

# Supervisor Engagement Tip Sheet

*“Evidence suggests that the formation of a strong connection between the worker and client is prerequisite for effective intervention. Failure to establish a helping relationship has been associated with poor outcomes such as lack of reunification between the parent and child.”*

(Holland, 2000; Landsman, Groza, Tyler, & Malone, 2001; Lee & Ayon, 2004; Trotter, 2002)

## [ The Paradox of Change ]

***When people feel accepted for who they are and what they do—no matter how unhealthy—it allows them the freedom to consider change rather than needing to defend against it.***



Supervisors can help workers think about how to engage families during visits by asking engagement-related questions during case consultations.

Examples of these types of questions include:

- How would you describe your relationship with the mother/father/caregiver/child?
- What makes the relationship good/bad?
- If I were to ask the mother/father/caregiver/child what he/she thought of your relationship with him/her, what would he/she say?
- What is the mother/father/caregiver/child's motivation to work his/her case plan? (If a parent's motivation is in fact his/her child, think about how withholding/adding visits could impact his/her motivation.)

## Things to Remember:

- You cannot push knowledge into a brain; the brain has to invite it in.
- The capacity and potential for change and adherence is within every person.
- People possess substantial personal expertise and wisdom regarding themselves, and tend to develop in a positive direction, given the proper conditions and support.