



Concepts and Tools for Improved Engagement

How is more important than What

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Don't forget your warm ups...

- Expectations
- Real is Better than Perfect
- Take Chances



What is this?

Introductions – Who is here?

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



But I care...

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

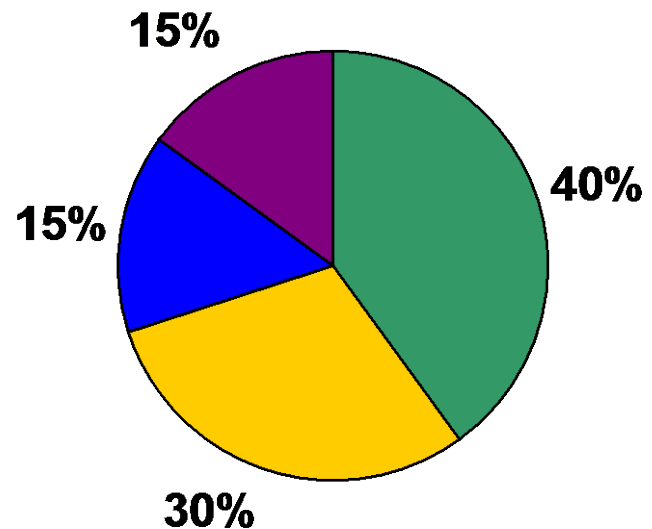


- ...So why should I be careful before I share?

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



■ Client Factors ■ Relationship
■ Hope ■ Model

The Case for Caution

(AKA How we may be hurting our clients)

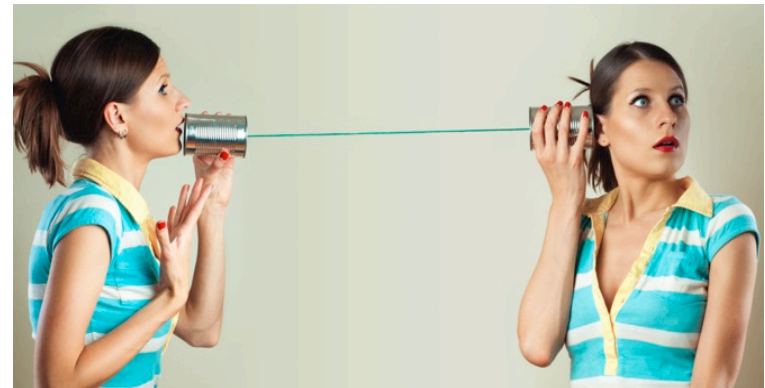
- The Ravine
- Hierarchy
- “Ism’s”
- Judgment
- Experting



Skill #1 - Listening

Why Listen?

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



Skill #2 – The Power of Language

(AKA Which Client Would You Rather Work With?)



Or



Activity: Finding the right words, Emmanuel

Skill #3 ASK – OFFER - ASK

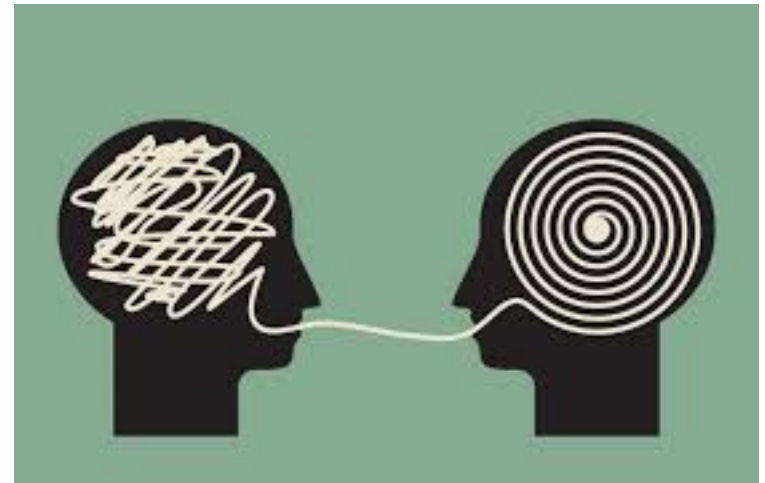
(AKA - *How to give information*)

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 #4 - Translating

- Converting “Non-productive” language into “Productive” language
- Listening for the Best Things
- Speak to the Best Things
- Speak to the Emotion



Skill #5 - Non-Judgment

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



Skill #6 – “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

Activity: The Five Constructs of Hope

Activity Time

(If *somehow* there is time...)

- Skill Set Practice – Listening, Ask-Offer-Ask
- Mind Set Practice – Non-judgment, Translating
- Heart Set Practice – Hope, Empathy



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Take these Tools for your Tool belt...

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



...And remember these Cautions

- The Ravine
 - Hierarchy
 - Judgment
 - The Righting Reflex
 - Information before Relation
-
- (Breath), Closing, Takeaways, “1 Thing”

