

The LEARN Model

L

Listen first

How are you doing?

How has your day/week been going?

E

Establish the parent's priorities

What can I help you with?

What's important to you right now?

A

Acknowledge and explore

Can you tell me more about...?

Thanks for telling me about...

R

Reflect back and reassure

I hear what you're saying about...

I'm here to support you...

You're doing a great job with...

N

Navigate strategies together

Would you like to try...

Would you like to follow up...?

LEARN does not need to be used in order—follow the parent's lead.