



Technical Assistance 101: Module Two

A Learning Module For CCR&R Agency Staff





Course Agenda

Course Description

Introduction & Objectives

In Review

Lesson 1 TA Methods

Lesson 2 Models of TA



Course Description

This Technical Assistance (TA) Course is a four-part training module series on the benefits of TA within Child Care Resource and Referral agency (CCR&R) services. The course will dig deeper into what TA is; the different strategies, models and forms of TA that build the competency of the early care and education profession and the workforce.

Course Introduction:

- Effective Technical Assistance (TA)
- Lesson 1: TA Methods
- Lesson 2: Models of TA



Course Objective

After completing this course, participants should be able to:

- List the different TA methods/strategies that CCR&Rs use to support child care quality.
- Describe the benefits of each of the five TA methods/strategies.
- List the 5 critical components of effective TA models.



LET'S REVIEW: Technical Assistance

- Effective Strategy
 - Enhances quality practice among professionals
- Professional Development
 - Strengthen processes, knowledge application or implementation of services by recipients





Effective TA

- Collaborative and Relational
 - Trusting Relationships
 - Collaborative Partnerships
- Targeted
 - Greatest Impact
 - Goals, Objectives & Outcomes

Effective TA

- Strength-Based and Customized
 - Strengths, Needs, Resources & Desired Outcomes
 - Skill Level, Experience & Knowledge
 - Personalized
- Results-driven
 - Progress, Goals & Outcomes



LESSON ONE:
Technical Assistance Strategies





Mentoring

Mentoring offers early care and education staff a practical and supportive way to learn and grow on the job. For experienced staff, mentoring programs create an opportunity to remain in the field and advance in the profession.

Mentoring Benefits:

- For Those Being Mentored:
 - Increased capability to facilitate the development of young children
 - Access to mentors' knowledge and experience
 - Increased professional confidence
 - Increased commitment through feeling valued and supported
 - Potential for salary increases and promotions
 - Opportunities to advance on the career ladder as knowledge and skills are enhanced

Mentoring Benefits:

- For Mentors:
 - Recognition for experienced staff for their knowledge and expertise
 - Personal and professional development opportunities
 - New insights and knowledge from collaborating with those they mentor
 - Development of leadership skills
 - Increased capability to support early care and education professional development for the field
 - Potential for stipends/reimbursement for mentoring time

Mentoring

Methods	Activities
<ul style="list-style-type: none">• Informal vs. structured• One-to-one relationships• Individualized support• Improve skills• On the job support• Shared commitment• Best available knowledge• Positive results	<ul style="list-style-type: none">• Building relationships• Foster learning• Classroom best practices• Skills and practice application• Relevant experience• Goal Setting• Areas of improvement• Facilitate change• Supportive and caring environment



Coaching

Occurs between colleagues in different professional roles with the goal to build capacity for specific dispositions, skills and behaviors focused on goal setting and achievement for an individual or group.

Coaching Benefits:

- Individualized and based upon self-assessment, identifying goals and targeted support is provided
- Offers opportunities for immediate reflection and feedback
- Concrete and contextual, relevant to real life experiences of individual being coached
- Builds confidence and competence to try new practices, skills and techniques
- Relationship based
- Strength-based

Core Elements of Coaching

Adult Learning
Principles

Capacity
Building

Non-directive

Goal Oriented

Solution
Focused

Core Elements of Coaching

Performance
Based

Reflective

Collaborative

Context
Driven

Hands-on

Coaching Activities

Collaborative Goal Setting

Collaborative Reflection

Joint planning

Shared development of action plans

Focused observation

Modeling and demonstrations



Consultation

Occurs between an external consultant and individual(s) from a single program with the goal to facilitate assessment and resolution of an issue-specific concern or to address a specific topic.

Consultation Benefits:



Core Elements of Consultation



Relationship-based



Communication



Contextual
understanding



Reflective of different
community
experiences

Consultation Activities

Entry

Build Relationships

Information Gathering

Action Planning

Evaluation

Summary Conference



Professional Development Advising

Occurs between an advisor and an individual with the goal to assist individuals to make informed decisions and gain access to increased professional growth and career options.

Professional Development Advising Benefits:

- Gain clarity on career path and coursework needed to achieve desired academic program.
- Assists students to make informed decisions on their intended academic program.
- Craft a learning experience that aligns with personal, intellectual and career goals
- Receive appropriate guidance and resources.
- Support for students' academic and professional growth through on-the-job opportunities such as internships, apprenticeships, job shadowing and networking.
- Information on financial resources.

Elements of Professional Development Advising

Develop Trusting Relationships &
Demonstrating Competence

Individualizing Preparation and Support

Exploring and clarifying

Guiding Students

Wrapping Up

Following Up

Professional Development Advising Activities

Provide

- Provide advice on academic certificates, credentials, majors/minors, requisites and career goals.

Assist

- Assist with course selection.

Ensure

- Ensure students stay on track to achieve academic, personal and career goals.

Advise

- Advise on-the-job opportunities such as job shadowing, internships, apprenticeships.

Discuss

- Discuss potential post graduate opportunities and career paths.

Determine

- Determine if, and when, a student might need to transfer and assist in the process if appropriate.



Peer-to-Peer TA

The development of relationship-based learning and support communities among colleagues.

Occurs in communities of colleagues in similar roles with the goal to provide access to expert knowledge base in the field, learn from an exchange of professional challenges, rewards, problem solving experiences and practitioner repertoire of tools and strategies.

Peer-To-Peer TA Benefits

Encourages Connectivity, Collaboration and Teamwork

Increase Engagement and Productivity

Promotes Knowledge-sharing Culture

Increases Self-Confidence

Gain New Perspectives

Elements of Peer-to-Peer TA



Peer-to-Peer Activities

Peer Learning Communities

Communities of Practice

Learning Cohorts

Collaboratives

Networks/Hubs

In Summary:

- Higher level of professional skills
- Improved qualifications
- Knowledge transfer
- Improved leadership
- Raised aspirations
- Greater resilience



LESSON TWO:

Models of Technical Assistance



Critical Components of TA Models

Preparation

Plan

Implementation

Evaluation

Sustainability

Preparation

Primary set of
activities

Engage in
planning

Needs
assessment

Practitioner
decision making

Visioning

Readiness for
change

Organizational
capacity

Plan

Action Plan

Support

Outcomes

Goals &
Objectives

Resources

Timelines

Practices

Roles &
Responsibilities

Implementation

Provider
credibility

Professional
development

TA Method

Provider support

Provider
feedback

Evaluation & Sustainability

Understanding
Change

Achieved Goals

Fidelity

Maintaining
Change

Continuous
Quality
Improvement

A CLOSER LOOK:
Examples of TA Models



Mentoring Examples

California Early Childhood Mentor Program

- Supports Mentors throughout California in providing leadership and guidance to students entering ECE field
- Supports a varied workforce of family child care programs, private child care centers, state preschools and Head Start programs
- Mentors and Director Mentors share their expertise with staff in other programs, while all directors gain valuable support in Director Institutes and Seminar
- Options for competition of student teaching courses

New Mexico Early Childhood Mentor Network

- Support for professional growth in early childhood careers
- Collaborative group of experienced early childhood teachers serving as mentors
- Targeted towards new teachers in field
- Quality programs depend on dedicated and experienced workforce
- Supports early educators and caregivers to advance in knowledge, connect with others and grow professional opportunities through mentorship

Coaching Examples

Practice Based Coaching

- Research based
- Professional development approach used by early childhood education staff to help teachers
- Effective practices that lead to positive outcomes for children
- Includes three outcomes associated with change: planning goals, focused observation and sharing feedback
- Collaborative coaching partnership
- Expectations assessed regularly
- Coaching Companion

Strength-Based Approach

- Focuses on things practitioners/coaches are already doing and encourages them to build on what is working
- Focusing on strengths rather than weakness
- Engaged in planning
- Opportunity to practice and refine skills
- Reflective questions to analyze and identify opportunities for growth
- Recognition of growth

Consultation Example

Infant & Early Childhood Mental Health Consultation

- Prevention based approach
- Links mental health consultant with professionals who work with infants and young children
- Facilitate positive social and emotional development
- Results of improved social skills and emotional functioning
- Promotes healthy relationships and reduce challenging behaviors
- Improve classroom quality
- Reduce provider stress, burnout and turnover

Thank You!

Contact Information

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