



FROM DATA TO DIALOGUE: PRACTICING EMPATHY INTERVIEWS FOR HOME VISITS POST-WEBINAR RESOURCE GUIDE

April 15, 2026

SESSION FOCUS

In this session, participants built on previous learning about home visit data by focusing on how to move from data to meaningful conversations with families. Using a shared scenario, participants explored how their initial responses often focus on solving problems quickly, and how shifting to a more curious, open approach can lead to deeper understanding.

The session introduced empathy interviews as a way to better understand families' experiences. Through discussion and practice, participants worked on asking stronger questions, listening without judgment, and using what they learn to guide more responsive support.

KEY TAKEAWAYS



Data Is a Starting Point, Not the Full Story.

- Data tells us what is happening, but not why. Conversations with families help fill in the gaps.

Questions Shape the Conversation

- The way we ask questions can either close down or open up meaningful dialogue.

Listening Comes Before Solving

- Rushing to fix a problem can lead to a misunderstanding. Listening first leads to better support.

Small Shifts Make a Big Difference

- Changing how we start conversations or ask questions can improve engagement and trust.

Families Are the Experts on Their Experience

- Empathy interviews help center family voice and build stronger partnerships.

FEATURED RESOURCES

Empathy Interviews

- <https://hthgse.edu/what-you-can-gain-from-empathy-interviews/>
- <https://www.ascd.org/el/articles/the-power-of-empathy-interviews-in-family-engagement>

ACCESS THE MATERIALS

[Webinar Recording](#)

[Presentation Slides](#)

THINGS TO THINK ABOUT AND DO

- Bring a real example from your program (missed visits, low engagement, etc.) Ask your team: What might be behind this?
- In your next team meeting, have home visitors:
- Share how they would normally respond
- Then rewrite their questions using a more curious approach
- Model empathy interview questions during reflective supervision. Ask home visitors:
 - "What did you learn from the family?"
 - "What surprised you?"
 - "What might we understand better now?"

NEXT STEPS

Build time into reflective supervision to reflect on conversations with families.

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A Note About Preservice and the HIPPY US Learning Management System
 The HIPPY US LMS is currently closed to new registrations. We are transitioning to a new platform and updating our preservice training, which will be relaunched as HIPPY Model Onboarding. We will share updates as they become available.