

Executive Summary

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Course Title: *How to Engage Reluctant Families: Solutions Focused Skills for Different Populations*

Identify the conditions for establishing effective engagement with resistant clients and families who have different needs/issues and understand and practice the major tenets and techniques of a solutions focused approach. Learning will include:

- * Focus on building positive solutions from how a person has solved a problem in the past*
- * Understanding how the solution is not always directly related to the problem*
- * Always look for exceptions*
- * Ask questions, the person knows themselves best*
- * Questioning and attending techniques*
- * The use of compliments*
- * Motivating through the change process*
- * Encouraging commitment and developing action steps*
- * Creating influence, obtaining feedback*
- * Working with families who has substance use/abuse, mental health and/or developmental issues*
- * Demonstrate skill in engaging and working with involuntary/resistant clients*

As a Result of this training, participants will learn the values, knowledge and skills of strengths based, client centered, solutions focused practice and engagement strategies and skills for working with resistant clients with differing needs.

Training Methods:

Interactive discussion

Skill building practice

Group interaction

Movie clips

Interview practice