

TITLE / TRAINING HOURS / FAMILY SUPPORT PROFESSIONALS	TOPICS
<p>1. PROFESSIONAL CONDUCT AND SELF-CARE / 4 This module will increase participants’ knowledge about the ethical issues present in family support practice. An 8-step ethical decision making strategy will be explored and practiced to ensure that participants are able to make ethical decisions in their work.</p>	<ul style="list-style-type: none"> – Principles of Family Support Practice – Personal and Professional Values – Ethical Decision-Making – Work Stress and Self-Care
<p>2. MAXIMIZING TEAM AND PEER NETWORKS / 4 Participants will understand effective teams and the different roles needed from its team members. Honoring and valuing diversity will also be explored. The participants will leave the module with multiple strategies to improve communication when working with diverse populations.</p>	<ul style="list-style-type: none"> – Effective Teams – Team Member Roles – Internal and External Dimensions of Diversity – Culturally-Sensitive Communication
<p>3. STAYING SAFE WHILE SUPPORTING FAMILIES / 1 Participants will increase their knowledge about the potential risks associated with providing home visits and gain the tools needed to appropriately respond to an unsafe situation.</p>	<ul style="list-style-type: none"> – 3 Keys to Personal Safety – Safety Prior to and During the Home Visit – Signs of Domestic Violence and Drug Use
<p>4. THE WHY, WHAT, AND HOW OF EFFECTIVE PARTICIPANT COMMUNICATIONS / 4 Participants will gain the knowledge and skills necessary to effectively interact with families, whether in a one-on-one or group setting.</p>	<ul style="list-style-type: none"> – Deep Listening – Communication Builders and Barriers – 6 Principles of Adult Learning – Facilitating Adult Learning
<p>5. THE NUTS AND BOLTS OF FAMILY SUPPORT PRACTICE / 4 Participants will explore the fundamentals of family support practice, including: quality improvement initiatives and the tools and methods used to implement them, strategies to enhance the relationship with their supervisor, and how policies and procedures underpin family support work.</p>	<ul style="list-style-type: none"> – Quality Improvement – Quality Assurance – Engaging with Different Personality Types – Time Management
<p>6. ASSESSMENT TO ACTION: BUILDING ON STRENGTHS, FINDING SOLUTIONS / 3 Participants will increase their understanding of and ability to use strength-based practice while providing family support services. The importance of connecting families to community supports and using and nurturing critical thinking skills will also be explored.</p>	<ul style="list-style-type: none"> – Strength-Based Beliefs – Culturally Sensitive and Responsive Services – Solution-Focused Practice – Critical Thinking

7. FAMILY PARTNERSHIPS THAT SUPPORT CHILD DEVELOPMENT / 3

Participants will explore strategies to establish and maintain collaborative partnerships with families. Tips for sharing knowledge of child and adolescent development in the context of home visitation will also be revealed.

- Defining Family
- Collaborating with Families
- Birth to 5 Developmental milestones
- Developmental Screening

8. FAMILY PARTNERSHIPS THAT SUPPORT CHANGE AND HEALING / 4

Participants will develop an understanding of the impact of substance abuse and domestic violence on children and families. This module will also examine what to look for, what the next steps should be, and how to support families through behavioral change.

- Defining Abuse and Addiction
- A Definition of Recovery
- Domestic Violence
- Resiliency and Protective Factors

9. FAMILY PARTNERSHIPS THAT SUPPORT HEALTH AND MENTAL HEALTH / 4

This module will focus participants' attention on meeting the health and mental health needs of both parents and children. Background information on mental health disorders and treatments will be provided. Strategies on encouraging families to take advantage of the often under-utilized resources in the mental health system and on obtaining appropriate health care will also be provided.

- Children's Health and Mental Health
- Child Obesity
- Postpartum Mood Disorders
- The Impact of Parental Mental Illness

10. MOVING TO ACTION: ADVOCACY, REFERRALS, AND GOAL-SETTING / 3

Participants will learn strategies for making referrals, advocating for families, and creating family action plans. The importance of referrals and advocacy in widening a family's support network will be discussed and tips for creating action plans that matter and supporting families to be successful will be provided.

- Defining Advocacy
- Building Self-Advocacy Skills
- The Role of Self-Efficacy
- Goal-Setting

11. BEYOND THE HOME VISIT: SUPERVISION, PROFESSIONAL DEVELOPMENT, AND COMMUNITY CONNECTIONS / 3

In this module participants will focus on the responsibilities of the family support professional beyond the home visit. Getting the most out of supervision, representing your program in the community, building and maintaining relationships with co-workers, and participating in professional development will all be explored.

- Reflective Supervision
- Power and Collaboration
- Building Community Partnerships
- Conflict Management

TITLE / TRAINING HOURS / SUPERVISORS	TOPICS
<p>12. LEADING AND NURTURING THE FAMILY SUPPORT PROFESSIONAL / 2</p> <p>This module aims to invigorate or reinvigorate the family support supervisor and inspire him/her to become a better leader. Supervisors will learn strategies to balance the many tasks that come with the supervisory role and help them prioritize those tasks so that he/she may provide leadership instead of just management.</p>	<ul style="list-style-type: none"> - Starting with Why - Intrinsic and Extrinsic Motivation - Change Management
<p>13. FAMILY SUPPORT SUPERVISION: VALUES-ORIENTED, STRENGTH-BASED, AND MODEL-SPECIFIC / 2</p> <p>Supervisors will learn how to develop a relationship with staff that promotes family-centered and strength-based services for families. Leadership that guides and directs in the context of a supportive professional relationship allows the family support professional to then build supportive working relationships with the families they serve.</p>	<ul style="list-style-type: none"> - Reflective Supervision - Accountability - Team Development
<p>14. THE NUTS AND BOLTS OF FAMILY SUPPORT SUPERVISION / 2</p> <p>Supervisors will explore the many facets of the supervision process. Beginning with the hiring and orientation of staff to performance evaluations, supervision begins with the partnership that develops between the supervisor and the family support professional and continues throughout the family support process.</p>	<ul style="list-style-type: none"> - Hiring and Orienting Staff - Group Supervision - Conflict Resolution
<p>15. MAXIMIZING TEAM AND PEER NETWORKS TO IMPROVE FAMILY OUTCOMES / 3</p> <p>In this module supervisors will learn and practice communication strategies to encourage team cohesion and create a supportive work environment. Participants will also learn methods to address work-related stress and increase resiliency in family support staff.</p>	<ul style="list-style-type: none"> - Effective Communication Strategies - The Power of Team - Management VS. Leadership - Compassion Fatigue and Burnout - Building Resiliency
<p>16. CULTURALLY AND DEVELOPMENTALLY APPROPRIATE SUPERVISION / 2</p> <p>Supervisors will learn the necessary skills to guide their team members in response to each individual's unique culture and abilities. The values and principles surrounding cultural competence and what the journey of developing cultural competence looks like for both individuals and organizations will also be explored.</p>	<ul style="list-style-type: none"> - Cultural Competence - Dimensions of Multicultural Supervision - Developmentally Appropriate Supervision
<p>17. PERFORMANCE EVALUATION: CELEBRATING AND GUIDING THE FAMILY SUPPORT PROFESSIONAL / 2</p> <p>In this module the supervisor will improve their ability to evaluate staff performance and learn strategies to create an atmosphere where continuous feedback is welcome. Participants will learn techniques and practice skills in giving both positive and negative feedback. Rewarding and recognizing deserving staff on a tight budget will also be explored.</p>	<ul style="list-style-type: none"> - Performance Evaluation - Recognizing and Rewarding Employees

18. IMPROVED OUTCOMES THROUGH DATA-DRIVEN DECISIONS / 2

Supervisors will review the link between data collection and analysis, practice improvement, and robust and meaningful outcomes. Strategies for using data effectively to inform family support practice and provide crucial information for the decision-making process are also provided.

- Logic Models
- Data-Driven Decisions
- Continuous Quality Improvement

19. ETHICAL DECISIONS IN FAMILY SUPPORT PRACTICE / 2

This module explores the ethical issues of home visitation from the supervisor's perspective. Methods for managing crises sensitively and effectively will be provided. The importance of identifying potential risks and maintaining a safe environment for families and staff is also reviewed.

- Ethics and Values
- Moral Courage
- The Supervisor's Role

20. STRENGTHENING FAMILIES THROUGH COMMUNITY CONNECTIONS / 2

In this module supervisors will reaffirm their commitment to families and staff forming strong support networks. By modeling the kind of support appropriate for connecting with community resources, supervisors help family support professionals do the same for the families they serve.

- Building Collaborative Relationships
- Assessing Family Need
- Telling your Agency's Story

21. PROFESSIONAL DEVELOPMENT – THE KEY TO QUALITY SERVICES / 2

Supervisors will learn strategies for fostering staff competence through professional development. Tips for tailoring professional development to fit the various learning styles of staff will be explored. Using a mentoring and coaching approach in the supervisory experience will be examined. A simple professional development needs assessment will be provided.

- Learning Transfer and Learning Styles
- Supervisor as Coach
- Supervisor as Mentor
- Your Staff's Professional Development Needs

TITLE / TRAINING HOURS / ADVERSE CHILDHOOD EXPERIENCES	TOPICS
<p>22. THE ADVERSE CHILDHOOD EXPERIENCES STUDY: ITS IMPACT AND OUR OPPORTUNITY / 4</p> <p>This course will introduce participants to The Adverse Childhood Experiences (ACE) Study. The ACE Study was designed to examine the starting point of many of our nation’s leading health and social problems. As a result of participating in this training, participants will begin to connect this information to their own work in the community and to see the world around them through an ACE lens.</p>	<ul style="list-style-type: none"> – The Adverse Childhood Experiences (ACE) Study Overview – The ACE Study Research Findings – ACEs Effect on Individuals – ACEs Effect on the Community – National Responses to ACEs – Iowa’s Response to ACEs – ACEs Response and Responsibility
<p>23. A CHILD ABUSE PREVENTION RESPONSE TO ACEs / 4</p> <p>This course will introduce participants to the field of child abuse and neglect (CAN) prevention. The history of child abuse and neglect in this country, and the prevention of child abuse and neglect as a community initiative will be explored. This course assumes familiarity with The ACE Study and its results. Participants will gain a deeper understanding of the role they play in the prevention of child abuse and neglect and identify specific actions they can take in their community.</p>	<ul style="list-style-type: none"> – Child Abuse and Neglect (CAN) – Past and Present – CAN and the Adverse Child Experience Study – Prevention Strategies – A Community System for Prevention