Parents & Professionals Listening Together

Counselling, coaching and collaboration in the Early Years

www.earfoundation.org.uk
Registered Charity No: 1068077

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The Ear Foundation

A National Charity

for ALL families of children with cochlear implants and the latest technologies
The Ear Foundation provides:

- Family programme
- Education programme
- Sound Advice
- Research
The UK Government is committed to improving the health outcomes of our children and young people so that they become amongst the best in the world
Key Health Indicators
Time to think....

Think of an interaction at work that was challenging, but you still felt it went well. What was important about the communication?
"Effective communication is 20% what you know and 80% how you feel about what you know."

Jim Rohn
“Honestly, it makes me feel like I’m being judged and that what I’m doing isn’t enough for Alice. Even if they don’t say it like that, I always interpret it like that”

Mum of a child with hearing loss talking about professionals.
She’s doing ok, isn’t she?
She’s come a really long way from where you started, you should be proud. You’re obviously working really hard with her, and it’s showing.
The tape recorder response
What’s an ice-berg question?
She’s doing ok, isn’t she?
Tell me more about what you’re thinking

I know she’s made good progress but she still seems so far behind the others.

(Nod, show that I’m listening)

I’m so worried about her, it’s keeping me awake at night. I just can’t sleep

You must be exhausted

I am, I really am. Thank you so much for today. Did you say next Tuesday?
She’s doing ok, isn’t she?
The UK Government is committed to improving the health outcomes of our children and young people so that they become amongst the best in the world.
Counselling skills vs Counselling

• *Counselling skills* are really ‘the art of listening’ and are practised by any number of people in any number of work roles.

• A counsellor is different. They should be qualified in counselling or working toward their qualification. Clients should know that they are entering a counselling relationship and should want to be counselled.

• Counsellors refrain from giving advice.
Coaching...what is it?

“Unlocking a person’s potential to maximize their own performance. It is helping them to learn rather than teaching them” (Whitmore 2003)

“Coaching is about enabling individuals to make conscious decisions and empowering them to become leaders in their own lives” (Wise 2010)
Coaching relationship

• Knowledgeable – Build on knowledge and skills instead of creating dependence
• Supportive – appreciate what the child/family can do rather than dwelling on what they can’t
• Encouraging - help parents identify and access resources
• Reflective – support family priorities and focus instead of dispensing professionally driven recommendations
Collaboration

“The action of working with someone to produce something. “

“The action of working with someone to understand something. “

Interprofessional collaboration=

“Multiple health workers from different professional backgrounds work together with patients, families, caregivers, and communities to deliver the highest quality of care” (WHO, 2010).
Self-efficacy: The 2 inches taller principle

One's belief in one's ability to succeed in specific situations or accomplish a task.

Psychologist Albert Bandura
Counselling, coaching & collaboration to make change
Now I have skills to respond to questions and truly listen to families. The coaching has been so useful, when families come up with their own solutions, things really change.
Learn more

- Nottingham - 2 days
  18th – 19th April
  Counselling, coaching & collaborating, for a family centred approach

www.earfoundation.org.uk

We can come to you!

Bespoke packages for your service

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Thank You For listening AND CARRY on Clapping