



# Hands & Voices

## Training & Development Courses

The following list of courses includes our "Basic Training" for states who are in start-up chapter mode, and/or as presentations for family conferences or professional workshops/trainings. They can be adapted to present to parents, professionals and/or mixed groups.

### Training Workshops & Abstracts

#### **Course 05:1 We Are 'Hands & Voices'**

This workshop presents the unique philosophy of unbiased support through Hands & Voices, the only parent-driven national organization of its kind. This presentation features actual program models in Colorado and other states that have a successful history of systemic parent involvement through Hands & Voices. Includes a video presentation. Time: 1 to 1.5 hrs; Audience: Parents and professionals interested in starting a Hands & Voices chapter, and agencies or service providers exploring successful models of parent involvement

#### **Course 05:2 Supporting Families Without Bias**

What is the difference between sharing your personal opinion and being biased? This session explores how we can honor our own personal belief system without manipulating outcomes for families relative to communication choice-making and other deaf/hard of hearing issues. Time: 1 hr (2 hr version has interactivity) Audience: Professionals and/or parent consultants providing services, mentoring/peer counseling, program administrators

*(Note: Courses 5.1 and 5.2 are also available as a combined presentation; Time 1.5 hrs)*

#### **Course 05.3 The Art of Story**

How can you share your personal experience or your child's story in a way that makes a point and sways opinion? This session examines strategies for investing your audience in your agenda--from the special ed director to the cub scout leader to a state legislator. Time: 1 hr (2 hr version has interactivity) Audience: Parents and parent advocates

#### **Course 05:4 The Role of the Parent Consultant**

Are you a professional or a parent? What happens when your role shifts from being 'just a parent' to a formalized function providing support and information resources. How do you

maintain the integrity of your parent perspective while taking on a more professional role? Strategies for peer counseling, and the skills and training a parent consultant needs 'before they walk through the door' will be explored. Covers how to appropriately respond to families who are crying, angry, emotionally disconnected, or just in need of some support. Parent Advocates will also be given tools to explore their own strengths and weaknesses as a consultant/advocate. Time: 1.5 hrs Audience: Parents Consultants/Mentors, Program Administrators

### **Course 05:6 The Shaping of Systems Through Parent Involvement & Leadership**

This session addresses the necessity to involve parent leaders as participants in the shaping of systems designed to serve them and their children. Authentic models of parent involvement in UNHS/EHDI programs, educational systems, medical/health systems, and professional training programs are presented. Anticipated outcomes of child-centered and family-focused programming are covered. Time: 1.5 hrs Audience: System Administrators, Legislators, Parent Leaders

### **Course 05:7 Communication: Methods, Modes & Matches**

This session explores how families go about the process of choosing communication for their baby/child who is deaf or hard of hearing. It addresses how to filter out biased information, how to facilitate communication decision-making as a service provider or parent mentor, and what it takes to develop a communication-driven approach. The goal: to arrive at the foundational truth of the H&V slogan: "what works for your child is what makes the choice right." Time: 2 hrs Audience: Parents, parent consultants, service providers, educators

### **Course 05:8 The How-To's of Running a Hands & Voices State Chapter**

This session takes a look at the successes and challenges of Colorado and other states that have a history of systemic parent involvement through Hands & Voices. Strategies for training, funding, coalition building, etc., will be explored. Specific chapter administration protocols are covered. This workshop can be expanded to cover additional agenda on legislative lobbying and impacting government systems (extra 1 hr) Time: 1 to 1.5 hrs Audience: state chapter start-ups

### **Course 05:9 The Parent PATH (Planning Alternative Tomorrows With Hope\*)**

A systematic process for planning and achieving the goals you've set for your child who is deaf or hard of hearing, this workshop is a hands-on, interactive opportunity to assure that your child will reach your high expectations. \*Adapted from Forrest & Pierpoint Time: 1 to 1.5 hrs Audience: Parents

### **Presentation 5:10 Fundraising for Your H&V Chapter**

This presentation is an overview of the different types of funding that non-profits like an H&V chapter can pursue. Various strategies for diversity of funding are explored; sample grant narratives are shared; budget development strategies are identified. Time: 1 hr; Audience: H&V start-up chapters

### **Course 05:11 "Is This a Deaf Thing? The Emotional/Behavioral Experience of Parenting a Child who is Deaf/Hard of Hearing"**

What aspects of a child's development or behavior are typical "kid" things, and which are due to deafness or hearing loss? How can parents figure out what is going on, and how to react? This session takes a nuts and bolts look at this "elephant in the room" issue from the parents' point of view with an emphasis on practical, experiential knowledge. Presented by parents to parents with a minimum of PhD "theory" and a maximum of practical applications. Time: 1 hr (can expand to 2 hrs with interactivity exercises)

### **Course 06:01 Deaf/Hard of Hearing Etiquette & Cultural Sensitivity**

From historical perspectives through current visions of "Deafhood, " this session provides a foundational view of Deaf Culture. It goes on to address practicalities like table/chair set-up, interpreter placement and room lighting to assure that events are appropriately staged and respectful to participants who are deaf or hard of hearing.

But it's not just for conference planning purposes. Anyone whose family doctor continues to talk with mom instead of the 18 yr old deaf son standing beside her knows why this training is necessary. It also addresses other related issues including: what if a deaf person shows up to our event and we don't have an interpreter on hand? What if a hearing parent is asked to present at a Deaf event and they don't have a voice interpreter lined up? Who to watch: the deaf signer or the interpreter? Do I use the word "hearing impaired" at my peril? What should every parent of a deaf child know about Deaf Culture--even if we use CI/auditory verbal at home?

Are you wondering if this workshop is really designed for YOU (whatever your role is)? YES. Time: 1.5 hrs Audience: Professionals, conference planners, parents, hearing people)

Presented by Hands & Voices National Board Members Susan Elliott and Karen Putz, who are both Deaf.

### **Course 06:2 What Do I Say When...**

This interactive course is targeted to professionals, and explores the different types of questions that parents typically ask upon discovering they have a child who is deaf or hard of hearing, and how to respond appropriately. Talking points will be discussed, as well as strategies built upon the foundation of "Supporting Families without Bias," when and how to share information, and how to recognize a parent's agenda. Time: 1.5 hrs Audience: Early interventionists and Parent Consultants/Mentors

### **Course 06:3 The Time Is Now**

After 150 years of producing the same results in deaf education, isn't it time to change the recipe? This inspirational address is designed to bring diverse communicators and DHH communities together on the things that unite us. Time: 1 hr Audience: this is a great opening or closing keynote; appeals to parents and professionals alike

### **Course 06:4 A is for Access**

How do we create full and effective communication access for students who are deaf or hard of hearing? This presentation includes a 25 minute training video that covers this topic with specific applications for each communication method and modality. All approaches are

equitably treated. Time: 1.5 hrs Audience: General educators, special ed directors, program administrators, teachers of the deaf, parent advocates and families

### **Course 07:01 Communication Conflict Management**

How to keep a methodology war from breaking out in the middle of your parent event. This presentation will create your understanding of the nature of conflict and identify strategies for resolution, meeting management, diffusing tense discussions, as well as honoring the value of conflict well managed. Time: 1.5 hrs Audience: professionals and parents working with groups

### **Course 07:02 What Do Parents Need to Know about Recommended Practices in Deaf Education?**

The No Child Left Behind Act requires "evidence-based" and research-driven practice in schools, so what does the research tell us about the instructional practices that qualify by NCLB standards for students who are deaf or hard of hearing? This course answers that question and teaches parents how use this information to become more effective educational advocates for their children. Time: 2 hrs Audience: Parents, but educators will also benefit

### **Course 07:03 Deaf and Hard of Hearing Adult Role Models: The Art of Mentoring and Peer Support**

Developed for our Guide By Your Side™ series, this insightful presentation promotes greater understanding of the impact of a deaf or hard of hearing mentor on the life of a child and family. Emphasizing real-life experiences that are appropriately shared without communication bias or emotional manipulation, it opens up a whole new world of compassion and appreciation for peer connections across the age line.

Presented by our GBYS Mentor Program Director Stephanie Olson, who is a Deaf Mentor. Time: 1.5 hr Audience: DHH Adult Mentors, Parents, program administrators, IEP teams, general educators

## **EDUCATIONAL ADVOCACY COURSES**

### **Course A05:8 Special Education Laws & Students Who Are Deaf or Hard of Hearing**

This is a foundational course covering the Individuals With Disabilities Education Act (IDEA), No Child Left Behind (NCLB), and other laws that impact students with deafness or hearing loss. "Special Considerations" for the education of students who are deaf or hard of hearing (d/hh) are presented, and issues specific to d/hh students are explored. National movements such as Deaf Education Reform will also be introduced. Time: 1.5 to 2 hrs Audience: Parents and education professionals

### **Course A05:2 "A is for Access: Providing Full & Effective Communication Access for Students Who Are Deaf or Hard of Hearing**

How do you create and implement full and effective communication access for students who are deaf or hard of hearing? What does 'communication-driven' programming look like? How does

it vary based on the student's mode or method of communication? "A is for Access" is a cutting edge workshop featuring a video/DVD presentation that explores:

- . Legal mandates specific to the educational rights of students who are deaf or hard of hearing
- . Least Restrictive Environment vs 'Language Rich Environment'
- . What is full and effective communication access
- . and more!

Time: 2 hrs Audience: Educators, Special Education Directors, Program Administrators, Parent Advocates and Parents

### **Course A05:3 The Deaf Child's Bill of Rights: A Law to Fill the Communication Gap**

The Deaf Child's Bill of Rights (DCBR) "recognizes the unique nature of deafness and ensures that all deaf and hard of hearing children have appropriate on-going and fully accessible educational opportunities." (CO State Law 96-1041) In a growing number of states, laws like this have been passed to ensure that the diverse communication needs of d/hh students will be better understood and more appropriately met by public education. DCBR models from states with existing legislation will be presented. Time: 1.5 hrs Audience: Parents, legislators, education professionals

### **Course A05:4 Parents from Hell...and other Advocacy Myths**

An introductory course revealing basic approaches for the Parent Advocate. The practices and strategies that individual parents use in advocating for their own child will be presented. This session will increase a parent 's ability to create change in a positive and effective manner, and to understand the tools and skills that parents can bring "to the table". The myths surrounding the parent advocacy role, i.e. the "Parent from Hell", the "Cookie Mom" and other advocacy styles will be explored.

Time: 1.5 Audience: Parents & parent advocates

### **Course A05:5 The New Alliance: Parents and Educational Interpreters Forging New Partnerships**

This session will provide a framework for a new kind of partnership in education between parents of children who are deaf/hh and the interpreters who provide services to these students. Considerations of current legislative law (IDEA and the Colorado Deaf Child Bill of Rights) will be explored, as well as the dynamics of future change under the Deaf Education Reform movement. Moving away from "The Blame Game" to the potential outcomes of a new alliance between parents and Interpreters, this session will give concrete strategies interpreters can utilize when working in the educational setting.

## **ADVANCED ADVOCACY COURSES (Introductory Advocacy Courses Recommended)**

### **Course A05:5 R'Advocacy & the New Vocabulary of Power**

An intensive training on how to become effective educational advocates for students with special needs, with an emphasis on deaf/hard of hearing issues. Learn the pro-active approach through the four "R's" of Advocacy: Reason, Rationale, Resolution, and Remedy. Do you know how to apply them and get the education your child deserves? Bring your child's IEP and roll up your shirtsleeves for a hands-on, actionable session designed to make you a "R'Advocate.

*Time 2 to 3 hrs Audience: Parents & parent advocates*

### **Course A05:6 Heading 'Em Off at the IEP Impasse**

When parents and schools can't agree on how to meet the educational needs of deaf and hard of hearing students, what can be done to resolve their differences? This session provides specific strategies for parents struggling with non-consensual IEP's. Learn what safeguards are assured by law to parents, and how to avoid lengthy and expensive due process. *Time: 1 to 1.5 hrs Audience: Parents*

### **Course A05:8 What's Your CQ (Communication Quotient)?**

Bring your child or student's IEP to this workshop and discover how well it is calibrated to deliver a communication-driven educational program. Points are tallied for appropriate accommodations. Using a formula that applies to all d/hh students, regardless of their communication mode/method, you'll learn your communication-access equivalent to the IQ--your CQ, (Communication Quotient).

Time: 1 hr Audience: Parents, Educators

More Courses for Professionals:

### **Course 05:P1: Understanding the Parent Perspective**

The NEW Parents Wishlist for Audiologists

The Parents Wishlist for Early Interventionists

The Parents Wishlist for Educators

The Parent Wishlist for NBHS Screeners & Medical Professionals

The basis for these sessions are "wishlists" that have been compiled by surveying parents from all over the country about what they find helpful or not so helpful from the professionals and systems that serve them. Can be presented as an overview course or broken down by categories as indicated. *Time: 1 hr*

### **Course 05:P2 Raising a Deaf or Hard of Hearing Child: Parent Perspectives on the Journey**

This session is presented by parents sharing their story of the challenges and rewards of raising a child who is deaf/hh, a perspective which is sometimes overlooked from the 'professional' point of view. This Hands & Voices style session can be presented from a variety of presenters who have made different choices for their children in terms of communication options and

educational placements, but always with the sensitivity of the Hands & Voices motto: "What works for your child is what makes the choice right." *Time: 1 hr*

### **Course 05:P3 The Parent Piece: Faces & Feelings about Deafness and Hearing Loss**

With the advent of early identification of hearing loss, entire professional systems around the globe are changing and expanding to meet the needs of these newly identified infants. The success of children who are identified to be Deaf or Hard of Hearing is critically impacted by a parent's reaction, acceptance, and advocacy for their child. It is imperative for professionals who are creating systems for Universal Newborn Hearing Programs to understand and embrace the family's perspective of having a child with hearing loss. The significance of parent involvement is in its vision of drawing on these uniquely vested stakeholders as valuable resources who can supplement, support, enhance, and build capacity within existing and developing systems.

This session will present a diversity of perspectives, expertise, and values of a variety of families from around the world about early identification of hearing loss. This session will also explore the areas in which parents have spoken out about the professionals they encounter through the system, what parent's wish for in a healthy, productive relationship with professionals, and how parents can play a part in advocating for a system in which families needs are met so that infants identified to be deaf or hard of hearing can reach their full potential.

### **Course 05:P4:"Please Just Tell Me What to Do" (And Other Parent Questions Audiologists Shouldn't Answer)**

### **Course 05: P5: "Please Just Tell Me What to Do" (And other Parent Questions Early Interventionists Shouldn't Answer)**

When it comes to making choices for deaf and hard of hearing children, parents are faced with many considerations in the decision making process. This training will address these questions....What is the role of a professional & how can s/he facilitate the decision-making process for families with newly identified babies? How do you support families w/o conveying bias? What SHOULD a professional say when...?

### **Course 05: P6 "Deaf is Different: Unique Implications for EHDI Systems"**

Throughout the country, State EHDI systems interact and work with many 'generic' systems, (i.e. Health, Special Education Law, Early Intervention). This session will explore the unique considerations of the population that we serve, children who are deaf and hard of hearing. In areas of EHDI systems development, (genetics, family support, Part C of the IDEA, medical home issues), awareness and sensitivity must be developed to deliver services that are appropriate for this specialized group of children and their families. Participants in this session will gain valuable strategies and tools to take back to their states to enhance services in their areas of expertise.