

Day 3 Agenda

Review of Transfer of Learning
 Review of Practicing Focusing Skills
 The Guiding Skills
 Optimal Family Engagement
 Engagement in a Virtual World
 Developing a Working Agreement

Choose the response that is
NOT a reframe:
Dad says: If that kid doesn't
straighten up, I beat him until
he can't walk straight even if
he wants to.

Choose the response
that is NOT a reframe:
Worker says: That mom
is crazy!

Choose the response
that is NOT a reframe:
Husband says: my wife
won't do anything for
herself, she's useless.

How would you rate your understanding of
Reframing?

1 5 10

I don't get it I kind of get it I completely get it

Go to 'view options', annotate and pick a stamp. Put your
mark on the scale.

Practicing Focusing Skills

- What was it like to share a time when you felt successful?
- What did your listener do that was helpful?
- What was it like to be the listener?
- Observer: What did you see that you thought was positive?
- What might this experience be like for your customers?



GUIDING SKILLS

Handout H-1

Suggestions & Professional Advice
Partialization
Strengths & Needs-Based
Feedback
Brainstorming

GUIDING SKILLS

Guiding skills
help formulate
decisions....and
A path to carry
them out for the
long term.



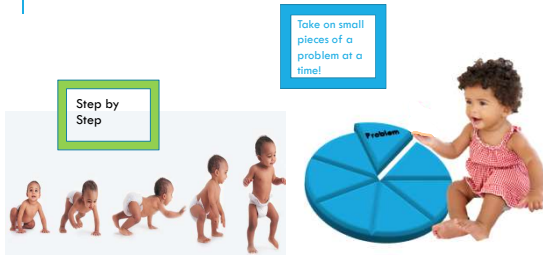
SUGGESTIONS AND PROFESSIONAL ADVICE



- Help Formulate Options
- Apply to something already on the table
- Expand ways of thinking about something
- Contributions to be considered not required
- Promote Empowerment
- Help move towards decision



PARTIALIZATION



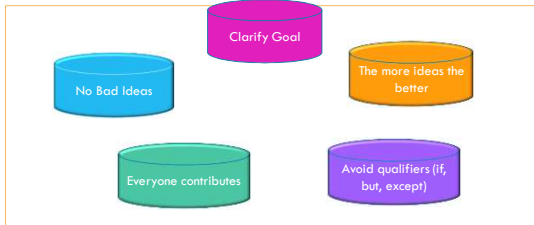
STRENGTHS AND NEED-BASED FEEDBACK



BRAINSTORMING

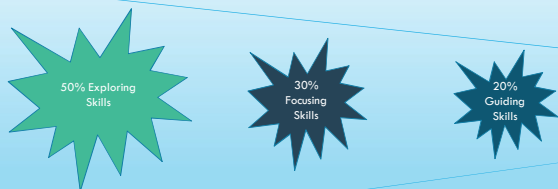


RULES OF BRAINSTORMING



Which of the three sets of skills – Exploring, Focusing or Guiding – are you most comfortable with?

OPTIMUM DISTRIBUTION OF SKILLS





OPTIMAL FAMILY ENGAGEMENT

Practice Profiles
Guidance
Handout I

DEFINITION FROM PROFILES

Family Engagement is founded on the principle of communicating openly and honestly with families in a way that supports disclosure of culture, family dynamics, and personal experiences in order to meet the individual needs of every family and every child, engagement goes beyond mere involvement

OPTIMAL FAMILY ENGAGEMENT

Be open and Honest

Create a trusting Relationship

Listen

Empower

Listen

Listen

Motivate

Inspire Recognition of needs, strengths, supports

Inspire Active planning & Carrying out of Plan for Change

YOUTH, FAMILY AND CAREGIVER VOICE

Parents, Youth & Supports are prepared in advance for meetings (trauma-informed practice).



Family preference is given substantial weight in identifying relatives as caregivers.

Active efforts are made to include youth who are not able to share their voice.



YOUTH, FAMILY AND CAREGIVER VOICE

The family selects service providers.



Preparation in advance.

Worker demonstrates flexibility in selecting interview styles, recognizing that not one style fits all.



Worker Uses Exploring Skills

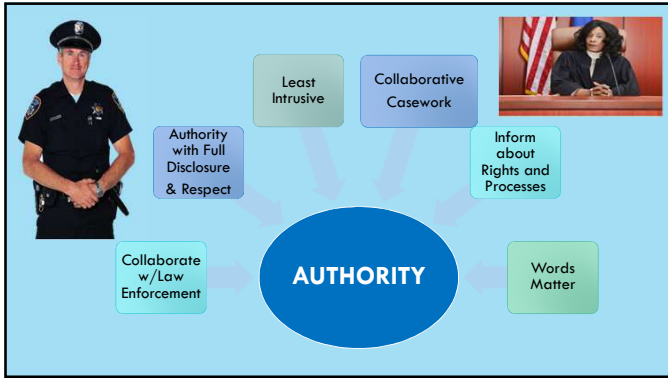


RESPECT IS:



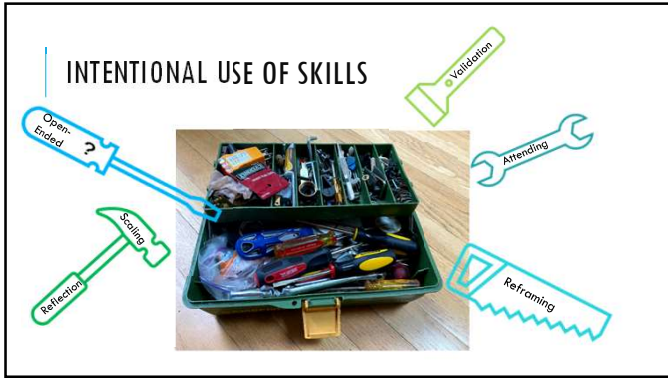
AS EVIDENCED BY.....

- *Using of motivational interviewing.
- *Establishing physical & psychological safety.
- *Honoring family's privacy and confidentiality.
- *Consulting with family about how and what information needs to be shared.
- *Consulting with family around time and location of appointments and services, while still considering safety.
- *Ask the family about contact preferences.













TELEPRESENCE

For each arrow, tell which telepresence "rule" this photo is or is not following.

Feeling as if there is no distance between you.

ENGAGEMENT IN A VIRTUAL WORLD

INSTRUCTIONS:
 When called upon, unmute
 You will not have time to think about your answer
 that's the point!
 In a virtual world, you will need to think on your feet
 and respond in the moment.
 Ready.....set.....go...

DEVELOP A WORKING AGREEMENT

Handout K-1

- Introductions
- Mutual Understanding
- Expectations
- Clarity
- What could go wrong
- Putting it all together
- Self-Assessment

STEP 1- INTRODUCTION



STEP 2 - MUTUAL UNDERSTANDING OF THE PROBLEM



Tell me what you think brought about CPS involvement?

STEP 3 AND STEP 4 — EXPECTATIONS FROM EACH OTHER

I will be honest with you, even when it is tough to say and hear, so I need you to be honest with me so we can solve problems.



STEP 5 - CLARIFY AGREEMENTS



Let's make
sure we're
on the
same
page!

STEP 6 - WHAT CAN GO WRONG?

What might get in the
way of making this
plan work?



Be prepared –
what's the crisis
plan?



STEP 7 - AFFIRM THE VALUE OF THE WORK WE HAVE DONE TOGETHER



PUTTING IT ALL TOGETHER



COMPLETE A SELF-ASSESSMENT



NEXT STEPS:

- ☐ Take the Post Test – instructions on how to access the test will be emailed to you after class. You must pass with 80% proficiency, 2 chances to pass.
- ☐ Complete the after class Transfer of Learning with your supervisor – this will also be emailed after class. **It does not need to be returned.**
- ☐ Complete the survey – your feedback is important and valued! Instructions will be sent. **The survey is only available after you have been marked as 'Complete'.**
- ☐ You will be marked as 'Complete' for the course as long as you attended all three days, returned the Transfer of Learnings assigned during the class and passed the post test.
- ☐ Email any questions to one of the trainers.

