



# PRACTITIONER GUIDE FOR ESTABLISHING CLINICAL SUPPORT FOR TRIPLE P ONLINE

The following guide outlines important information regarding clinical support that should be discussed with the parent during the initial introductory contact.

## Welcome and Introduction

Introduce yourself to the parent:

*Hi, this is [name] from [organization]. I'll be your Triple P Online practitioner over the next few weeks.*

## Parent's login details for Triple P Online

Email the parent their Triple P Online login details.

## Scheduling Clinical Support

Establish a time for consultations that suits both parent and practitioner. Ideally this should be a time that the parent can be relatively free from distractions.

As well as allowing for convenience and parent preference, exercise your clinical judgment on the most appropriate method of support for the parent (e.g. phone, email, face-to-face, video conferencing).

## Access to Materials during the Session

Encourage the parent to be near their computer during phone consultations so they can access Triple P Online and their online workbook. If they can't do the session near their computer, ask them to print out the last module's online workbook prior to the next consultation.

## Encourage Parent to Complete Module 1

Reassure the parent that Triple P Online is designed to promote positive parenting practices, including the use of positive attention and praise, teaching strategies, antecedent strategies to avoid problems in high-risk situations, and effective discipline for misbehavior.

Try to obtain a commitment from the parent to log in and complete Module 1 before their next consultation.



# CLINICAL SUPPORT GUIDE FOR TRIPLE P ONLINE

This guide is intended for practitioners conducting clinical support consultations as part of Triple P Online. This guide is not meant to be prescriptive. Practitioners should use their clinical judgment to tailor the session as appropriate to the parent's needs. However the practitioner should aim to address each of the general elements described below.

## General Session Overview

### Session open

Introduce self:

*Hi, this is [name] from [organization]. This is the time we had scheduled for our weekly Triple P Online consultation. Is this still a good time to talk? We will probably need at least 10 minutes, but we have up to half an hour if necessary.*

Encourage the parent be near their computer during the consultation if possible, so they can review session material and access their online workbook. If the parent can't do the session near their computer, encourage them in future to print out the online workbook to refer to.

## SESSION 1

### Check program access

*So first let me just check – have you been able to log in to the program? Have you had a chance to complete Module 1?*

### Clarify what the parent hopes to gain from the program

The purpose of this exercise is to clarify the parent's main parenting or child behavior goals early in the program (i.e. Session 1). The parent may discuss this while setting the agenda, but it may be necessary to help the parent refine their goals down to two or three main issues that they can focus on during the program.

*So I'd just like to clarify...what would be your main parenting goals at the moment? What behavior(s) are you finding most difficult to manage?*

*So it sounds like the main things you want to work on at the moment are...*

### Negotiate time for the next consultation

Date: \_\_\_\_\_ Time: \_\_\_\_\_

*Okay then, thanks for your time today, and I look forward to chatting with you at [time and day] next week!*



## Consultation wrap-up

- Technical Issues: If any technical issues were raised and unable to be resolved, email [support@triplep.net](mailto:support@triplep.net) with the participant's name, email address, and a summary of the issues.
- Session Checklist: Ensure the appropriate session checklist has been completed for this session.
- Other Session Notes: Record any notes that you will want to remember for the next session.

## SESSION 2-8

### Review TPOL module progress

*So when we spoke last, you had completed Module [#] of the program. Have you had a chance since then to do any more of the program? What is the last module you have completed?*

Record most recent module completed.

#### ***[If parent has not progressed since last session]***

*Sounds like you've had some difficulties finding time to do the program. Let's put together a plan for the coming week.*

### Setting the agenda

Encourage parent to set the agenda. Ask if there is anything they would like to discuss – this may include their child's behavior, their own parenting, any situations they had difficulty managing during the week, and so on.

*Is there anything in particular you would like to discuss during our phone call today?*

### Check parent's monitoring

Check whether the parent has been monitoring during the past week in relation to the behaviors they want to focus on. If so, help the parent reflect on what they have noticed from the exercise. If not, ask for their impressions of the behavior frequency. Use the opportunity to encourage monitoring over the next week.

*Have you had a chance to keep track of [child]'s behavior using the monitoring sheets? Which behavior(s) have you been keeping track of? What have you noticed about these behaviors over the last week?*

### Summarize the key ideas back to parent

*So it sounds like the main goals you would like to focus on at the moment are... You have noticed from keeping track of [child]'s behavior that...*

*That's great. So first we will review any goals or practice tasks you have set for yourself in the program, and then we will talk about [parent's agenda items].*



## Review module content [if parent has progressed since last session]

*So thinking about the last module, what stood out the most to you? Why was that important?*

## Review goals/practice tasks

Review the goals the parent set for themselves during the previous module (or during the previous consultation if they have not progressed to the next module). It may help to prompt the parent to refer to their Triple P Online workbook (encourage them to log in during your consultation, or at least print out their online workbook).

*[General Prompt]: Thinking back to the last module, what were the goals or practice tasks you set for yourself?*

If the parent did not write down any goals during the last module, assist the parent to identify some goals that are both specific and achievable, based on the module content. It may be necessary to provide some minimal prompting to help them remember the module content.

*You said [XYZ] from the last module stood out to you in particular. Is this something you feel you would like to get better at?*

Prompt regarding progress towards goals:

*Have you had a chance to work on these goals? What has gone well with the goal(s) so far?*

Provide summary statement:

*Great, sounds like you've been doing really well at... Is there anything you've found particularly difficult, or that hasn't been going so well with this goal?*

*What do you think you might do differently next time that could improve the situation?*

Use minimal prompting to help the parent refine their parenting and self-regulatory skills. Refer back to content of previous modules where necessary.

## Discuss agenda items

The purpose of this exercise is to give the parent a chance to discuss any agenda items raised at the beginning of the session that have not yet been addressed. The goal is not to solve problems for them, but to use minimal prompting to help the parent to identify some strategies to try based on the information they have been learning through the program. It is best if the practitioner is familiar with the Triple P Online program and can give the parent direction on where they can find the information they need. In some cases, it may be necessary to explain that some helpful strategies will be addressed in a later Triple P Online module, and then revisit the issue in a later session.

*So let's return to the agenda items you mentioned at the start. You said...*



### Discuss adherence issues [if necessary]

If the parent is having difficulty or has not progressed since the last session, encourage them to identify any barriers that might be responsible. Offer to help them come up with a plan for addressing these over the next week.

*You said at the start that you haven't had a chance to sit down and do any more of the program since our last call. Can you think of a time between now and our next phone call where you will be able to set aside 30-45 minutes to look at the next module?*

If the parent is experiencing technical problems, forward the details to [support@triplep.net](mailto:support@triplep.net)

### Review and summarize

Briefly recap what was discussed during the phone session. Where appropriate, prompt the parent to review their goals/practice tasks for the coming week.

*So let's review what we discussed today...*

*Is there any content you feel you would like to review from the last module?*

*Okay great. Now is this time still okay for you to have your next phone session next week?*

### Negotiate time for the next consultation

Date: \_\_\_\_\_ Time: \_\_\_\_\_

*Okay then, thanks for your time today, and I look forward to chatting with you at [time and day] next week!*

### Consultation wrap-up

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