



## Connecting with the NCP

### Materials & Equipment Needed:

- Instructor Guide
- Participant Guide
- PowerPoint presentation
- Handouts
  - Preparing for the NCP Contact
  - Non Custodial Parent Typologies
  - Phone Scripts
  - Types of Questions
  - NCP Scenarios

### Agenda

- Introduction ..... 10 minutes
- Preparing for the Call ..... 30 minutes
- Practice Activity ..... 15 minutes
- Managing the Call ..... 1 hour 15 minutes
  - Providing Information
  - Obtaining Information
  - Gaining Commitment
- Break..... 15 minutes
- Group Activity..... 1 hour 30 minutes
- Review..... 5 minutes
- Total ..... 4 hours**



## Instructor Guide Introduction

### How to Use this Instructor Guide

The purpose of the Instructor Guide is to lead the instructor through the training module. Reading through the Instructor Guide and practicing the content in conjunction with the PowerPoint slide presentation (if provided) **before** the training event will make for a much smoother delivery during the training. In general, the Instructor Guide headings will correspond with PowerPoint slide titles.

### Body of the Instructor Guide

The body of the Instructor Guide is set up in a two-column format. The left column contains instructions for the instructor. These instructions may include highlighted words that represent activities the instructor must *do* or *say* (such as **review** and **explain**). The right column includes the content presented through headings and bulleted information.

Each module includes:

- The length of presentation
- Learning objectives
- Instructional strategy, if applicable

Also, lines are used to separate main topics within a module section.

### Preparation

To prepare for the course, you should:

- Make sure sufficient numbers of training materials are on hand
  - Make sure proper equipment and supplies are available (laptop with PowerPoint, whiteboard/flipchart, pencils, prizes/candy, etc.)
  - Make sure the room is set-up properly
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**State** the learning objectives.

**Refer** to the [MCIC Course Map](#) and note where we are within the curriculum.

**State** the purpose of this module and why it's important.

**Review** the handout with the participants.

**Distribute** the [Preparing for the NCP Contact](#) handout to the participants.

**Review** the handout with the participants.

## Introduction

### Learning Objectives

Upon completion of this module, you will be able to:

- Identify what should be done to prepare for a call
- Identify effective techniques to provide and obtain information
- Recall successful ways to gain commitment and trust from the NCP while securing a positive outcome
- Gain confidence in your ability to make a telephone contact with the NCP

### Overview

The purpose of this module is to look at effective ways to connect with the NCP by being prepared, knowing how to manage questions and answers, secure agreement, gain commitment and trust while securing the necessary information for the establishment and enforcement processes.

In this module we will look at what Australia is using in its debt management process and what the private collection agencies are using for successful collection outcomes.

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## Preparing for the Call

In this section of the module we will look at what Australia is using in preparing workers to make contact with their NCPs.

Well-planned **preparation** will allow you to be both positive and productive when you contact the NCP. Some initial investigation of the case will be necessary before making the call, to include:

- Reviewing the case(s) and familiarizing yourself with the current status
- Preparing a list of topics or issues you want to discuss to allow a level of control

**Instructional**

**Strategy: Ask** the participants what their action plan is when preparing to contact an NCP. **Write** their feedback on the whiteboard. Then use their feedback to help them with establishing their own action plan based on their own ideas and the Australian model.

**Distribute** the Noncustodial Parent Typologies, Types of Questions, and Phone Scripts handouts to the participants.

Give an overview of the handouts to the participants.

**Class Discussion**Action Plan

How do you currently prepare for a contact with the NCP? What's your action plan?

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**Managing the Call****Obtaining Information – Providing Information – Gaining Commitment**

The power of the question lies in the fact that it compels an answer. If we ask the right questions, we will get the right answer – in terms of information, experience, reactions or other data we seek. If we ask the wrong questions, we will get the wrong answers.

Asking has many advantages over telling. There is no way we can gather certain types of information without doing a good job of questioning.

The handouts show how you can manage a call to an alleged father or noncustodial parent by helping you:

- Understand the different types of questions – their nature, purpose and use
- Understand the direction of questions – how to channel and handle them
- Develop skill and proficiency in using questioning techniques appropriate to the situation of the alleged father or noncustodial parent



**Pair** participants together for the practice activity.

**Review** a sampling of the phone scripts by role-playing key segments in the phone scripts that demonstrate providing information, obtaining information, and gaining commitment.

After each segment, **debrief** with the participants and **prepare** them to role-play a similar segment themselves. **Provide** scenarios to participants.

**Distribute** the [NCP Scenarios](#) handout to the participants.

**Read** the directions to the participants.

**Allow** 90 minutes to complete the activity.

**Review** the activity with the participants.

## Practice Activity

1. The trainers will demonstrate a segment from a phone script where a child support worker provides information. You will then role-play a scenario providing information to a customer.
2. The trainers will demonstrate a segment from a phone script where a child support worker obtains information. You will then role-play a scenario obtaining information from a customer.
3. The trainers will demonstrate a segment from a phone script where a child support worker gains commitment. You will then role-play a scenario gaining commitment from a customer.

## Group Activity

- Break out into groups of three
  - One person will take the role of the case manager, one person will take the role of the NCP, and one person will serve as an observer and report back to the entire class. Each person in the group will get a chance to play each role
  - This activity will focus on practicing learned communication skills in a casework scenario. The groups will use the phone script for the “touch point” applicable to the scenario to help secure a positive outcome
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**Review** the learning objectives with the participants.

## Review

You should now be able to:

- Identify what should be done to prepare for a call
- Identify effective techniques to provide and obtain information
- Recall successful ways to gain commitment and trust from the NCP while securing a positive outcome
- Gain confidence in your ability to make a telephone contact with the NCP

**Transition** to the next module.

Now that you have a basic understanding of connecting with the NCP, let's examine some techniques for caseload management.

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