

## **TRAINER TIP SHEETS**

### ENGAGEMENT SKILLS

- Explain assumptions of solution-based interviewing using the following SLIDE. Ask audience to rate their degree of agreement with each assumption: “Do you believe this a lot? Do you believe this a little? Do you not believe this at all?”
- Describe six Family Solutions engagement skills using the following SLIDES.  
  
As you present material on each skill, have the group brainstorm ways that this skill can be used in practice. Use the Smith Family as a case example if needed.
- Discuss barriers to client engagement and use of Family Solutions skills.  
  
Ask the group: What are some problems that you have had or think you might have in using these kinds of skills to engage your clients? Have supervisors take lead in problem-solving around these barriers. Ask them: Supervisors, how would you help a worker deal with this problem so that he/she could use Family Solutions skills to engage clients?
- Facilitate role play to demonstrate engagement skills. Have workers break into pairs. The pair will role play a worker-client interaction TWICE. The workers should each have an opportunity to be both the client and worker. Workers will choose one of their own cases. Then role play an interaction with this client using at least one of the engagement skills discussed.

Supervisors should observe their workers and offer feedback/coaching in the use of skills. Allow group time to debrief after role play.

- Distribute other HANDOUTS on engagement skills and explain that these are supplemental tools. Handouts include ASFA Steps of Engagement, Solution-Based Interviewing Techniques, Solution-Based Interviewing Guide, Externalization and Universals.