Quality Counts California
Raising the Quality of Early Learning and Care

Take Informed Action with Providers

Strategies for Building Relationships with Providers*

You can use the following three strategies when interacting with providers:

- **Use a Strengths-based Approach**
- **Listen Actively**
- **Take Informed Action**

You can access more information on all three strategies in the Family Engagement Toolkit at qualitycountsca.net/FEtoolkit.

Take Informed Action

You can use the **Take Informed Action** strategy to help you decide which **Relationship-based Practice** to choose.

Use Relationship-based Practices

Choose a **Relationship-based Practice** to guide what you will say or do. Once you choose a **Relationship-based Practice**, you can observe how things go and then choose another practice to support your next interaction. This process is ongoing.

*The term "providers" used here refers to all early learning and care professionals. This includes, but is not limited to, supervisors, coaches, co-workers, higher education faculty, teachers, home visitors, and family child care providers.

Relationship-based Practices	Guidance
Focus on the family-provider relationship.	Think about what you can do or how you can respond to show the provider that you value their relationships with the families they work with.
Notice and describe the provider's behavior.	Describe what the provider does without interpreting what it means. Then ask the provider what it means. When discussing a child with another provider, remember to use this practice: Observe and describe the child's behavior to open communication with the provider about the child.
Support the provider's competence.	Recognize and comment on the provider's successes, growth, and efforts.
Value the provider's passion (working with both their positive and negative feelings).	Notice and respond in a way that values the provider's passion. Recognize that providers' expression of strong emotions indicates how much they care.

To learn more about family engagement, check out the Family Engagement Online Toolkit: www.qualitycountsca.net/FEtoolkit

References for this resource can be found in the Module 5 Reference List.

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