

Pennsylvania's Cross-Systems Technical Assistance (TA) Network Definitions

Technical Assistance is relationship-based professional development that uses tools, experience, and methods to empower the early learning and school age field to achieve positive results for children and families. In order to transfer professional knowledge and to support its application in practice, TA employs a variety of supports, both content and process, that are responsive to identified needs. Technical Assistance provides information and referrals to other resources as appropriate. The intended outcome of TA is to enhance local capacity for achieving and sustaining quality services.

| | Mentoring | Coaching | Consultation |
|--------------------------|--|---|--|
| Relationship | Relationships are individual-focused and may employ a variety of different 'roles.' Relationship is designed to support and nurture personal and/or professional growth. | Relationships rely on client input and utilize specific skills designed to empower the client, including goal development and mutual accountability. Relationship is designed to offer assistance to a person/program in identifying and developing skills. | Relationships rely on a collaborative process and the subject expertise of all partners. They include the client and other available resources in applying a process approach to identified work-related issues. Relationship is designed to facilitate the resolution of work-related issues. |
| Goals | Goals are designed to improve individual productivity or achievement through building on the existing skills and knowledge of the person being mentored. | Goals are designed to increase skill acquisition and the integration of new skills into the personal/professional environment. | Goals are designed to identify individual or program needs and implement solutions that address these issues. |
| Timeframe/Contact | Occurs over multiple, planned, and sequential interactions using a variety of contact modalities. | Usually continues until significant progress toward the goal, or desired results, has been achieved. A variety of contact modalities are used to meet the identified goals. | Consultation is time and task focused and provides information and expertise to strengthen work-related skills. A variety of contact modalities are used in this process. |