Worker Engagement Tip Sheet

Nonverbal communication to be aware of:

- Direct eye contact
- Tone of voice
- Facial expressions
- Gestures
- Posture
- Voice inflections
- Fidgeting/movement of body parts

QUESTIONS

- ⇒ What's good about how things are now? What's not so good?
- ⇒ What strengths do you have that you can draw upon to make this change?
- ⇒ Who else can you rely upon to help with your change?
- ⇒ How would you like things to be in the future?
- ⇒ Let's talk about different ways you could go about getting what you want. What are some options?
- ⇒ What do you think? Can you commit to trying this plan?
- ⇒ What is your motivation?

- **Partnership**: Create a working collaboration and avoid the expert role.
- **Autonomy**: Respect the client's choice/right to make a change or hold status quo.
- **Compassion**: Express accurate empathy and hold appropriate neutrality about the outcome. Trust the process while holding the best vision and out-come for the client.
- **Change**: Create new con-versations about change. Ideas for change and the plan for change come from the client.

"Engagement is obtained through conversation, not through interviews with the family members. Careful listening during the engagement process will often result in the early identification of primary family needs, the family's long-term vision, and potential short-term goals, which may become objectives used in the family's case plan."

#InvestingInRelationshipsForChange