

## Part 1: Concepts and Tools for Improved Engagement



Kenan Ginsberg, LSSW, Attendance Specialist  
Kenan\_Ginsberg@ddsd40.org  
503.953.9660

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### Don't forget your warm ups...

- Expectations
- Ruining Great Conversations
- Real is Better than Perfect
- Take Chances



Introductions – **Activity!**  
Information v. Relation  
“Think of a client...”

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### Seat Belts ON!

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



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### What We'll Do...

- Increase our Understanding of:  
Our Family's Perspectives and Experience  
Our Own Responsibilities and Opportunities

(and, from there...)

- Learn Some Mind Set Concepts and Tools to  
Use When Working with Our Families

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### What is Assertive Engagement?




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### Treat the Root, Not the Symptom

- The lens: The social service support your client needs may not be the root of the problem. Instead, it may be how the problem manifests itself.
- Commonly, the root problems are life challenges such as:
  - Poverty & Transitions
  - Health & Mental Health Issues
  - Dependency Issues
  - Intergenerational Issues
  - Family Systems, Dysfunction, Disorganization
  - Culture/Acculturation/Language Barriers/Norms/Immigration




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### Empower a woman to fish...

- The Client as Expert.
- Empower the family to address their own issues.
- Help the family to find their strength and capacity.
- Be willing to focus on smaller issues.
- *Because...* empowered families solve their problems just fine.




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### Who we are in charge of...

- Focus on our own actions and how they affect our clients.
- Learn some real steps to take to decrease reactivity and other negative responses.
- See every interaction as an opportunity.




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### 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?

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### The Case for Caution

(AKA How we may be hurting our clients)

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




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

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




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### The “Righting Reflex”

- Definition: A circumstance where our desire to solve a problem takes precedence over the client’s right to be seen as the expert in their life. Often results in damage to relationship.
- Because: Our desire to GIVE information is often stronger than our clients desire to RECEIVE information.
- Reminders: Focusing on Relationship, Strengths, Hope, etc. will allow your clients to be their own expert, their own agents of change, progress, or growth.
- Protection: Ask-Offer-Ask, Listening

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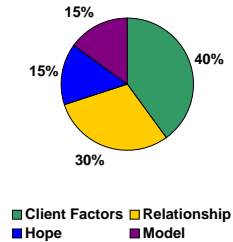
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## What Works?

Research has shown that only 15% of client success is attributable to the model used.

85% percent of factors identified for successful treatment come from client factors, hope & the relationship between the provider and client




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## 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.
- Rural v. Urban...
- 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.




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(Pause #1)



Activity: 5 Min Back and Forth

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## Skill #1 - Listening

- Why Listen? (AKA The Power of Listening)
- Activity



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## Skill #2: The Power of Language



Or



- Working with “Reactive”, “Oppositional”, or “Reluctant Clients”
- Which student would you chose to work with?
- Strengths Activity, Where else....

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## (Pause #2)



...You've made it this far!

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### Skill #3 - *How to give information*

ASK - OFFER - ASK

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)




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### Skill #4 - Non-Judgment

- The Flatscreen TV
- The Doctor who Drinks
- Where else do we struggle with Judgment?




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### Skill #5 – “Sharp Eyes” for Hope

- Keeping the Candle Lit
- Various “kinds” of Hope
- Costs Nothing
- Takes no special Knowledge, Information, or Skill
- You always have it with you
- Where else can you find Hope?



Activity: The Five Constructs of Hope

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## Helicopters and Ponies



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- Wild Creativity
- Unreasonable Persistence

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## Self Care

- Alone
- With Others
- Relationships
- Replenish
- Nourish




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## The “What”



- Q & A time
- “What do I do when...?”
- “How do you....?”
- 1 Thing...

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### Take these Tools for your Tool belt...

- Ask-Offer-Ask
- Listening
- Non-judgment
- Relationship
- Sharp Eyes – Hope, Strengths, Ambivalence



### ...And remember these Cautions

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




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### Diagnosing the Need

1. Establish a trusting relationship
2. Talking About Talking
3. Client as Expert
- 4. Ask open ended questions**
- 5. Listen Fully**
6. Explore with curiosity, not judgment
7. (Offer Information/Ideas)
8. Reflect Back/Summarize
9. Commit to an Action Plan Together




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