-Directed Work
- 3:20 Wrap Up

3:30: Adjourn
Thank You

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Desired Outcomes for Today's Session "2"

- Review for deeper understanding, key coaching definitions and their link to the Family Success Center culture & Practice Profile
- Experience, through practice, key coaching skills
 - Seek the Issue
 - Clarify Thinking
 - Contribute
 - Push for Action
- Understand Engagement & Active Listening
- Connect the coaching skills to Engagement & Active Listening
- Make a Plan for application: Use coaching skills/self-directed learning to teach FSC staff Engagement & Active Listening
- Directors/Leaders will have an opportunity to learn and apply the fundamental aspects of Engagement & Active Listening as defined by the Practice Profile



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Working Agreement

- Sean will review our Agreement from last session
- These are our commitments to each other to have a successful day
- Please add anything additional to make this a great environment
- Utilize the Thought Sheets in front of your table



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LET'S SEE WHAT THE SURVEY SAYS?

Strongly agree

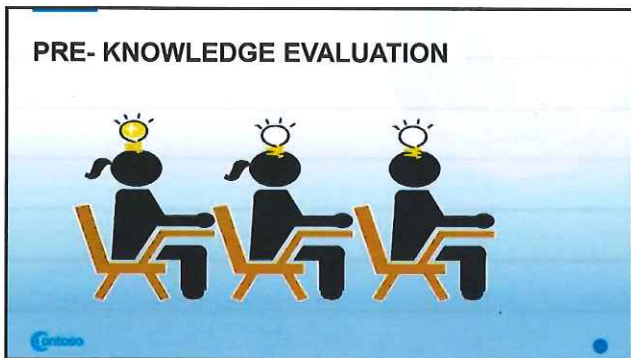
Agree

Disagree

Strongly disagree



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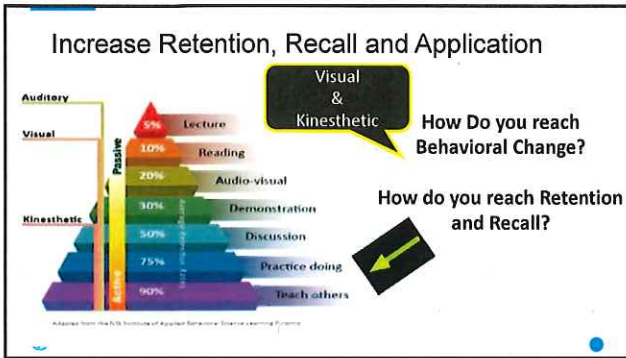
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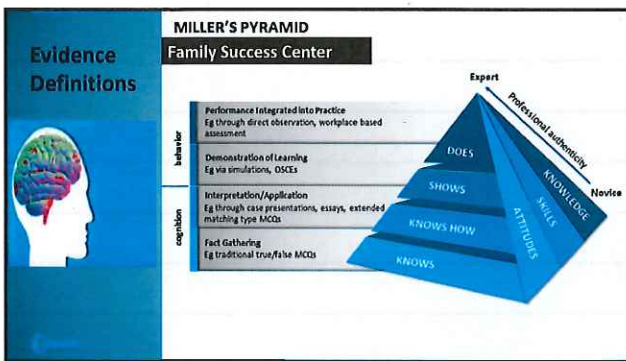
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SMALL & LARGE GROUP REFLECTION:




Pausing
To Hear Your
Reflections & Experiences
On Using
Coaching Skills

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INTRO TO ENGAGEMENT & ACTIVE LISTENING

<p>Engagement: How Does It Show Up in Practice?</p>	<p>Active Listening How Does It Show Up in Practice?</p>
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BREAK: REJUVENATE & ENJOY ☺ 10 Minutes



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WHAT DOES ENGAGEMENT LOOK LIKE AT A FSC?

FSCs engage with families, individual family members, community partners, and stakeholders to build relationships in the center and community that are substantive and meaningful. Strong relationships within the community can facilitate community cohesion and social capital (McDonnel, Behn-Arieh, & Melon, 2015).



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HOW DO WE KNOW THIS IS WHAT GUEST CAN EXPECT AT ANY FSC?

- Practice Profile
- Essential Functions
- Behavioral Indicators




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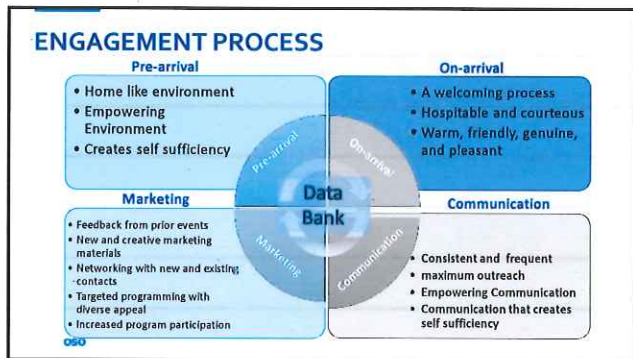
WHAT DOES THE ENGAGEMENT PROCESS LOOK LIKE?

Building Lasting Community Connections

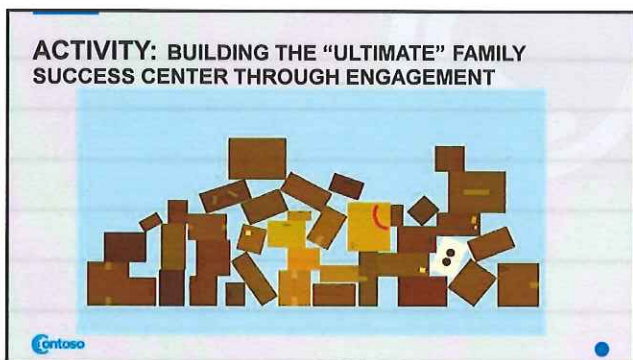


- Pre-Arrival
- On-Arrival
- Communication
- Marketing

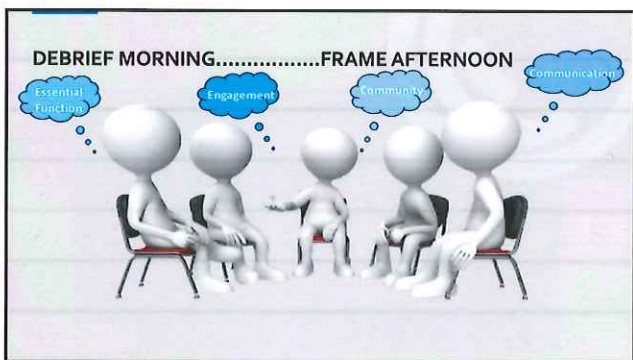
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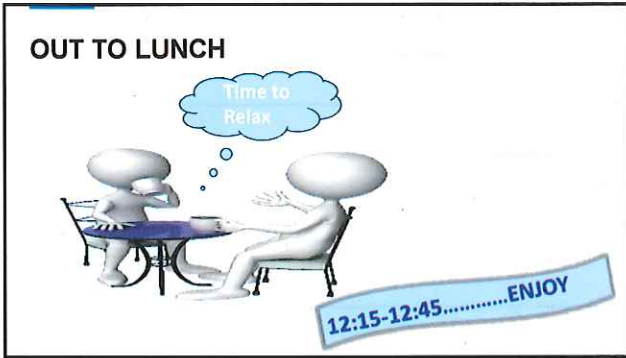
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HEARING "VS" LISTENING 

Differences between hearing and listening...

Hearing	Listening
<ul style="list-style-type: none"> Hearing is merely the ability of ear to sense sounds around one. Non-selective and involuntary process for anyone that CAN hear. Easy, physical and passive process. Hearing is when the sound reaches your ears. 	<ul style="list-style-type: none"> Listening is more of conscious effort to interpret the sounds, requiring concentration of mind. Listening is voluntary, it takes intention and attention. Active mental process; attempt to make meaning of what we hear. Listening is when it reaches your brain.

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WHY IS ACTIVE LISTENING SO IMPORTANT?

"MOST PEOPLE DO NOT LISTEN WITH THE INTENT TO UNDERSTAND; THEY LISTEN WITH THE INTENT TO REPLY."

STEPHEN COVEY

**BLAH
BLAH
BLAH
BLAH**

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ACTIVE LISTENING

**ACTIVE LISTENING
HOW TO BE A
GREAT LISTENER**

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graph TD; Talker((Talker)) --- Paraphrasing[Paraphrasing]; Talker --- OpenEnded[Open Ended Questions]; Talker --- Clarifying[Clarifying]; Talker --- Reflecting[Reflecting]; Talker --- Summarizing[Summarizing];
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WHAT'S YOUR BODY SAYING? ATTENDING SKILLS

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PARAPHRASING

"So, what your saying is".....
 "What I heard you say is".....
 "What I heard is".....

repeat reiterate reword rephrase restate retell paraphrase iterate

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OPEN-ENDED QUESTIONS



- "What changes would you like to make over the next 6 months"?
- "What do you think might be the outcome of those changes"?
- "What type of supports will you need"?

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CLARIFY




I am not sure I quite understand.....?

Do you mean that.....?

Speak clearly

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REFLECTING



I wish I could Explain My Feelings to Others

My Emotions Wheel

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SUMMARIZE



summarize


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BREAK: REJUVENATE & ENJOY ☺ 10 Minutes



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Round Robin Activity: Putting It All Together



Round Robin

Active Listening & Engagement

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SELF-DIRECTED WORK



TAKE ONE SMALL ACTION
Practice Makes Permanent




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Review of Today's Session


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Great Session



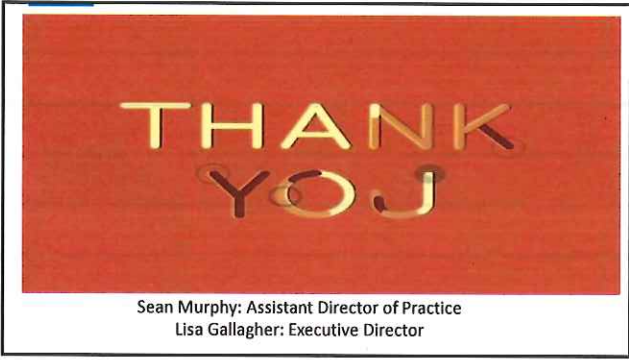
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POST LEARNING EVALUATION: GOOD LUCK

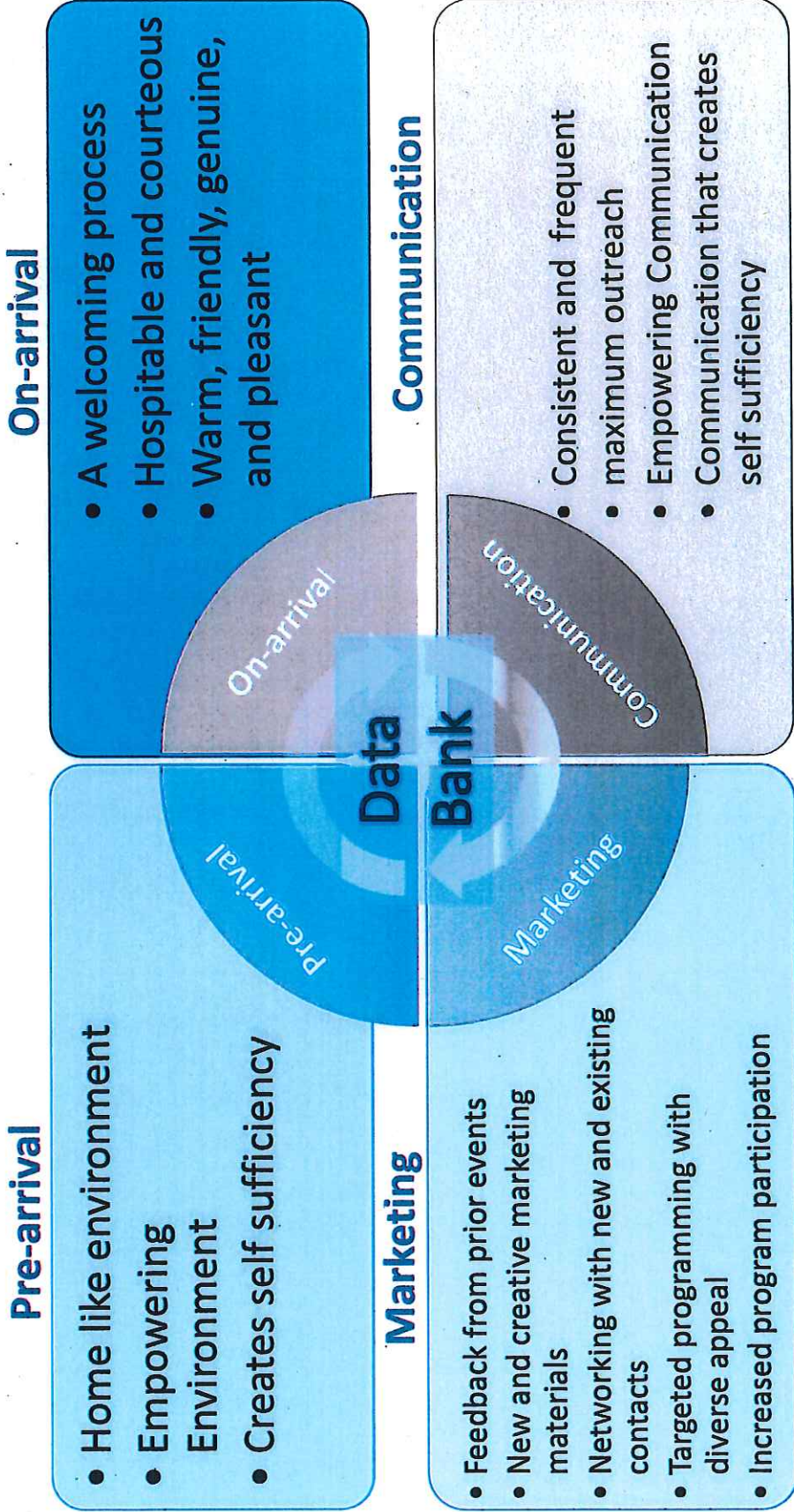


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ENGAGEMENT PROCESS





ENGAGEMENT PROCESS

Directions: Utilize the blank form to design your FSC. The focus of these sections is to create the actual activities and behaviors that would be used to demonstrate this Essential Function and the behavioral indicators.

