

Case Study Presentations

Training in the Michigan Model of Infant Mental Health Home Visiting

Trainer's Intentions



- Apply the learned skills and concepts to real-life IMH-HV cases to promote understanding of the content

Reminder of Group Safety



- **Listening & Giving Feedback Activity – Round Two**

Instructions

One person will be the speaker; one person will be the listener

The speaker will talk for 5 minutes (without interruption – if they run out of things to say, stay quiet) about a client interaction that did not go well (take a risk—on a 7-8 level on a 0-10 scale): what happened, how did you handle it, how did you feel, what did you learn, how did you get support? Focus some attention on the role of culture and diversity in your interaction.

After 5 to 10 minutes, the listener will respond in an empathic way, providing understanding and support, guidance and encouragement, reframing, and insights; whatever seems appropriate

At the end of 10 minutes, ask the speaker to give the listener feedback: what did they do well, what worked for you as the speaker, what suggestion would you make for improvement (must make at least two). Take into consideration what you have learned about how this person prefers to hear feedback. Switch roles and repeat.

Debrief



Debrief in Coaching Call Group (10 minutes):

- ♣ What was it like to give feedback? What did you worry about?
- ♣ What was it like to receive feedback? What was your gut reaction?
- ♣ What did you learn about yourself that will make your learning community stronger? What did you learn about giving/receiving feedback that will make your learning community stronger?

Reflection Prompts

- What came up for you while watching/discussing?
- Which parts would you find difficult to address?
- What would you want to discuss in Reflective Supervision/Consultation?
- Which family member did you find yourself allying with or having a negative reaction to?
- What cultural considerations were there and were they addressed in the presentation?
- What is it like to give feedback? What is it like to receive feedback? Is the group being supportive in the way you need it to be? What are suggestions for increasing group safety?