

**Note to Learner:** The Institute for the Advancement of Family Support Professionals (IAFSP) encourages you to complete the training and activities with the support of your supervisor. The notes below will guide you in preparing to take the training, following up with your supervisor after the training, supporting transfer of learning into daily practice, and extending learning through individual supervision.

**Ongoing:** View the Professional Development Program and each training module as an investment in skills and knowledge to help improve home visitor effectiveness.

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**Before the training:**

- Learner and supervisor review course objectives and family support professional competencies
- Learner rates knowledge of learning objectives

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**During the training, the learner:**

- Completes activities
- Reflects on own response
- Identifies questions and concerns
- Prints Reflective Responses to share with supervisor
- Completes post-training evaluation

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**After the training:**

- Learner:
  - Rates knowledge of learning objectives
  - Completes post-training activities, as required
  - Develops an action plan for applying skills and knowledge in daily practice
  - Meets with supervisor to:
    - Review pre- and post-training activities
    - Discuss reflections, questions, and concerns
    - Review action plan for applying skills and knowledge in daily practice
    - Assess personal learning goals, transfer of learning, and action plan over time

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This 240-minute online module, *The Nuts and Bolts of Family Support Practice*, examines quality improvement initiatives and the tools and methods used to implement them. Participants will learn strategies to enhance their partnership with their supervisor and will consider policies and procedures and how they underpin family support work.

**NATIONAL FAMILY SUPPORT PROFESSIONAL COMPETENCIES**

*Domain 10: Professional Practice*

*Dimension 34: Ethical and legal practice*

*Component c: Policy and procedures*

*Dimension 37: Professional boundaries*

*Componenta: Individual well-being and self-care*

*Dimension 38: Quality improvement*

*Component a: Program evaluation*

*Component b: Service quality*

**BEFORE THE TRAINING**

Rate Your Knowledge (Scale of 0 to 5, 0 = no knowledge, 5 = significant knowledge)

| Learning Objective                                                                           | Before the Training | After the Training |
|----------------------------------------------------------------------------------------------|---------------------|--------------------|
| Identify the principles, benefits, tools and methods of quality improvement projects.        |                     |                    |
| Apply knowledge of the PDCA (Plan-Do-Check-Act) model to improve processes.                  |                     |                    |
| Identify and engage in strategies to build a strong partnership with a supervisor.           |                     |                    |
| Understand different personality types and effective communication strategies for each type. |                     |                    |
| Understand the difference between policies and procedures and the role each plays.           |                     |                    |
| Identify and appropriately use agency assets.                                                |                     |                    |

**My personal learning goals for this training are:**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## AFTER THE TRAINING

**Reflections on what I learned:**

**Questions and concerns I identified:**

**Action Plan:** (Each learner’s plan will be unique. To get you started, some ideas are listed below.) As a result of this training, I will...

- Talk with my supervisor about quality improvement initiatives I could be involved in in our organization.
- Talk with my supervisor about ways I can better communicate with him or her.
- Review my agency and program’s policies and procedures to ensure that I am following them.
- Consider my time management strategies and, if needed, develop a plan and goals for improvement. Consider adopting Steven Covey’s “4 Quadrants.”

### My Action Plan

| ACTION | TARGET DATE | DATE COMPLETED |
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