



Concepts and Tools for Improved Engagement

How is more important than What

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Don't forget your warm ups...

- Real is Better than Perfect
- Take Chances



What is this? Assertive Engagement
Information v. Relation
Think of a client...

Seat Belts ON!

- We're about to go FAST
- You know this!
- Get the concepts, let the words slide by



What We'll Do...

- Increase our understanding of our own Roles and Responsibilities
- Increase our understanding of our client's Circumstance and Experience

(and from there...)

- Learn some concepts and tools to inform us when working with our families

But I care...

- My families are in need...
- I have knowledge and insight...
- My families could benefit from my knowledge and insight...



- ...So why should I be careful before I share?

The Case for Caution

(AKA How we may be hurting our clients)

- The Ravine
- (Conditions
- “Ism’s”
- Hierarchy
- Power
- Privilege)
- Brain Research



Yikes... More ways we may Hurt...

- Judgment (covered later)
- Experting
- The “Righting Reflex”
- Damaging Relationship
- Arguing one side of Ambivalence



We focus on Relationship

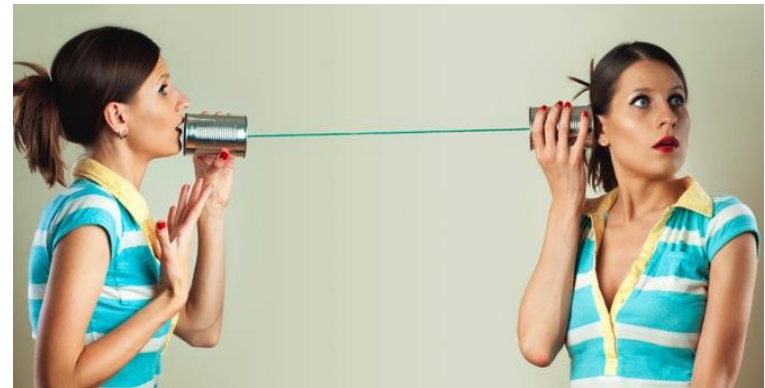
- Many of the worlds cultures have an important emphasis on relationship.
- There is also a heightened emphasis on relationship for people living in poverty.
- Life Crises, Mental Health, Dependency: Ditto.
- Our ideas, information, or solutions **cannot** come before we have established a solid relationship.
- Therefore, relationship building is one of our primary avenues to helping our clients.



Skill #1 - Listening

Why Listen?

- Relationship Building
- Feeling Heard
- Client as Expert
- Improved Cognition
- Expressing Empathy



Skill #2 ASK – OFFER - ASK

(AKA - *How to give information*)

1. Ask what they already know
2. Ask permission to provide new information
3. Offer the information
4. Ask what they think
5. (Talk about Talking)



Skill #3 – The Power of Language

(AKA Which Client Would You Rather Work With?)



Or



Skill #4 - Non-Judgment

- Choices -The Flat-screen TV
- Coping Mechanisms - The Doctor who Drinks
- Where else do we struggle with Judgment?



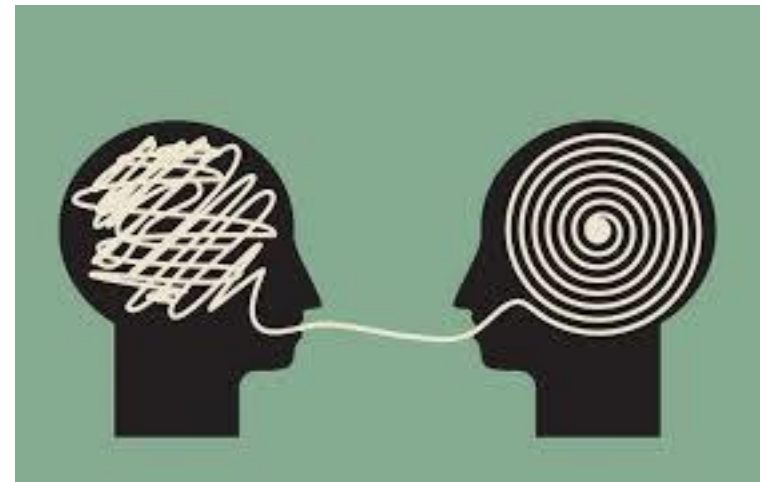
Skill #5 – “Sharp Eyes” for Hope



- Keeping the Candle Lit
- All different kinds of Hope
- Costs Nothing
- Takes no special Knowledge, Information, or Skill
- You always have it with you

Skill #6 - Translating

- Convert language that may be hard (for you) to receive into language that may be easier (for you) to receive
- Listen for the Best Things
- Speak to the Best Things
- Speak to the Emotion



Take these Tools for your Tool belt...

- Ask-Offer-Ask
- Listening
- Non-judgment
- Relationship
- Hope



...And remember these Cautions

- The Ravine
- Hierarchy
- Judgment
- The Righting Reflex
- Information before Relation



- (Breath), Closing, Questions?, Takeaways (“1 Thing”)