Consultation in Early Childhood Settings

Technical Assistance Online Session
June 27, 2008
Agenda

- Examine the process of consultation
- Define the eight stages of consultative framework
- Discuss how this might apply in our individual situations
Outcomes

Participants will be able to:

- Name the 8 stages of the Consultation Framework
- Reflect on this process in regard to individual job roles and responsibilities
Activity

When I am a consultant, I feel....

knowledgeable appreciated

defensive anxious overwhelmed

nervous

enthusiastic

curious

hopeful valued

protective

excited

concerned

insecure

in charge

willing
An 8 Stage Consultative Framework

Researched and published by Virginia Buysse and Patricia Wesley
Consultation

Consultant

Child and Family

Consultee
Consultation

An indirect, triadic service delivery model in which a consultant (e.g. TA provider) and consultee (e.g. child care professional) work together to identify and address a common area of concern or goals

-Buysse & Wesley, 2005
Why Consult/Coach?

- Develops skills at both individual staff and program levels
- Increases number of team members with the vision and the capacity to lead
- Develops trust and confidence between team members and administrators
- Enhances the confidence and competence of team to “consult” effectively with families
Why Focus on the Consultee?

200 hours

compared to

2 hours
Consultants need...

**KNOWLEDGE**
- Reason for the consultation
- Best Practices

**SKILLS**
- Persistence and determination
- Problem Solving

**ATTITUDES**
- Capacity to see through the eyes of others
- Drive and desire to make a difference
Effective Communication Skills

1. Attending and active listening
2. Seeking and verifying information
3. Encouraging, influencing, and supporting
Not the “Fly By” approach?
Eight Step Process

1. Gaining Entry
2. Building the Relationship
3. Gathering Information
4. Setting Goals
5. Selecting Strategies
6. Implementing the Plan
7. Evaluating the Plan
8. Holding a Summary Conference
How does this process align with the way you are currently providing Technical Assistance?

How is it different?

Is anything missing?

What advantages and/or disadvantages do you see to using this framework?

Are there any roadblocks to using this type of framework?
Entry and Building Rapport (Stage 1 & 2)

1. **Gaining Entry:**
   - Describe role of Consultant and services qualified to offer
   - Establish general purpose for consultation.
   - Assess consultee’s willingness and commitment to participate.
Entry and Building Rapport (Stage 1 & 2)

2. Forming a Relationship with Consultee
   - Build open and trusting relationship
   - Establish parameters of consultation
   - Discuss consultation roles and goals
Key Tasks

- Introduce yourself
- Introduce consultation overall purpose and process
- Build your understanding of the program
- Discuss how you & the consultee will work together
- Show excitement and confidence
Gaining Information (Stage 3)

3. Gathering information

- Identify factors relevant to a specific goal or goals
- Continue to gather information about the classroom/program and the consultee’s concerns
- Interpret information to more clearly define the focus of consultation
Key Tasks

- Introduce this stage and stress importance of consultee’s participation and observations
- Continue to gather consultee’s perspective about the child, the classroom’s strengths & needs, the program’s resources
- Decide what types of additional information are needed.
Making the Most of Gaining Information

Asking/gathering

Listening/understanding
Selecting Goals (Stage 4)

4. Setting the goals

- Identify specific goals for change
- Consultant and consultee agree on specific goals for change
Key Tasks

- Introduce this stage and stress importance of consultee’s ideas
- Discuss general concerns identified during stage 3
- Decide which goals are priorities and why
Key Tasks

- Go slowly, envision impact of each goal
- Break broad goals into sub-goals
- Confirm goals
- Decide how you both will know how goals are accomplished
Selecting Strategies (Stage 5)

5. Selecting a strategy
- Select strategies to achieve each goal
- Consultant and consultee agree on plan to address the goals
Key Tasks

- Stress importance of ‘fit’ of strategies with program
- Identify needed resources
- Discuss how you will know if the strategies are effective
- Anticipate obstacles
- Anticipate role changes
Implementation (Stage 6)

6. Implementing the consultation plan

- Consultee implements the plan
- If assistance is needed, consultant assumes supportive role
Key Tasks

- Introduce this stage as one of ongoing support and problem solving
- Summarize plan for action and provide opportunities for questions
- Discuss any fears or concerns about implementation
- Clarify roles
- Affirm your flexibility and openness to change plan along the way if necessary.
How will you know if stage 6 went well?
Evaluation  
(Stage 7)

7. Evaluating the plan

- Access the match between desired and actual outcomes identified in the plan
- Were the goals attained?
- Which strategies were most effective?
- Was collaboration achieved?
Summary Conference (Stage 8)

8. Holding a summary conference

- Can consultee sustain changes and engage in future problem solving?
- Consultant transfers roles and responsibilities to consultee
Key Tasks

- Planning a summary conference
- Discuss accomplishments (goals and relationships)
- Decide if new needs have arisen
- Ask for feedback about own skills
Reflection (Stage 8)

Summary conference:
- What went well?
- What problems could have been prevented?
- What was different than expected?
- Personal issues?
- Consultant’s skill and approach
- Consultee’s participation and commitment
How does this process align with the way you are currently providing Technical Assistance?

How is it different?

Is anything missing?

What advantages and/or disadvantages do you see to using this framework?

Are there any roadblocks to using this type of framework?
Thank you for your participation.