



L.O.V.E Practice – Putting It All Together

Instructions: Use the L.O.V.E. model - Listen, Observe & Ask Open-Ended Questions, Validate, and Educate – to complete the assigned case study scenario. Your breakout room number represents your group's scenario number.

Breakout Room Reminders

Unmute audio/turn on camera

Work together as a group

Designate a reporter

1. Listen to what parents are saying.
 - a. Listen for what the parent needs and what the parent is asking for.
 - b. Release your agenda and be present.
 - c. Find out what the parent's goal.

2. Observe and Ask Opened Ended Questions.
 - a. Ask permission to assess the situation.
 - b. What additional information do you need to support their goals?
 - c. Write 1-2 open-ended questions you could ask.

3. Validate and Affirm Feelings.
 - a. What do you think the parent is feeling?
 - b. What can you say to acknowledge those feelings?
 - c. What are the strengths and points of connection?

4. Educate.
 - a. What simple ideas could you share?
 - b. How would you communicate your suggestions?
 - c. What resources will you recommend?

5. What are your next steps with this parent?

6. Yield.
 - a. What additional support may be needed?
 - b. Who should this parent be referred to?
 - c. How can you engage them in the Circle of Care?