FSC Leadership Series

Leadership Advocacy

Participant Guide

New Jersey Family Success Centers & Office of Training and Professional Development











| 3:30 Adjourn |
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| Listening Bresence | |
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| The loss frances | A second |

Reflecting Back...

- What did you experience when you practiced Engagement and Active Listening?
 What worked well?
 What questions did you have regarding your practice?

- ✓What do you think could have enhanced your practice?







What does Leadership look like in your FSC? FSCs engage families, individual family members, and community partners in leadership activities within Centers. Community strategies that promote child protection focus on creating a shared belief and collective responsibility to protect children from harm and expand the range of services and supports available to families and individual family members (Daro & Dodge, 2009). Pages 14-15_____



| Leadership - Expected |
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|-----------------------|

Involves individuals, families, and community partners through a formal process in making recommendations about the Center's program/services. Actively involving families and individual family members can prove more tailed and activationized device of the program (FMV § Sandes, 2020, 2021, MERLIN, Sanders, Ruby, & Cowley, 2021, The goal is to enhance the fit of the programming within Emailies and individual family members, and community partners lead fifths within the Center (i.e. Co-leader of an advicey band; co-leader in community partners head fifths within the Center (i.e. Co-leader of an advicey band; co-leader in community partners head fifths within the Center (i.e. Co-leader also makers of outcomes achieved. Therefore, it is critical to "recognize and respect there are assets that community families and individual family members with a community and the Schmitz, 2020. Proactively builds the leadership sails of PSC families and individual family members to ensure meaningful and individual family members ensure engaged in service planning process, they are and individual family members engaged in service planning process, they can empower themselves to assume ownership of the process and make personal investments in their community?

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|------------|----------|------------|--------|--|
| | 2 | | c | |
| Practice | | 3 | | |
| Profile | Expected | | C | |
| Definition | Outcomes | Behavioral | E | |
| | - | Indicators | s | |
| | L | - | s | |

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Leadership - Prioritized Behavioral Indicators

- Creates a formal process to receive recommendations for the center Elicits recommendations from members through mix of methods including consultative conversations and instruments to gather feedback
- Offers appreciation to members for contributing their views by communicating back to them about how their recommendations were instilled into practice

- about how their recommendations were institled into practice
 A Networks in the community to recognize potential leaders
 Recruits and selects potential leaders to the leader positions at the center according to their strengths and interests
 Provides continuous support to co-leader sas needed, particularly when delegating
 Builds empowerment by coaching the co-leader through decision making considerations
 Assesses leadership strengths and needs of members who will participate in leadership activities
 Coaches the member to become aware of their strengths and how to apply them
 Provides training to member on the procedures and functioning of the particular aspect of the
 FSC that the member is going to be leading THINK .

Leadership in practice Prioritized behavioral indicators Exploring Family and community partner perspective on top indicators Leadership Factors influencing family and community partner choice • What needs to change Contributing factors - ANNA



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Participant Guide - 09.17.2019



What does Advocacy look like in your FSC?

FSCs work on behalf of, in coordination with, and empower families and individual family members to ensure their needs are met. FSCs partner with families and individual family members to support the development of skills to advocate on their own behalf.

THIN

Thinks:

Advocacy - Expected

Support and coach families and individual family members on how to access resources or services based on their interests, goals, and needs. Advocacy practices that empower families and individual family members to access resources can facilitate internal motivation of individual and families (Ryan & Deci, 2000). Connects with external resources on behalf of the member in order to access the needed resources, only when necessary for the family or individual family member (e.g. family member does not have the skills needed, language barriers). Works with community partners to address barriers to accessing services and resources (e.g. transportation).

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Page 22_____

Advocacy - Prioritized Behavioral Indicators

- Follows practices that create awareness of family and community interests, goals, and needs, within the FSC team/staff 2.
- An endor with the FSC teams farth filles on taining and commonly interests, goals, and Creates a bilingual coaching strategy to educate families on how to access resources Coaches and trains families to use resources. Encourages families to use resources, make decisions on their own, while continuing to support them through the process, thereby enpowering them. Connects with resources on behalf of the families that have challenges Partners with community-based agenices to identify community needs and has clear purpose, communication, and agreed outcomes Collects information on challenges and barriers to services faced by families Identifies & prioritizes barriers that can be addressed by FSCs or FSC partners Formalizes an enchanism for awareness among FSC team members, and volunteers regarding the newly found solution 3. 4.
- 5. 6.
- 7. 8.
- 9.



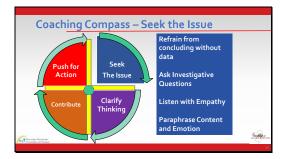


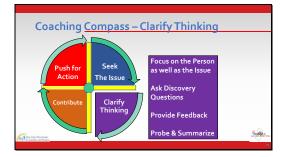




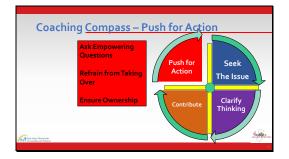


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Refine skills for further understanding, key information about Engagement & Active Listening and their link to Family Success Center Culture and Parcice Profile Understand Leadership and Advocacy for Family Success Centers Connect coaching gislils to Leadership and Advocacy applying the Coaching Compass Beek the Issue Clarity Thinking Contribute Districtors/Leaders will have an opportunity to learn and apply the fundamental aspects of Leadership and Advocacy as defined by the Practice Profile Make a plan for application: Use skilk/seff-directed learning to teach FSC Staff about Leadership and Advocacy

| А | Behavioral Indicator | В |
|---|---|--|
| Here in column A, please assess your staff's knowledge and skills to engage in this behavior on a scale of o (no knowledge)- 3 (complete knowledge) | Creates a formal process to receive recommendations for the center | Here in column B, please assess Your ability to coach your staff to improve this behavior on a scale of o (no knowledge)- 3 (complete knowledge) |
| | Elicits recommendations from members through mix of methods including consultative conversations and instruments to gather feedback | |





Session 2 Recap Progress with Engagement and Active Listening

Directions: Consider how engagement and active listening has improved at your FSC since our last session. Review the responses charted for ideas and inspiration and make a plan for continued success.

| Engagement | | |
|--|--|--|
| What has been done since the last session? | | |
| What do you hope to improve/change in a month from now? | | |
| What do you hope to improve/change in 6 months from now? | | |
| What do you hope to improve/change in a year from now? | | |

| Active Listening | | | | |
|--|--|--|--|--|
| What has been done since the last session? | | | | |
| What do you hope to improve/change in a month from now? | | | | |
| What do you hope to improve/change in 6 months from now? | | | | |
| What do you hope to improve/change in a year from now? | | | | |

NOTES

| Essential Function | Expected Outcomes | Prioritized Behavioral Indicators |
|--|--|---|
| Leadership - FSCs engage in shared leadership of the Centers with parent and community partners. | FSC staff involve individuals, families, and community partners through a formal process in key decisions about the Center's operations and programs/ services. Individuals, families, and community partners lead efforts within the Center. FSC staff help to build the leadership skills of members so they can participate in leadership activities and decisions at the center. | Creates a formal process to receive recommendations for the center Elicits recommendations from members through mix of methods including consultative conversations and instruments to gather feedback Offers appreciation to members for contributing their views by communicating back to them about how their recommendations were instilled into practice Networks in the community to recognize potential leaders Recruits and selects potential leaders to the leader positions at the center according to their strengths and interests Provides continuous support to co-leaders as needed, particularly when delegating Builds empowerment by coaching the co-leader through decision making considerations Assesses leadership strengths and needs of members who will participate in leadership activities Coaches the member to become aware of their strengths and how to apply them |

Leadership

| Essential Function | Expected Outcomes | Prioritized Behavioral Indicators |
|-----------------------|-------------------|--|
| | | 10. Provides training to member on the procedures and functioning of the particular aspect of the FSC that the member is going to be leading |

Leadership Reflection

Directions: Using the Behavioral Indicators, please self-asses your FSC in terms of leadership.

| Strengths | | | |
|---|---|--|--|
| What leadership behaviors is your FSC currently doing well? | | | |
| Behaviors | What specifically does your FSC and staff do? | | |
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Areas to Improve

| What leadership behaviors currently need improvement in your FSC? | | |
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| Behaviors | What are some possible contributing factors? | |
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Advocacy

| Essential Function | Expected Outcomes | Prioritized Behavioral Indicators |
|---|---|---|
| Advocacy - FSCs work on behalf of, in coordination with, and empower individuals and families to ensure their needs are met. FSCs partner with individuals and families to support the development of skills to advocate on their own behalf. | FSC staff support and coach members on how to access resources or services based on their interests, goals, and needs. FSC Staff connect with external resources on behalf of the member in order to access the needed resources, when necessary. FSC Staff work with community partners to address barriers to access and resources (e.g. transportation). | Follows practices that create awareness of family and community interests, goals, and needs, within the FSC team/staff Creates a bilingual coaching strategy to educate families on how to access resources Coaches and trains families to use resources Encourages families to use resources, make decisions on their own, while continuing to support them through the process, thereby empowering them Connects with resources on behalf of the families that have challenges Partners with community-based agencies to identify community needs and has clear purpose, communication, and agreed outcomes Collects information on challenges and barriers to services faced by families Identifies & prioritizes barriers that can be addressed by FSCs or FSC partners Formalizes a mechanism for awareness among FSC team members, and volunteers regarding the newly |
| | accessing services and resources (e.g. | services faced by families 8. Identifies & prioritizes barriers that can be addressed by FSCs or FSC partners 9. Formalizes a mechanism for awareness among FSC |

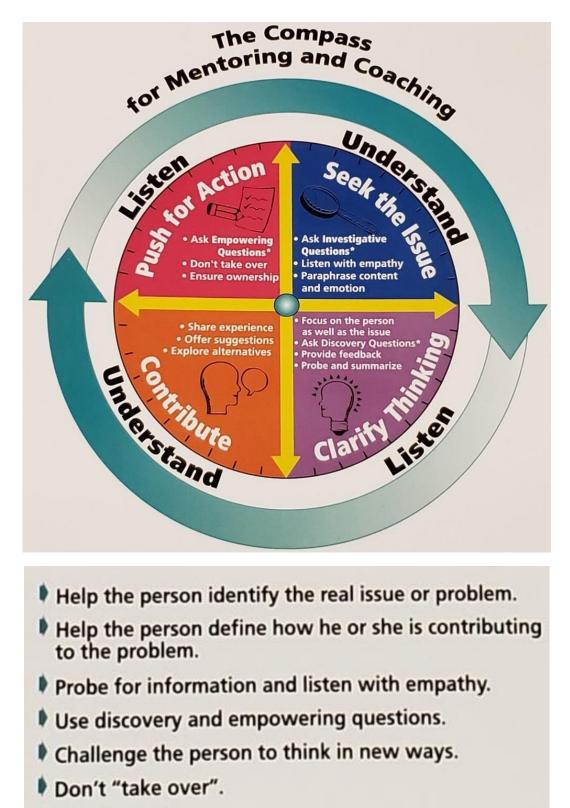
Advocacy Reflection

Directions: Using the Behavioral Indicators, please self-asses your FSC in terms of advocacy.

| Strengths | |
|---|---|
| What advocacy behaviors is your FSC currently doing well? | |
| Behaviors | What specifically does your FSC and staff do? |
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| Areas to Improve What advocacy behaviors currently need improvement in your FSC? | |
|---|--|
| Behaviors | What are some possible contributing factors? |
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Push for action.

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Questions With Strategy

During the mentoring and coaching process, you often begin with Investigative Questions - to understand the issue at hand. And when basic understanding has been accomplished, you can move to Discovery and Empowering Questions - to push the person to learn and to make a decision or a commitment to a course of action.

Investigative Questions solicit facts, objective data.

- Tell me what you have accomplished so far.
- How long has this been going on?
- What's Happened?

Discovery Questions push the person to draw conclusions, learn from experience and discover new knowledge or insights.

- What have you learned from this?
- If you had it to do all over again, what would you do?
- What worked best?
- What advice would you give someone just starting out on a project like this?
- What concerns you?
- What are your ideas on this?
- What would happen if you did?
- What scares you most about taking this on?
- Tell me three things that you would consider in making a decision on that.
- What are you most comfortable with?
- What conclusions do you draw from this experience?
- What caused you to say that?
- What makes it necessary to do it that way?
- What is your reasoning?
- What did he/she do that helped most?
- Give me two alternative ways of thinking about this.
- What could you have done?
- If Charlie says this, what could you say back?
- What else could you have done?
- What is most important to you?

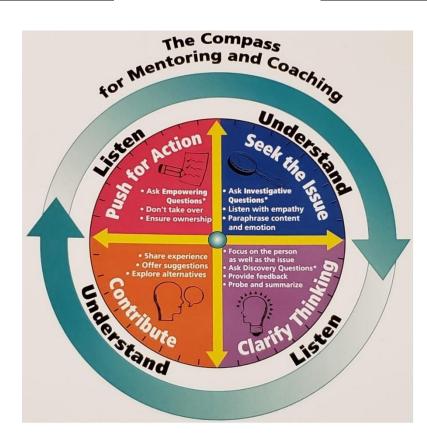
Empowering Questions inquire into what the person being mentored or coached is feeling, planning, wanting, and is ready to commit to.

- What outcome are you looking for?
- What will you do first?
- What must you do to make it happen?
- How will you begin?
- How will you know when you have it?
- Who else needs to know this?
- What resources do you have/need?
- What is the risk of doing this? Not doing this?
- How might you get in your own way?

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OBSERVATION SHEET 1





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OBSERVATION SHEET 2



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