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)

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.)

#InvestingInRelationshipsForChange