

# TIPS for COACHES at RBI Boot Camp

## **Before the parents come:**

- Role play with your team! Use the vignettes in the binder or as the coach, offer to role play a family while having participants practice primary, secondary and feedback giver roles.
- During the role play, have participants read aloud from the RBI protocol and the ecomap script. (Constructing ecomaps is often new to providers).
- Set aside time for participants to talk about how much assistance the primary interviewer would like from the secondary and how the primary would like the secondary to interject (*jump in any time; wait till I ask for more, etc...*)
- Talk about room arrangement and where everyone should sit.
- Talk about how you, as a coach, may interject. Remind them that the family knows you are practicing.
- Be sure the primary interviewer is ready to introduce everyone and share what their roles will be (e.g. *"I'll be asking most of the questions, she will be doing a checklist just on me, she will be taking notes and jumping in with questions, and she will only interrupt if she feels I'm going in the wrong direction"). Also tell parents that an RBI trainer will be stopping in sometime during the interview to see how it is going. They are not checking on the family; they are checking on the interviewer!*
- Review with the note taker how much to write down and what to take notes about.
- Provide guidance to the feedback giver about completing the implementation checklist, i.e. the scoring system (+) (+/-) and (-), using the notes section early in the interview and actually scoring later during the interview etc.

## **What to say while walking the family to your room:**

- This team is here to practice. They are very nervous. Some of them have never done this before and are just learning what to do.
- Make sure to thank the family for coming so the team can practice!

## **Deciding when to interrupt:**

- This is a personal style, but over the past several years most coaches have discovered it is more effective to interrupt if the interviewer is practicing wrong! (*Be thinking - If they ask a question or make a wrong step in their videotape, would you score them a minus? If so, it may be the time to stop). You can say: "I'm just going to stop this/interrupt for a second..." then explain why and what the interviewer should do differently.*

## **When the RBI is over:**

- Remind the participants not to discuss the RBI until you, as the coach, return! They can use the restroom or take a quick break.
- Escort the parents out.
- Ask the parent how they felt it went.
- Thank them for coming.
- Have them check with the event coordinators to ensure all needed paperwork has been completed.

### Back with the team:

- Start with the primary Interviewer. Ask how they felt about the interview.  
*Let them have their moment of “getting it out”/venting/sighing in relief! If they share all negatives such as: “That was terrible. I didn’t do this...etc.”, let them have their moment but then ask: “What do you think went well?” and vice versa. Help them reflect on a few things that went well and what they would like to do differently.*
- Then ask the feedback giver (person doing the checklist) to provide feedback to the primary interviewer
- When the feedback giver is finished, you provide feedback to the primary interviewer. *Refer to “How to Give Feedback” handout.*
- Next, give feedback to the secondary interviewer. *Refer to “How to Give Feedback” handout.*
- Finally give feedback to the feedback giver (this is usually brief). *Refer to “How to Give Feedback” handout.*

### During Functional Outcome practice:

- In order to make the practice as “real” as possible, take on the role of the parent and ask participants to role play asking a parent for information needed to write an outcome. Often, measurability information is missing and additional questions need to be asked.
- Encourage participants to use the parent’s words when writing outcomes.
- Encourage participants to use the child and family outcome templates. Explain that while the templates make outcome writing much easier, exact template wording is not required.

### Talking points to share at some point:

- *Feedback varies from person to person and coach to coach! Participant perceptions about the training and feedback also vary. **Everyone has a different experience!** Every coach has a “thing”!*
- *If both parents come to an interview, talk about necessary modifications (i.e. making eye contact with both, asking each to rate their satisfaction with routines, asking each the worry and change questions, asking the other if they have anything to add, etc.)*
- *When the interview becomes emotional, offer a tissue, ask the family if they would like a break, ask the family if they would like to discontinue the interview. Most are happy to continue once they have a moment.*
- *Interviewing is a skill that takes practice and feedback. Many participants find they need the practice and feedback they receive on their first video submission in order to become approved on their second video submission.*

### Other things to keep in mind:

- Should participants in your group feel they each got different advice from you, ask them to send an email to you explaining the discrepancy and ask for a clarification – include the boot camp facilitator in the email exchange.
- Should participants from other groups feel they got different advice from the coach of their groups, ask them to send an email to both coaches, saying “I heard you say this and my teammate heard her coach say this. Can you help us understand?” - include the facilitator in the email exchange.
- Coaches should be careful about answering questions using their own experiences as a frame of reference. E.g. talking about how their team completes the “What will be done by whom section of an IFSP outcome”. Refer participants to the EDN website when they have questions.