

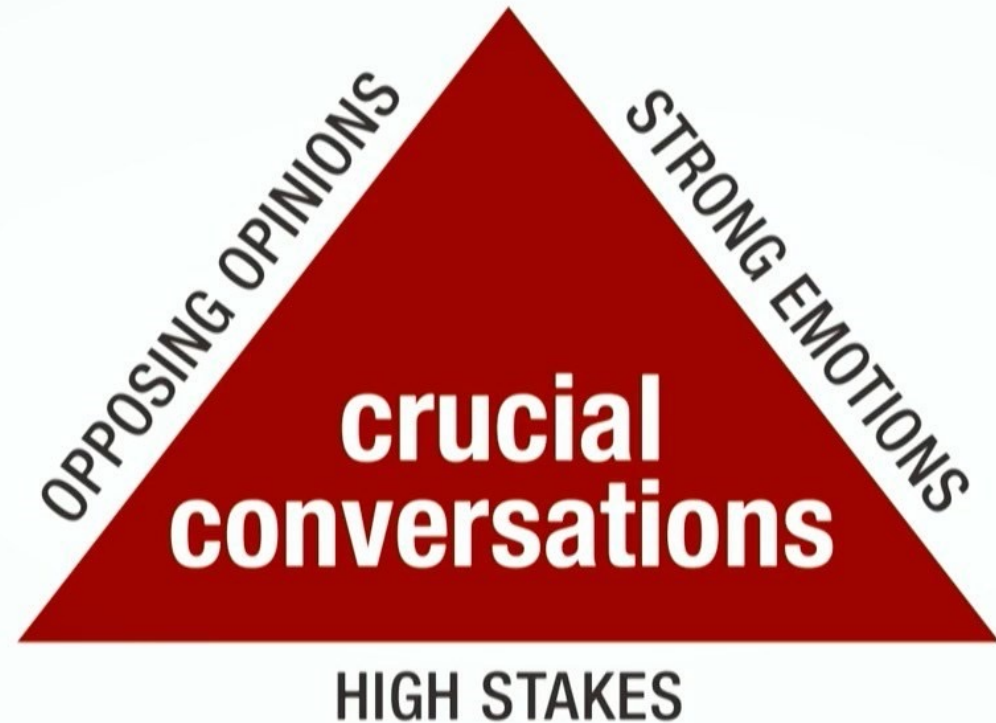
Crucial Conversations in Child Welfare



What are Crucial Conversations?

A discussion between two or more people during which:

1. Stakes are high
2. Opinions differ
3. Emotions might run strong
4. Outcomes matter



Where does this concept come from?



A best-selling book focused on effective communication.

The Annie E Casey Foundation is a national organization focused on improving the well-being of youth throughout the nation.

They use this book and its seven core principles as a primer for their staff.



First Step:

- What are our goals for this conversation?
- Committing to be sincere, curious and patient
- Recognizing that we might see situations differently

Start with Heart



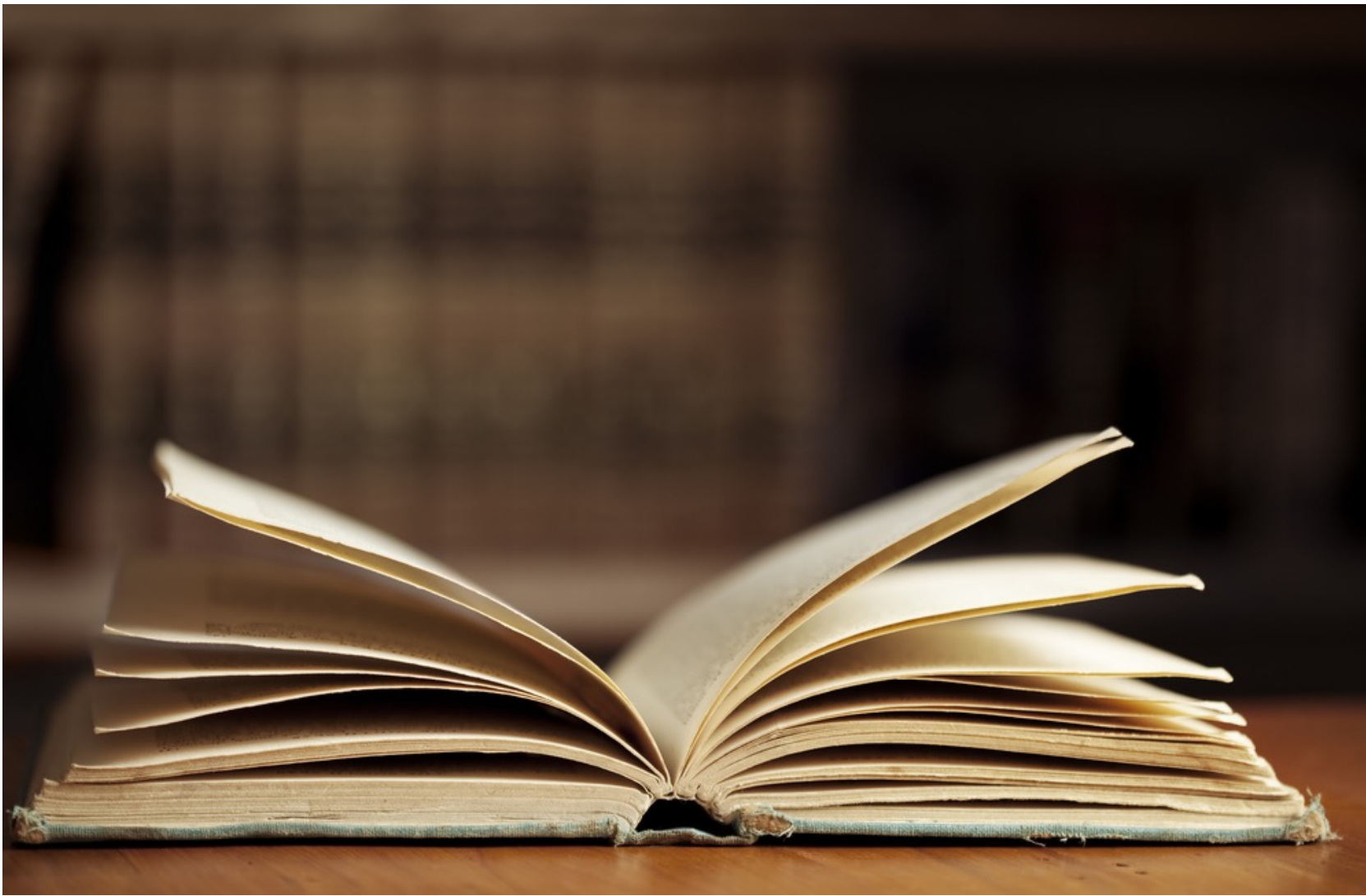
**SAFETY
FIRST**

Be Present and Aware:

- Is safety at risk?
- Can we agree upon a mutual purpose?
- How can we make sure participants feel safe during this conversation?

Learn to Look

Make It Safe



Open Dialogue:

- *Share your facts*
- *Tell the conclusion you made*
- *Ask about their paths*
- *Talk and seek common ground*
- *Encourage openness*

Our Stories

Our Paths

Empathy is seeing
with the eyes of another,
listening with the ears of
another and feeling with
the heart of another.

Alfred Adler



Explore Others Path

A.M.P.P.



Find Mutual Purpose

- Commit to working together
- Recognize the importance
- Identify mutual purpose
- Brainstorm new strategies

Move to Action

C.R.I.B.

How I stay Busy...

- Career in Corporate America (Global)
- Giving back to my Community
- VP for CCYA –
Cap City Young Aviators
- Volunteer - CASA GAL of Franklin County
- VP on the Board of Friends of CASA - Franklin County



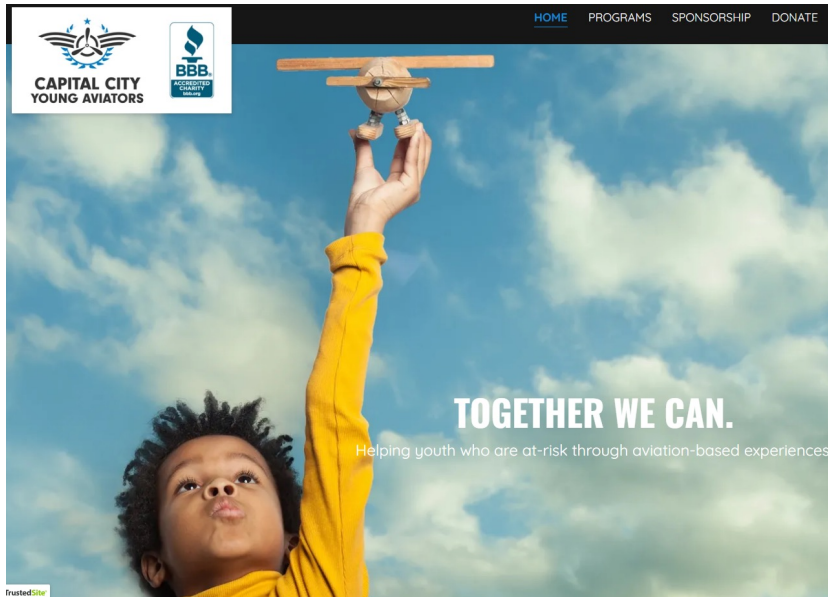
John's Experience

Who Am I?



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John's Experience

Who Am I?



John's Experience

A Brother



John's Experience

A Father



John's Experience



A Husband



John's Experience

A Provider



John's Experience

A Friend



John's Experience

A Coach

And so much more...

John's Experience

Who Am I?



John's Experience

A Grandpa!



- Most Youth aging out feel as though they are on this journey alone
- How can you help them realize that is not actually the case?
- How can you validate their feelings but still empower them to be confident that they will succeed?

John's Experience

Am I Alone?

- The agency has worked with a teenager to map out next steps after high school graduation.
- The teenager changes their mind – which is not uncommon for teenagers in general who are preparing for young adulthood.
- Agency staff are upset about the time they put into helping to map out the initial plan and resentful of the extra work that figuring out a new plan will cause.
- The teenager feels that being in foster care has limited their ability to try out new things, fears retaliation for changing their mind, and worries that they will lose support as a result.

Scenario #1

“Aging Out”

- A young person in Bridges has received initial support and is in a great place: apartment, job, connected with local resources, etc.
- The young person is contacted by an extended family member: “Come and stay with me – I’m the only family you have.”
- The young person chooses to move in and seek to build that relationship, although their Bridges worker advises against doing so.
- It doesn’t work out well. The family member steals from the young person. The young person ends up homeless.
- The Bridges worker is upset that the young adult didn’t listen.
- The young adult feels more alone than ever.

Scenario #2

Bridges

For the third scenario, please pick from one of these three options:

- A foster parent who doesn't feel listened to by the agency.
- A caseworker who doesn't feel supported by their supervisor.
- An individual who sought to help a young person or family, and experienced being lashed out at afterwards.

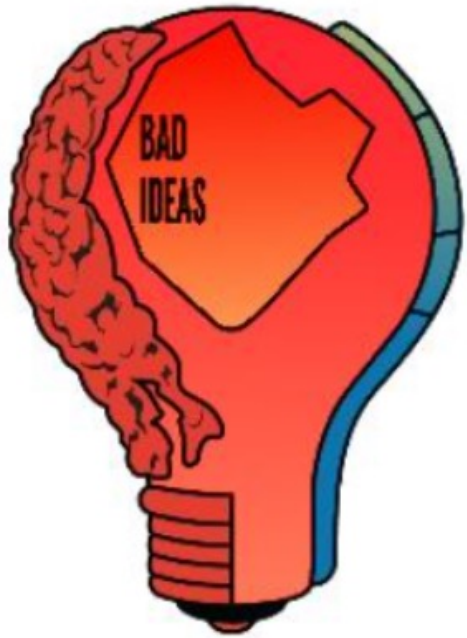
Three Options

Pick One



John's Experience

Hard Convo's



Side



Front

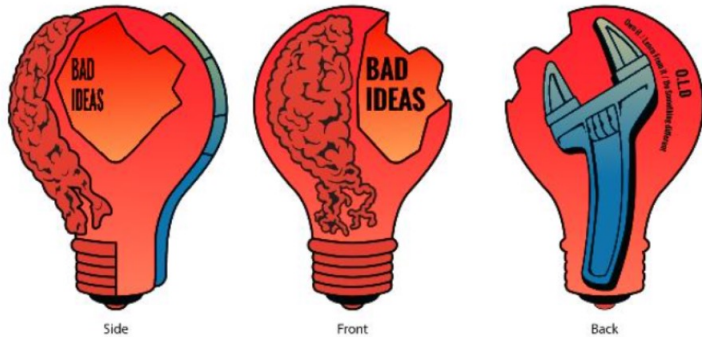


Back

- “The wrench in your system fell out of your pocket...”
- O.L.D. – Own it, Learn from it, Do something different
- “...if this is your rock bottom, then you only one direction to go from here...up...right?”

John's Experience

Accountability



- “The wrench in your system fell out of your pocket...”
- O.L.D. – Own it, Learn from it, Do something different
- “...if this is your rock bottom, then you only one direction to go from here...up...right?”



John's Experience

Accountability

Thank you for your time and attention today, as well as for doing what you do for these youth outside these walls.

Resources

Contact Me for More
Expertise In Lived
Experience



WEBSITE | LINKEDIN

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Reach me...

Thank you!