

Program Name: Listening to Empower

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Program Evaluation Template - This template is to be used as an evaluation tool during our program investigation. The questions are designed to assist in determining what elements of each program we want to consider for incorporation into our programs. Feel free to add additional notes as you use the template. This template is the foundation for your presentation about the program you have researched. (Version #4)

Program or Concept Purpose or Mission Statement:

Listening to Empower is a tool. It is a structured conversation that guides a person to making choices. It serves as a practical roadmap for a Peer Coaching/Peer Counseling interaction.

Principles or Values: (implicit or expressed)

The tool assumes that the person is resilient, is capable of knowing what the right direction is, and assumes individual strengths. It is flexible enough to include mirroring, collaborating, or bringing in expert opinion as needed. Sometimes through mirroring or reflecting, the client comes to their own decisions without input from the listener. Other times listener and speaker collaborate to craft the best possible next steps. Finally, when the speaker has no idea of how to proceed, the listener can offer expert advice.

Program Structure or Key Points:

The conversation structure has 3 main components. Each includes a roadmap for success.

Listening to Empower

- Explore
 - Use active listening skills (reflect)
 - Ask questions only to draw more information from the speaker from his point of view. This helps the person go deeper or expand on his thoughts.
- Transition
 - State the problem
 - State the goal
 - Ask what has been thought of or done before
 - Reflect all responses to demonstrate understanding
- Resolve
 - Ask if the person wants ideas
 - Offer one idea
 - Check for reaction
 - Reflect that reaction
 - Summarize next steps

How does the program define or measure success? (What evidence does the program provide to show success?)

While there is no clear definition or measurement for success, the speaker typically walks away with an action plan. The actions might or might not work. He or she often feels more confident in the proposed resolution and in his or her own ability to craft a solution. Self-esteem grows.

Describe a successful participant.

The listener must be able to let go of their agenda and must be able to see the world from the other's perspective. Any speaker can be "successful".

At what level would a participant enter the program?

Basic active listening skills are required.

Complete the table below.

Program Approach (Application)	Method (How it's used?)	Outcome (What would it look at COTS?)	Measurement (How do we measure success?)
Human Growth & Transformation	The Listening to Empower model can be used anytime someone seeks the listener out for "advice" or to talk through something that is happening in his/her life.	People would feel empowered to make decisions and less dependent on others to decide what actions are next.	Difficult to measure. Qualitative interviews asking the benefit of such a conversation would be the one recommended route.
Staff Interaction with Clients	Can be used any time.	People would feel empowered to make decisions and less dependent on others to decide what actions are next.	Same
Client-to-Client Interaction	For those clients who are able to step out of their frame of reference, it's a possibility.	People would feel empowered to make decisions and less dependent on others to decide what actions are next.	

Client Self-Help	Not applicable. Though, if trained, they could certainly use this model with friends and family.		
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Does this promote a responsible and accountable lifestyle? How?

Based on the decisions that are made in the process, it could. Clients can see that they are capable of making responsible and accountable decisions.

What are the client decision points in this program? (Are they clear and identifiable?)

The simple decision to fully participate in such a conversation is the most clear and identifiable decision point in the program.

What would you change to make the program or concept more useful in our setting?

No changes necessary. It's generic.

Additional Issues:

- **Staffing Requirements** (Any additional staff? Any staff training requirements?)
Listening skill training. Willingness to let go of the expert stance. That can be integrated but only at last resort.
- **Aftercare**
None
- **Costs**
- No costs, unless you need a training program and can't find a volunteer

Additional Comments (Tell us what you really think.)

What makes you like this program or concept? What makes it appealing or motivating to the clients? How would you sell this to the clients?
How would community support be generated for this program?

The tool works in any situation...professional, family, staff to client, parent to child. Anywhere that 2 people come together to talk. It's easy in concept, more difficult in actual practice.

What makes you feel uneasy about this program or concept?

Nothing.

Don't forget to email a copy of this completed form out to team members prior to your presentation? Please include sources for your research.