

The Change Companies® Fidelity Tool

Facility _____ Number of participants _____
Location _____ Date _____
Curriculum _____ Session number _____
Length of session _____
Monitor _____
Facilitator(s) _____

Scoring Definitions

1	2	3	4	5
Skill undermines program integrity	Skill evidenced at below average level	Skill evidenced at average level	Skill evidenced at above average level	Skill evidenced at superior level

Domain I: Facilitation

1. Interactive Journal

- _____ A. Uses Interactive Journal as the central component of the program
- _____ B. Assigns/follows up on session activities/negotiated practice completed between sessions
- _____ C. Covers all material in the correct order
- _____ D. Assists each participant in applying Journal content to their real life challenges

2. Facilitation strategies

- _____ E. Uses two or more of the suggested facilitation strategies
- _____ F. Follows the “Read, Respond, Share and Feedback” steps of *Interactive Journaling*®
- _____ G. Gives clear and specific instructions for activities
- _____ H. Expands and provides background information for key points

3. Timing, balance and pace

- _____ I. Sessions start and finish on time
- _____ J. Sufficient time spent on each section of the Journal
- _____ K. Balances time between lecture, journaling and sharing, with lecture taking no more than one-third of delivery time
- _____ L. Adapts pace of session to meet learning needs of each participant

4. Preparation

- _____ M. Evidence that the facilitator understands the purpose and underlying concepts of exercises
- _____ N. Lessons meet learning objectives
- _____ O. Evidence of facilitator preparation: materials are readily available to the facilitator, avoiding disruption of session
- _____ P. Session environment (room, visuals, etc.) supports participant learning*

Domain II: Delivery style**1. Exploration/discussion**

- _____ A. Presents as genuinely curious and interested when asking questions
- _____ B. Uses enthusiastic tone (voice inflection, body language*)
- _____ C. Allows appropriate time for open discussions
- _____ D. Uses primarily open (rather than closed) questions
- _____ E. Uses follow-up probes to elicit further information
- _____ F. Remains focused on session objectives and content
- _____ G. Deals with questions clearly and confidently
- _____ H. Encourages participation, sharing of views/ideas, self-reflection and discussion

2. Listening, reflecting and summarizing

- _____ I. Demonstrates appropriate eye contact and body language (nodding, smiling, etc.) when listening*
- _____ J. Offers reflective listening statements to demonstrate understanding
- _____ K. Summarizes at key intervals
- _____ L. Offers more reflections than questions

3. Motivational skills

- _____ M. Demonstrates an understanding each participant's perspective and experience
- _____ N. Conveys an understanding that the expertise and wisdom about change reside within the participant
- _____ O. Consistently demonstrates efforts to increase each participant's language in favor of change
- _____ P. Avoids focusing on the reasons against changing or for maintaining the status quo
- _____ Q. Focuses responsibility for decisions about and actions pertaining to change with each participant, highlighting each participant's sense of autonomy, freedom of choice and control

4. Working relationship

- _____ R. Models effective interpersonal interactions (prosocial language, positive attitudes, interactions)
- _____ S. Evokes hope/confidence from each participant
- _____ T. Each participant is active in the session
- _____ U. Demonstrates a good working relationship with each participant

Domain III: Responsivity

1. Flexible style that responds to the needs of the participants

- _____ A. Makes attempts to simplify language when necessary
- _____ B. Uses multiple modes of communication (drawing, sharing, etc.)
- _____ C. Materials used are adapted to meet the needs of each participant
- _____ D. Uses creativity to enhance learning and increase understanding
- _____ E. Elicits feedback from the participants as to whether they understand the material and are ready to move on
- _____ F. Responds to cues that participants are encountering difficulties with the material
- _____ G. Uses Journal responses to measure participant progress

Domain IV: Group work (if applicable)

1. Group management, optimizes group sharing

- _____ A. Uses buddying or mentoring for participants who are encountering difficulties
- _____ B. Assertively manages domineering or disruptive participants
- _____ C. Draws quieter participants into exercises
- _____ D. Shifts attention around the room
- _____ E. Asserts control when necessary
- _____ F. Encourages participants to give each other feedback on change goals and processes

Evidence of participant having Journal present during session? Yes No

Scoring

Domain	Subtotal (A)	Total # of Questions (B)	Score (A ÷ B)
Facilitation		16*	
Delivery Style		21*	
Responsivity		7	
Group Work (if applicable)		6	

*Note that denominator totals should be modified if questions requiring visual observation are not assessed.

Scoring Instructions

1. Subtotal the scores for all items in each of the four domains.
2. Write the subtotals for each domain in column A.
3. Divide Subtotal (A) by Total # of Questions (B) and write the answer in the Score column.
4. Refer to the Fidelity Tool Scoring Instructions to interpret the score.

Notes/Comments: _____
