

# Welcome to the HUS Webinar PowerPoint!

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# From Data to Dialogue

Practicing Empathy Interviews for Home Visits

April 15, 2026

**CONNECTING HEARTS  
& IGNITING MINDS!**



This session is being recorded and will be available in the Library



**HIPPY**  
UNITED STATES

# BY THE END OF THIS SESSION YOU WILL BE ABLE TO:

- Explain the purpose of empathy interviews
- Identify open and curious questions
- Practice using empathy in conversations
- Apply one new question in a home visit



# CHECK IN AND CONNECT

**In pairs or as a trio, take 2 minutes per person to introduce yourself and respond to this prompt**

Introduce yourself (name, program, and state).

Share one recent piece of data from your program that raises questions for you

# More Than Checking a Box



- Data is the opportunity for connection to the family
- Data raises questions
- Families are not always part of the conversation
- We need better questions

# RELATED MGRA STANDARDS

**Home Visits Standard Two:** Home visits last approximately one hour and include Rapport, Review, Role Play, Referrals, and Reminders (5R format).

**Home Visits Standard Three:** Families' needs are identified, referrals are made, and follow-up is provided as appropriate.

## Administrative Checklist Items

**Item 9:**

Data collection system tracks child, parent, and program progress and generates required National HIPPIY US reports on outcomes.

**Item 10:**

Record-keeping system is organized for efficiency and ensures the confidentiality of personal information.



# Home Visit Scenario

Angela, mother of 3-year-old Toby, has missed two home visits in a row and is behind on packets. The program coordinator noticed the missed visits in data reports from her home visitor, Shiane, and has asked Shiane to check in with Angela about the reason for the missed visits on her next home visit.



# CONNECT

**In pairs or  
as a trio,  
take 10  
minutes to  
discuss..**

If you were Shiane....

- What would you say to the parent?
- What questions would you ask?

# IGNITING MINDS!



## Chat Waterfall:

- Share one question your group came up with.

# A Different Approach



- What if we paused before solving?
- What if we focused on understanding first?
- What might we learn if we asked different questions?

# What Are Empathy Interviews?

- **Conversations to understand experience**
- **Focus on listening, not fixing**
- **Ask open, neutral questions**
- **Learn the story behind the data**



# Why Empathy Interviews Matter



- **Data shows what, not why**
- **Families know their reality best**
- **Assumptions lead to wrong solutions**
- **Better questions lead to better support**

# What Are You Listening For?

- **Daily routines**
- **Barriers and stress**
- **What matters to the family**
- **What support feels helpful**



# Stay in Listening Mode



- **Don't give advice right away**
- **Don't try to fix the problem**
- **Don't correct the parent**
- **Don't judge or assume**

# When Listening Turns Into Fixing

| <b>Signs You're Fixing</b>              | <b>What to Do Instead</b>      |
|---|--------------------------------|
| You give advice during the visit        | Stay in listening mode         |
| You ask "why didn't you..."             | Ask open-ended questions       |
| You try to correct the parent           | Try to understand first        |
| You focus on getting them back on track | Focus on learning, not solving |

# From Fixing to Understanding

| Instead of                    | Try   |
|-------------------------------|---|
| Why did you miss visits?      | Can you tell me what the last few weeks have been like? |
| You need to stay on track     | What has made visits harder lately?                     |
| Let's make a plan to catch up | What would feel helpful right now?                      |

# Home Visit Scenario

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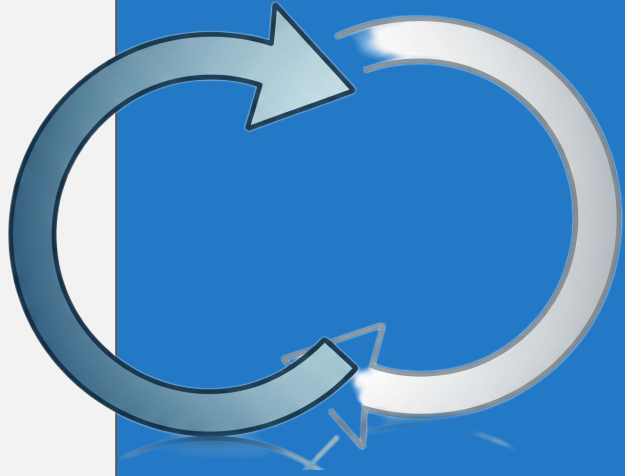
- How would you start the conversation now?
- What questions show curiosity?
- How can you learn more about the family's experience?



# What Changed?



- **What felt different?**
- **What did you notice?**
- **What might you learn now from a parent or caregiver?**



# Reflection and Closing

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## What? So What? Now What?



- What? — What changed in how you asked questions?

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- So What? — Why does this matter for families?

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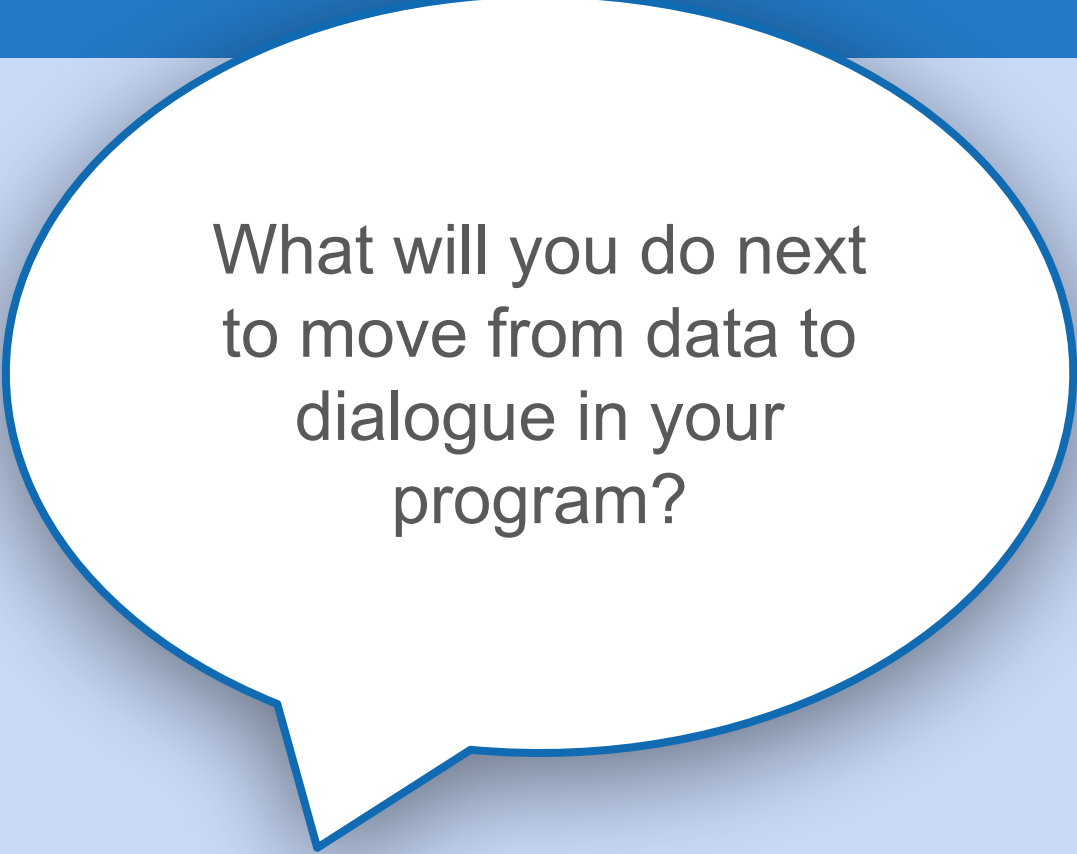
## What? So What? Now What?



- What? — What changed in how you asked questions?
- So What? — Why does this matter for families?
- Now What? — What is one question you will try next?

LET'S IGNITE

**Chat Waterfall**



What will you do next  
to move from data to  
dialogue in your  
program?



# Resources and Reminders



- [Webinars](#)
- [Indie Connects](#)



- [Upcoming events](#)
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**THANK YOU!**



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**attendance and evaluation  
form** for today's session to  
receive **your certificate.**

