

ACTIVITY 1

Interactive Practices for COS Conversations

Activity Purpose: Actively engaging all team members, including the family, in the COS process requires careful application of active listening and full engagement of all involved. Team members should consider cultural backgrounds and preferences of those involved, however, in most cases these interactive practices will support effective teaming. This activity will allow professionals to engage in thinking about their own strengths and areas where they can enhance their practices. Additionally, participants will have the opportunity to apply their understanding of teaming and decision-making practices.

***Note for facilitator:** consider sharing the following information (from the COS-TC Toolkit, p.21) with the participants:

“Information should be shared in an easy-to-understand manner while actively engaging team members and ensuring appropriate wait time for processing and understanding information and inviting team input. While some team members may be more interactive and participatory than others, it is essential that all team members are included and acknowledged. Allowing time for members to complete their thoughts and asking clarification questions are important when facilitating the discussion and ensuring that the team has a rich understanding about the child’s functioning. Checking for understanding by using recapping techniques helps all participants gain a shared understanding. Tuning into others’ body language, being sensitive to others’ responses, and acknowledging the demands that family members may need to attend to also will help encourage a positive conversational flow to the discussion. It is important to convey that active participation by all team members in the COS decision-making process adds to the team’s shared understanding. By encouraging input from all participants, the team is able to engage in a shared COS decision-making process and reach accurate COS ratings.”

Difficulty Level: Introductory Level – Awareness

Estimated Time: 60-75 minutes

Materials:

- Internet access & TV/computer
- Handouts:
 - *Quality Practices Self-Reflection Survey*
 - *Quality Practices Rating Tool*
 - *Final Reflection & Action Plan – Section 5; Activity 1*

Activity Instructions:

Part 1 – Self-Reflection

1. Provide the participants with the handout titled, *Quality Practices Self- Reflection Survey*. Give the participants several minutes to complete the survey, identifying strengths and areas of potential support as it relates to interactive skills and practices.
2. Explore the experience with the participants by asking:
 1. What were some of your self-identified strengths?
 2. What were some of the practices/skills that you might need more practice with or support to strengthen?
 3. What surprised you about this activity?

Part 2 – Using the Tool

1. Provide participants with the handout titled, *Quality Practices Rating Tool*. Ask the participants to individually fill out the rating tool as they watch the following video.
2. View the same COS video from **Section 1 -- Planning for the COS; Activity 2 – Previewing the Process: Bri IFSP Video Chapter 3.1 – Child Outcomes & (2) Bri IFSP Video-Chapter 3.2 Child Outcomes 1 & 2 and (3) Bri IFSP Video-Chapter 3.3 Child Outcomes #3** (which is approximately 30 minutes in total), which can be found by clicking on the following link: <https://www.youtube.com/watch?v=cSX52lnYT7s&index=5&list=PL9DC2069DAD870262>
3. As a group, review each interactive practice and discuss the evidence identified for each one.
4. Then ask the group:
 1. How might this interaction/discussion be improved?
 2. What would you do differently?

Part 3 – Final Reflection & Action Plan



1. End the session by asking the participants to individually complete the handout titled, *Final Reflection & Action Plan – Section 5; Activity 1*.
2. After everyone has had an opportunity to complete their own reflection and action plan, reflect as a group by asking the following questions:
 - a. What are your thoughts/impressions of the items on the tool and using it?
 - b. What other interactive practices might be important to consider that were not listed on the tool?
 - c. What practices might you use in future COS conversations with teams?

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Quality Practices Rating Tool

As you observe the COS conversation, identify each practice as: No, Party & Yes.			
<ul style="list-style-type: none"> • 'No' indicates that the practice is not observed. • 'Partly' indicates that the practice is observed some of the time or that some, but not all, of the practice is observed. • 'Yes' indicates the practice is fully observed most or all the time. 	No	Partly	Yes
a. ...share and/or synthesize information clearly and concisely .			
Notes			
b. ... display good affect (e.g., tone, facial expressions, responsiveness).			
Notes			
c. ...give eye contact appropriately.			
Notes			
d. ... do not use jargon and clearly explain technical terms .			
Notes			
e. ... actively include all team members in the discussions.			
Notes			
f. ... show responsive behaviors that illustrate active listening and responding.			
Notes			
g. ... let team members finish their thought before replying or moving on.			
Notes			
h. ... ask good follow-up questions to check for understanding or collect rich detail.			
Notes			

i. ... use descriptive examples , paraphrasing, and summarizing to check understanding.			
Notes			
j. ... listen empathetically , being sensitive to emotions and environmental demands (<i>e.g., phone ringing, child fussing</i>).			
Notes			
k. ... acknowledge and respect family input about the child's functioning.			
Notes			

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Quality Practices for Teaming & Decision-Making Self-Reflection

<p><i>* Please rate your own practices as they relate to teaming and decision-making by circling S indicating one of your strengths or N for need more support. Then indicate why this practice is important.</i></p>		
...share and/or synthesize information clearly and concisely.	S	N
Why is this important?		
... display good affect (e.g., tone, facial expressions, responsiveness).	S	N
Why is this important?		
...give eye contact appropriately.	S	N
Why is this important?		
... do not use jargon and clearly explain technical terms.	S	N
Why is this important?		
... actively include all team members in the discussions.	S	N
Why is this important?		
... show responsive behaviors that illustrate active listening and responding.	S	N
Why is this important?		
... let team members finish their thought before replying or moving on.	S	N
Why is this important?		
... ask good follow-up questions to check for understanding or collect rich detail.	S	N
Why is this important?		

... use descriptive examples , paraphrasing, and summarizing to check understanding.	S	N
Why is this important?		
... listen empathetically , being sensitive to emotions and environmental demands (<i>e.g., phone ringing, child fussing</i>).	S	N
Why is this important?		
... acknowledge and respect family input about the child's functioning.	S	N
Why is this important?		

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Final Reflection & Action Plan



Things you've learned throughout the entire series that are most meaningful to you.



Strategies you'll try out tomorrow.



Thing you want to know more about related to the COS process.