

Coaching Call Pocket Reference

If first call, review information about the coaching service.

- Check in about last week’s assignment and suggestions
- Communicate with **L - O - V - E**
 - **L**istening—Using OARS Skills:
 - **Open-Ended Questions** to invite caller to describe their concerns
 - **Affirm** specific parent strengths
 - **Reflections** to convey understanding
 - **Summary Statements** to pull together information and *move conversation towards 20 Minute Guide**
 - **O**ffer information using **The “Information Sandwich”**
 - **Ask Permission** before providing information (“*would it be helpful for you to hear about...?*”)
 - **Provide Information** related to the 20 Minute Guide
 - **Self-Disclose** when appropriate
 - **Check Back** (“*does that make sense to you...?*”)
 - **V**alidate caller’s experiences and perspectives
 - **E**mpathize with caller’s experiences
- Decide on suggestions for caller’s between-call activity/reading (“homework”)
- Invite caller to set up another call/arrange logistics
- Complete post-call checklist from link on Desk
- **Remember yourself: PLAN SELF CARE after call**

*20-MINUTE GUIDE MAP

I. Introduction: New Tools for a Complex Problem (pp 1-4)

II. Helping: WITH UNDERSTANDING (pp 5-26)

- One Answer Does not Fit all (pp 7-10)
- Behaviors Make Sense (pp 11-14)
- Ambivalence is Normal (pp 15-16)
- Enabling – An overused idea (pp 17-22)
- Pay Attention to the Lights (pp 23-24)
- Practice, Practice, Practice (pp 25-26)

II. Helping: WITH SELF-CARE (pp 27-52)

- This is Really Stressful (pp 29 – 34)
- Manage Your Emotions (pp 35-40)
- You’re Not Alone: Reducing Isolation (pp 41-46)
- Shame and Compassion: Opposite Worlds (pp 47-52)
- **Additional Resources (pp107-110):**
www.motivationandchange.com

III. Helping: WITH WORDS (pp 55-81)

- Communicating w/LOVE: Listening (pp 57 – 64)
- Communicating w/LOVE: Offering (pp 65 – 70)
- Communicating w/LOVE: Validating & Empathizing (pp 71 – 72)
- 7 Elements of Positive Communication (pp 73–80)
- Avoiding Conversational Traps (pp 81)

IV. HELPING: WITH ACTIONS (pp 83-106)

- How To Solve a Problem (pp 85-86)
- Parent Collaboration (pp 87 – 92)
- Reinforcement: Your Love (pp 93 – 98)
- Natural Consequences (pp 99-101)
- Your Consequences (pp 103-105)
www.drugfree.org