

CWS5305W ADVANCED INTERVIEWING: MOTIATING FAMILIES FOR CHANGE

Supervisor Training Follow-up Guide

Course Description	<p>This course provides instruction in skills to assist workers to engage families in a mutually beneficial partnership and assess a family’s readiness for change. Workers learn two client engagement models and recommended strategies for sustaining motivation and commitment to change. Family engagement fundamentals (collaborative worker-family partnerships, strengths-focused assessment, motivational and solution-focused interviewing, collaborative problem-solving and planning) are covered. Participants gain: 1) a greater understanding of engagement and the strengths perspective; 2) the stages of change; 3) how to utilize motivational interviewing techniques, and 4) increased competence in solution-focused interviewing techniques and problem solving planning. Topics include:</p> <ol style="list-style-type: none"> 1. Understanding that how you work with the family is influenced by the way you engage the family, incorporated within the family engagement zones of Peer, Partner, Advisor, Expert and Authoritative Agent. 2. Identifying stages of change framework within the acknowledgement of client statements. With each stage the worker’s motivational tasks, motivational strategies, and client movement factors are considered. 3. Using OARS – Open-ended questions – Affirm – Reflective Listening – Summarize to elicit self-motivational statements from the client during the precontemplation stage of change. 4. Understanding/awareness of the client’s signs of readiness to change. 5. Developing skills relative to solution-focused interviewing and the five practice principles to promote safety. 6. Understanding of engagement techniques utilizing different types of questions, decisional balance (pro/con), developing a change plan, and gaining a commitment from the client for plan. 7. Ending of an interview by summarizing the client’s perception of the problem, reviewing the solutions the client helped formulate, and reinforcing solutions through complimenting the client and reinforcing what is working.
Purpose	<p>Please choose any of the following field practice activities to facilitate discussions with your worker on how training supports their ability to effectively engage, interview, and motivate clients for change with the purpose of focusing on developing solutions with clients based on their strengths and needs.</p>
Field Practice Activities to Support the Application of Learning	<p><input type="checkbox"/> Have the worker identify which of the Family Engagement Zones characterizes his or her relationship with clients and explain why. Completion date: _____</p> <p><input type="checkbox"/> Have the worker describe the stages of change and what types of motivational strategies they might use with a specific client/family at the various stages. Completion date: _____</p> <p><input type="checkbox"/> Have the worker explain how the use of developing discrepancy by weighing the cost/benefits of changing behavior can help when working with a resistant client. Completion date: _____</p>

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Have the worker define what OARS stands for and discuss how to use this technique to work with a client at the precontemplation stage of change.

Completion date: _____

Have the worker identify some motivational questions which are appropriate to use in assisting a current family to find solutions.

Completion date: _____

Have the worker describe signs of readiness to change statements that s/he hears when working with the family (as identified in the item above).

Completion date: _____

Ask the worker how her/his practice will be different after attending CWS5305W. Have the worker identify some previously held beliefs, knowledge and/or skills that were either challenged or enhanced.

Completion date: _____

Summary of Caseworkers Learning

This activity has been completed and reviewed with the worker.

Worker:	Date Completed
Supervisor:	Date Reviewed

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Supervisor Comments: After collaborating with your worker following his or her completion of CWS5305W, briefly summarize your assessment regarding their self-awareness of previously and currently held beliefs, knowledge and/or skill sets. Consider their learning from this course related to how collaborative worker-family partnerships, strengths-focused assessment, motivational and solution-focused interviewing, collaborative problem-solving and planning is key to assessment and helps to facilitate problem solving while promoting safety.

Optional Activity: Identify one or two follow up items that the supervisor and worker can do as “Next Steps” which will facilitate ongoing professional development for any of the summarized observations noted above.