Empowering Families with Five Essential Skills for Navigating Life’s Big, Messy Situations

Intro to TUFF/FRMI Family Road Map Facilitator Training for Supporting Families in Case Management, Wraparound, Family Leadership Groups, and Support Groups

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Stand in a circle.
Hold a poker chip in each hand.
I will read a story.
When you hear “right,” pass the chip in your right hand to your right.
When you hear “left,” pass the chip in your left hand to your left.
If you drop or lose poker chips, that’s okay.
What did you notice about this experience?

What does this have in common with our own experiences in unfamiliar, complicated situations?
• **Identify** five essential skills (the five-point *Guiding Star*) that any person can use to turn a complex, overwhelming situation into a series of manageable tasks.

• **Describe** a four-step coaching path that supports the ability of family caregivers to learn these strategic thinking skills and apply them to navigating systems.

• **Practice** using step-by-step *Family Road Map* activities that allow people to build goals around a careful examination of strengths and concerns, then practice communicating those goals effectively during interactions with providers.

• **Develop** a sample action plan for coaching the five *Guiding Star* skills to meet the needs of a unique community.
Who’s in the Room?
Find someone you DON’T KNOW.

In 2 minutes:
Share YOUR NAME.
Describe a big, messy situation you once faced. (NOT the worst)
What was the hardest part at first?
What surprised you as it went on?
What did you learn from the experience?
• Create opportunities for people to apply strategic thinking to life’s complicated situations, through step-by-step processes that allow them to:
  • Break down overwhelming issues into manageable tasks.
  • Find information that matters to their needs.
  • Build relationships that lead to services and support.
Road Map Series Programs from Team Up for Families/Family Road Map Institute

- *Family Road Map* Two-Day Facilitator Training
- *Young Adult Road Map* One-Day Coach Training
- For use in workshops, leadership groups, support groups and one-on-one coaching
Family Road Map is in use from Maine to Guam...
The five points of the *Guiding Star* help you break up big, complicated life situations into manageable tasks.

1. **SET GOALS**
   The Guiding Star is a tool for strategic thinking about life’s big, complicated, messy situations.

2. **LEARN SYSTEM BASICS**

3. **BUILD RELATIONSHIPS**

4. **MANAGE INFORMATION**

5. **FIND SUPPORT**
1. Why should I do this? MY WHY
2. What’s my unique role in this interaction? MY ROLE
3. What are the most strategic ways to accomplish this? MY STRATEGIES
4. What “rules of the road” did I learn from this? REVIEW
THE EXAMPLES OF FAMILY STRENGTHS, CONCERNS, AND EXPERIENCES MENTIONED IN THIS VIDEO SERIES ARE FICTIONAL. ANY RESEMBLANCE TO A SPECIFIC INDIVIDUAL OR FAMILY IS PURELY COINCIDENTAL. THE PEOPLE WHO APPEAR IN THIS VIDEO SERIES ARE FAMILY ROAD MAP INSTITUTE TRAINERS AND OTHER FAMILY ADVOCATES WHO GRACIOUSLY VOLUNTEERED TO MODEL ASPECTS OF THE FAMILY ROAD MAP CURRICULUM FOR EDUCATIONAL PURPOSES.
The examples of family strengths, concerns, and experiences mentioned in this video series are fictional. Any resemblance to a specific individual or family is purely coincidental. The people who appear in this video series are family road map institute trainers and other family advocates who graciously volunteered to model aspects of the family road map curriculum for educational purposes.
Knowing where to start makes all the difference

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