

With Families...

Practical Strategies and Tools for Family Engagement

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Session Objectives

- What is Family Engagement?
- Empathy
- FAPT Strategies



What is Family Engagement?

What do you think of when you hear "family engagement"?



Engagement [en-geyj-muhnt]

__A pledge; an obligation or agreement;

__An appointment or arrangement;

__An encounter, conflict or battle;

Family [fam-uh-lee, fam-lee]

a basic social unit consisting of parents and their children, considered as a group, whether dwelling together or not:

any group of people closely related by blood or marriage, as parents, children, uncles, aunts, and cousins:

Engaging with Families



In your role, what do you already do to engage families?

Empathy



Empathy: Feeling WITH People

- Perspective taking
- Staying out of judgment
- Recognizing emotions in others
- Communicating that emotion

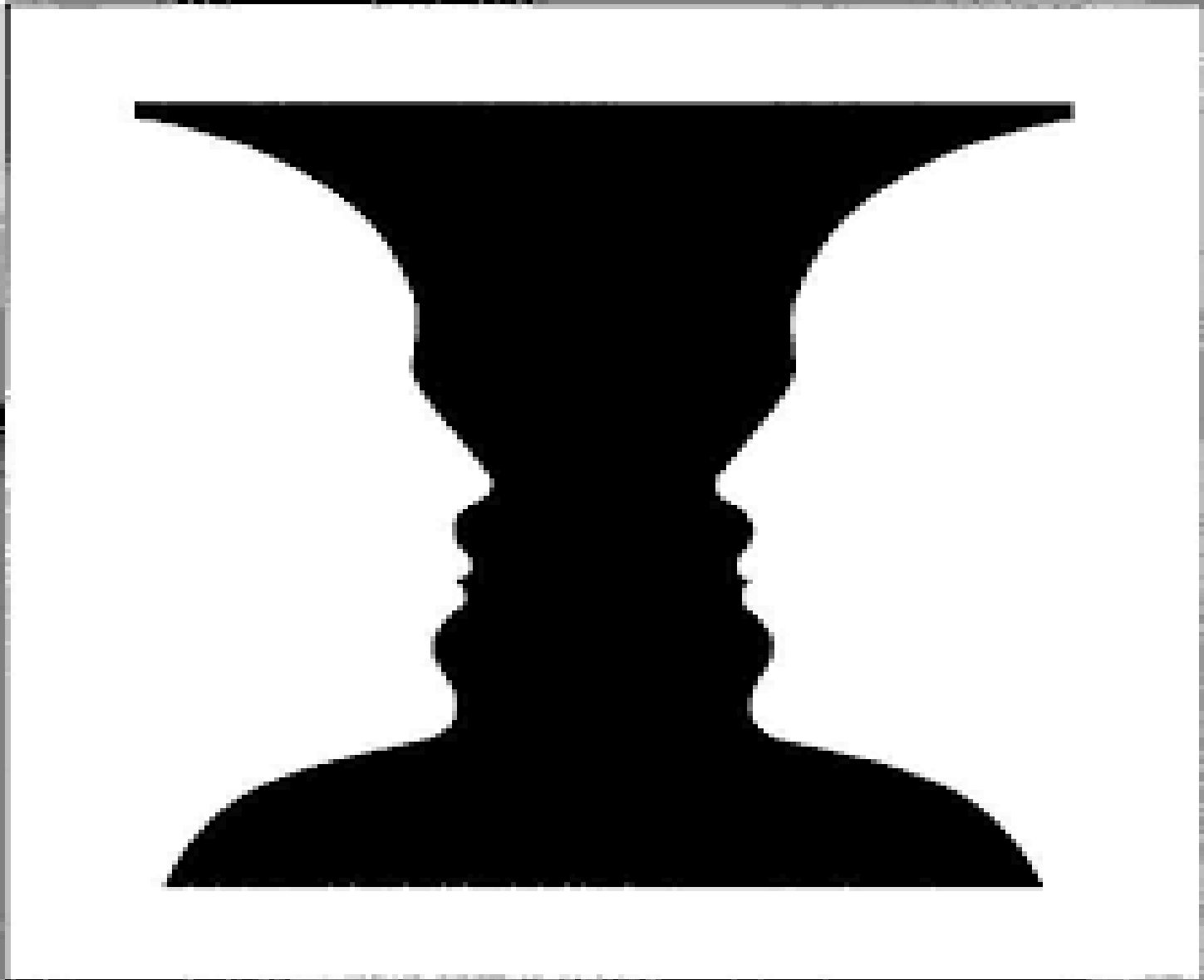


Perspective Taking

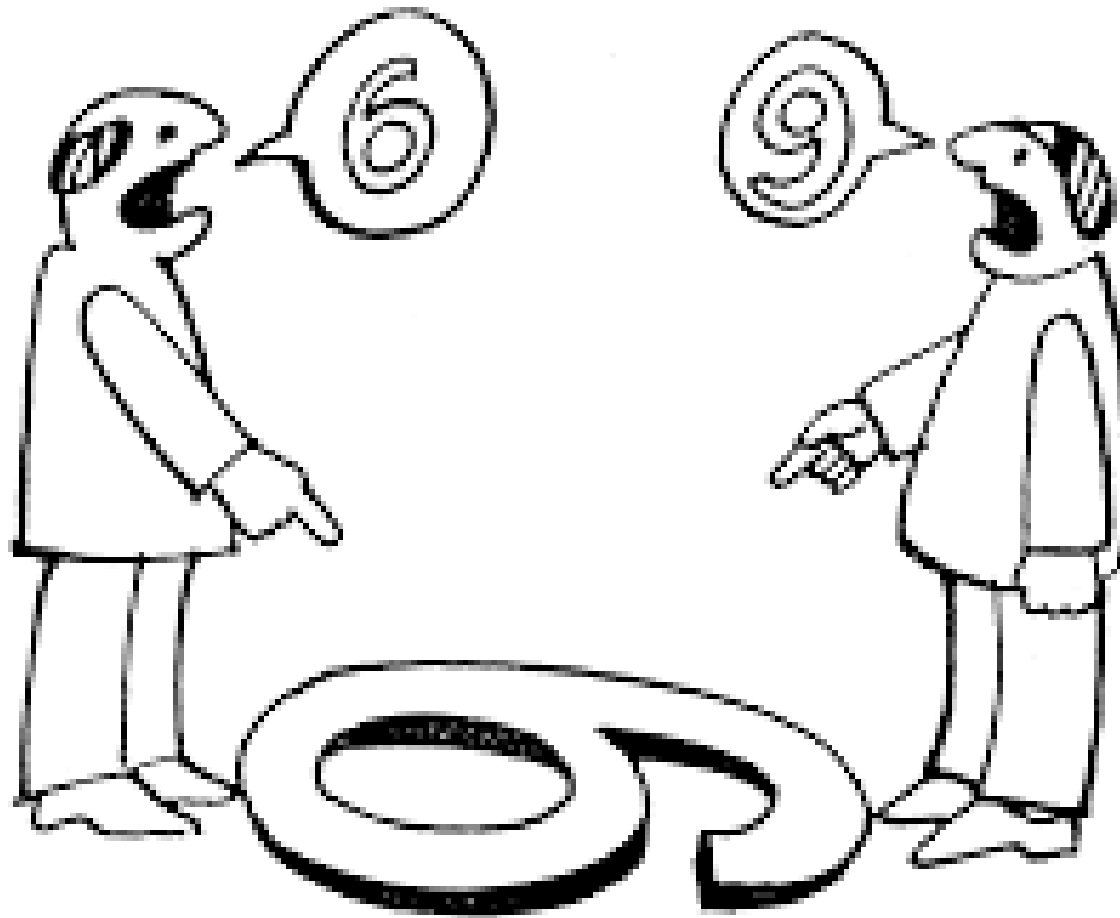
The act of perceiving a situation or understanding a concept from an alternative point of view, such as that of another individual.











Staying out of Judgment



Recognizing Emotions in Others

- A Family or Parent may be thinking:

I'm scared and fearful for our future.

I'm new to the system and don't understand it.

I don't know what else to do to help my child.

I feel judged.

I'm frustrated with our repeat involvement.

I don't know what to expect when we leave this meeting.

I'm doing the best I can with what I have.

You're making decisions for my child that I don't agree with.

Communicating that Emotion

- Some responses to connect with that emotion:

This must be really scary for you.

This is a lot. What questions do you have?

We recognize this might be an overwhelming situation for you and your family.

We want to understand you and your family.

What you're experiencing must be hard for you.

Let's review what we've discussed to make sure you are clear about the next steps.

We see you working hard to get things done.

Help us understand what you don't agree with.

Difficult Conversations

- Difficult conversations often involve truth-telling and always involve assertiveness
- Use facts and be objective
- Be *aware* of motive.... What is the purpose and intent?
- Always consider how would you like to be treated and spoken to?
- Don't forget your active listening skills

Difficult conversations are...difficult! You are telling the youth and/or family something they may not want to hear... do not take responses personally.

Empathy Fuels Connection



FAPT; Strategies for Family Engagement

FAPT Culture



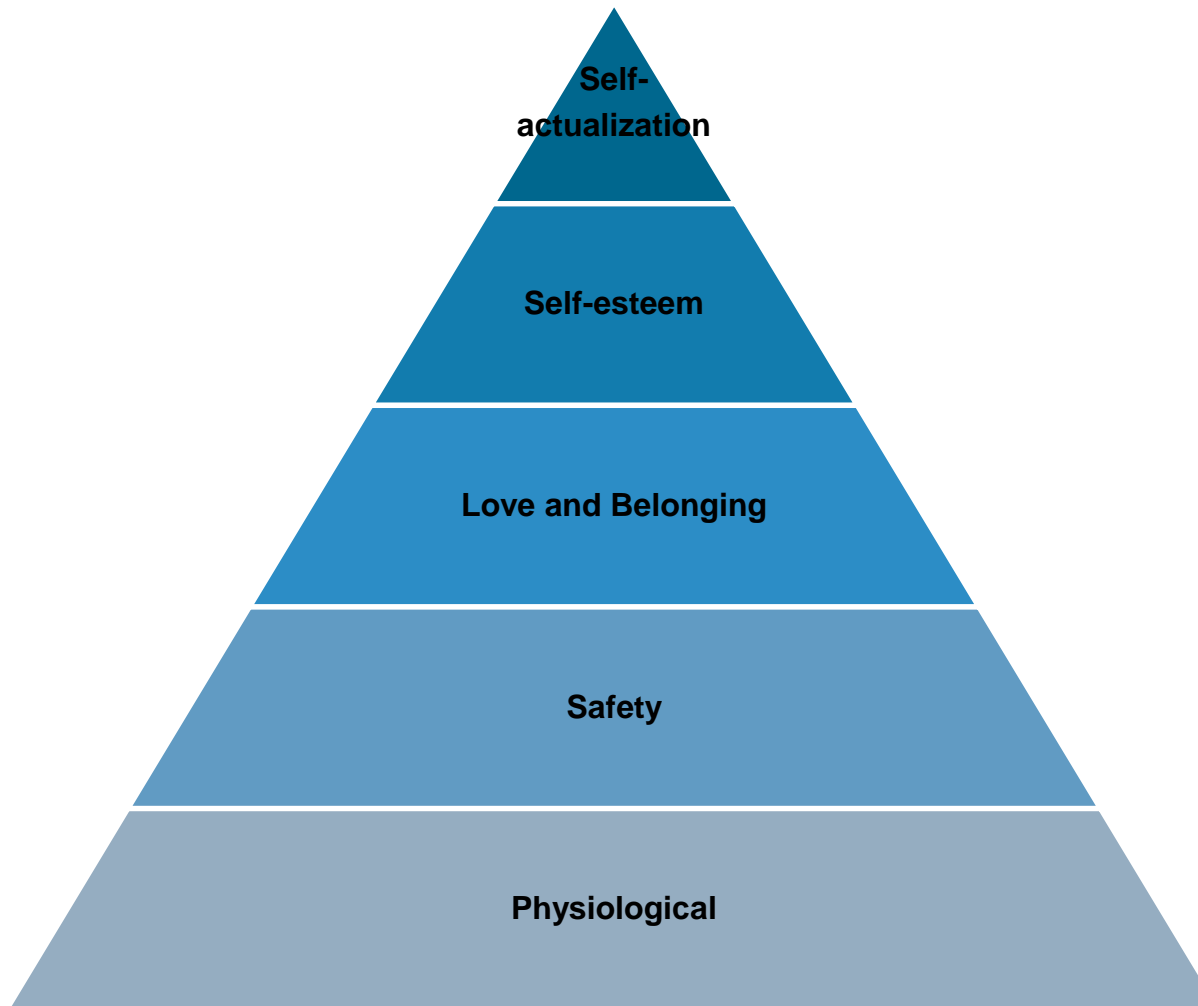
Role of Parent Representative

- Validate the parent/family's perspective
- Offer celebrations of the youth & family's progress
- Ensure FAPT members are using language & tones that are youth & family friendly
- Assist with having difficult conversations
- Inform of community resources & how to access them

Preparing for FAPT



Needs



CANS; a Tool for Conversation

- Based on observation- not about the “why” but the “what”
- It is intended to be the work
- “Shared vision” of children and families
- Everyday terminology which is easily understood across families and disciplines
- Easy to understand rating logic

0...1...2...3

Service Planning; the Roadmap



Going Forward



Closing





WHAT QUESTIONS CAN WE ANSWER FOR YOU?

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