



B17 Facilitating Child and Family Teams, Part 1

Wednesday, June 15, 2016, 1:30-3:00 p.m.

C17 Facilitating Child and Family Teams, Part 2

Wednesday, June 15, 2016, 3:30-5:00 p.m.

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Garden 1

Child and Family Team Facilitation

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Workshop Goals

- Embrace a common understanding of the purpose and structure of CFT facilitation and planning.
- Share and develop new ways to fully engage all members of the team
- Gain and create methods for creating and growing a team culture of creativity, accountability, respect, and effective planning.
- Develop ways to embrace and promote the CFT process as the mechanism for effecting change and helping families develop safety, permanence and well-being.

Introductions

Share with your neighbor

- Name
- Title/Role
- How long in this field
- Objectives – Anything missing? What did you come here hoping to gain?

Purpose / Intended Outcomes
(Value) of Team-based Planning

- Individual Case Management and Treatment Planning vs. Team-based Planning

Purpose / Intended Outcomes
(Value) of Team-based Planning

- Build capacity—includes family's self-efficacy and sense of interdependency
- Shared responsibility, shared risk, shared success
- Maximize resources
- Promote cultural humility
- Root permanence and well-being in the community (not in the access to professional help)

Principles/Perspectives of Group
(Team) Facilitation

- Adaptive and Innovative
- Patient and Fair-minded
- Prepared and Deliberate
- Open and Honest
- Inclusive and Synergistic

Principles/Perspectives of Group (Team) Facilitation

- Preparation is Key
 - Who are the players, What do they want
 - Know the Issues and Priorities
 - Communicate Expectations
 - Listen to Expectations (Adjust, if needed)
 - Baggage?

TEAM DECISION-MAKING: BETTER, BUT DIFFICULT

“Mixed Messages abound: speak your mind but don’t ask too many questions; be passionate, but don’t show your feelings; be productive but hurry up – and get it right the first time...

Yet, when it’s done well, group decision-making remains the best hope for solving difficult problems. There is no substitute for the wisdom that results from a successful integration of divergent points of view.”

(Kaner, 2007)

Principles/Perspectives of Group (Team) Facilitation

- Preparation is Key
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 - Know the Issues and Priorities
 - Communicate Expectations
 - Listen to Expectations (Adjust, if needed)
 - Baggage?
 - Prepare for Launch.

Principles/Perspectives of Group (Team) Facilitation

Phases of Group/Team Process (Tuckman)

- FORMING
- STORMING
- NORMING
- PERFORMING
- TRANSFORMING (Adjourning)

Tuckman, Bruce (1965) *Developmental Sequence in Small Groups*, Psychological Bulletin

Principles/Perspectives of Group (Team) Facilitation

Given that most teams will follow this process, what are the primary activities and concerns of the Facilitator in each phase to move the planning process forward?

Roles/ Responsibilities

- A Facilitator enables teams to work more efficiently; to collaborate and achieve synergy.
 - Planning vs. Doing
- Facilitation – “to enable, to make easy”*

Roles/ Responsibilities

They promote three values:

- Mutual Understanding
- Inclusive Solutions
- Shared Responsibility

Roles/ Responsibilities

- Building Consensus
- Maintaining Engagement
- Moving Divergent Thinking to
Convergent Thinking
- Normalizing and Using Tension
and Conflict
- Tending to Threats (Internal/External).

Roles/ Responsibilities

Titles Defend:

- Power
- Position
- Preference

Roles Define:

- Relationship
- Reality
- Respect

Roles/ Responsibilities

- What are the primary and common team members in your Child and Family Teaming project?
- In relationship to the youth and family, what is each person's role?

Methods/techniques

- Promoting Engagement – Build Culture of Safety and Respectful Practices
- Relational/ Attachment challenges
- Engagement is fluid and plantlike.

Methods/techniques

- Brainstorming
- Being Process-Focused as much as (or more than) Content-Focused
- Record all ideas (You never know when genius will show up ahead of its time)
- Fight “Group Think.”

Methods/techniques

- Using Feedback to improve practice
- Staying Humble and Curious
- Pay attention to unsolicited feedback
- Seek it out through Focused Feedback (Connors and Smith)
 - The process
 - The practice.

Methods/techniques

- Special Challenges – Facilitator’s worst nightmares come true
- This all sounds good in theory, but...
 - Unique challenges
 - Boundaries vs. Flexibility
 - Rules and Relationship.

Methods/techniques

- Adapting the team process to fit the youth/family
- Paying attention to culture – how to weave in and mirror the family’s cultural processes.
- Containing Behavior that is counterproductive

Methods/techniques

Conflict Management

- "I hate conflict!"
- Conflict as opportunity
- Conflict as a good sign (passion, investment, ownership)
- Model courage and calmness
- "No Fault" Negotiation.

Methods/techniques

Practice, Practice, Practice

- *Life in a Fishbowl*

Rules:

- Those outside the group must remain quiet observers
- Anyone wishing to coach the Facilitator must raise their hand.

Methods/techniques

Debriefing the Fishbowl Group

- What did you just observe that you feel is most significant?
- With what could you relate?
- Anything to add you believe is important?

Methods/techniques

- Practical Considerations:
 - Time limits vs. energy vs. priorities
 - Frequency – Wraparound Approach, Placement CFT Meetings (formerly called TDMs), and other CFTs used for related purposes

CFT & TIC

- CFT Facilitation with a Trauma Informed Care Flair
 - Awareness that triggers will get pulled
 - Emotional Regulation Techniques – Calm before you storm
 - Modeling and Mirroring
 - Empathy and Validation
 - Safety and Normalizing
 - Grounding

Wrapping it up

- Q&A
- Feedback Forms.

Wrapping it up

Small Group Discussion/Debrief:

- What was most useful or significant today?
- How will you implement it in your work?
- What further growth or learning are you wanting in regards to this topic or related topics?

Thanks!

Case Management vs. Child & Family Team Facilitation¹

| A Case Manager... | A CFT Facilitator... |
|---|--|
| • has cases | • has people and families |
| • manages = commands, directs supervises, takes the helm | • facilitates = expedites, furthers, promotes, runs interference for |
| • knows whom to contact for help | • helps identify needed contacts |
| • secures compliance with plans developed for the family | • builds consensus within the team around collaborative plans |
| • makes phone calls | • deploys the Family Team members to make phone calls |
| • meets with colleagues, collateral contacts, and families | • participates in no meetings about them without the child and/or family present |
| • sets the agenda | • finds and learns the agenda |
| • reads up on what everybody else thinks about the family | • hears the story from the family |
| • sets priorities to ensure that system mandates are appropriately measured | • ensures the inclusion of system mandates as family priorities become clear |
| • defers to people who have advanced degrees | • defers to families and ensures that everybody else does too |
| • is professional, yet kind | • is kind, yet professional |
| • maintains traditional boundaries | • figures out what boundaries make sense in each relationship |
| • at least <i>appears</i> to have a way better life | • seems imperfect, human – just like the family |
| • monitors the planning process | • monitors activity as it relates to priority outcomes |

¹ Adapted from Wraparound training materials produced by Mary Grealish