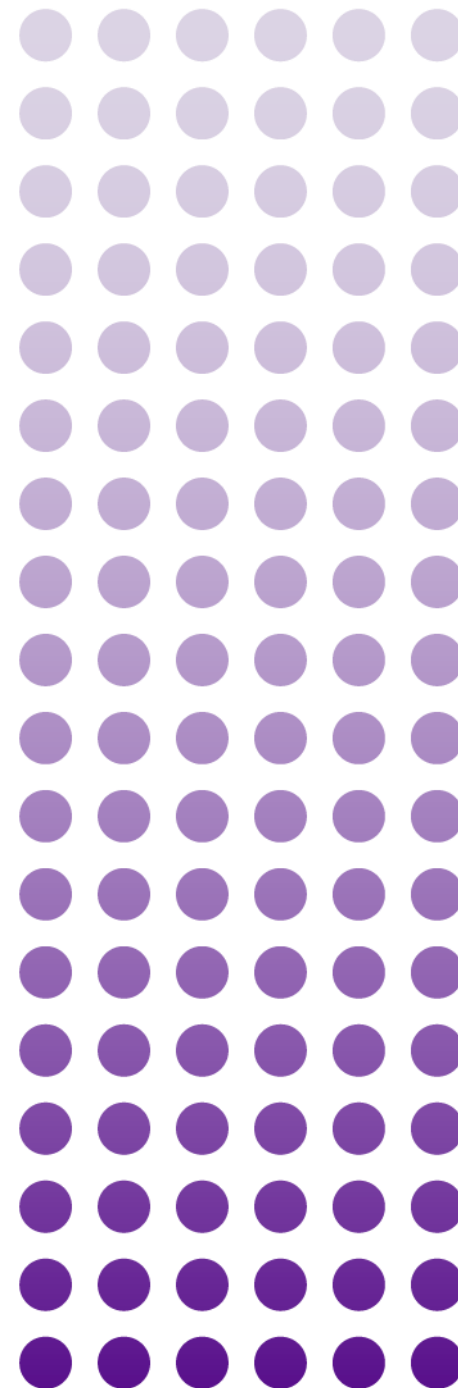




# Effective Client Engagement

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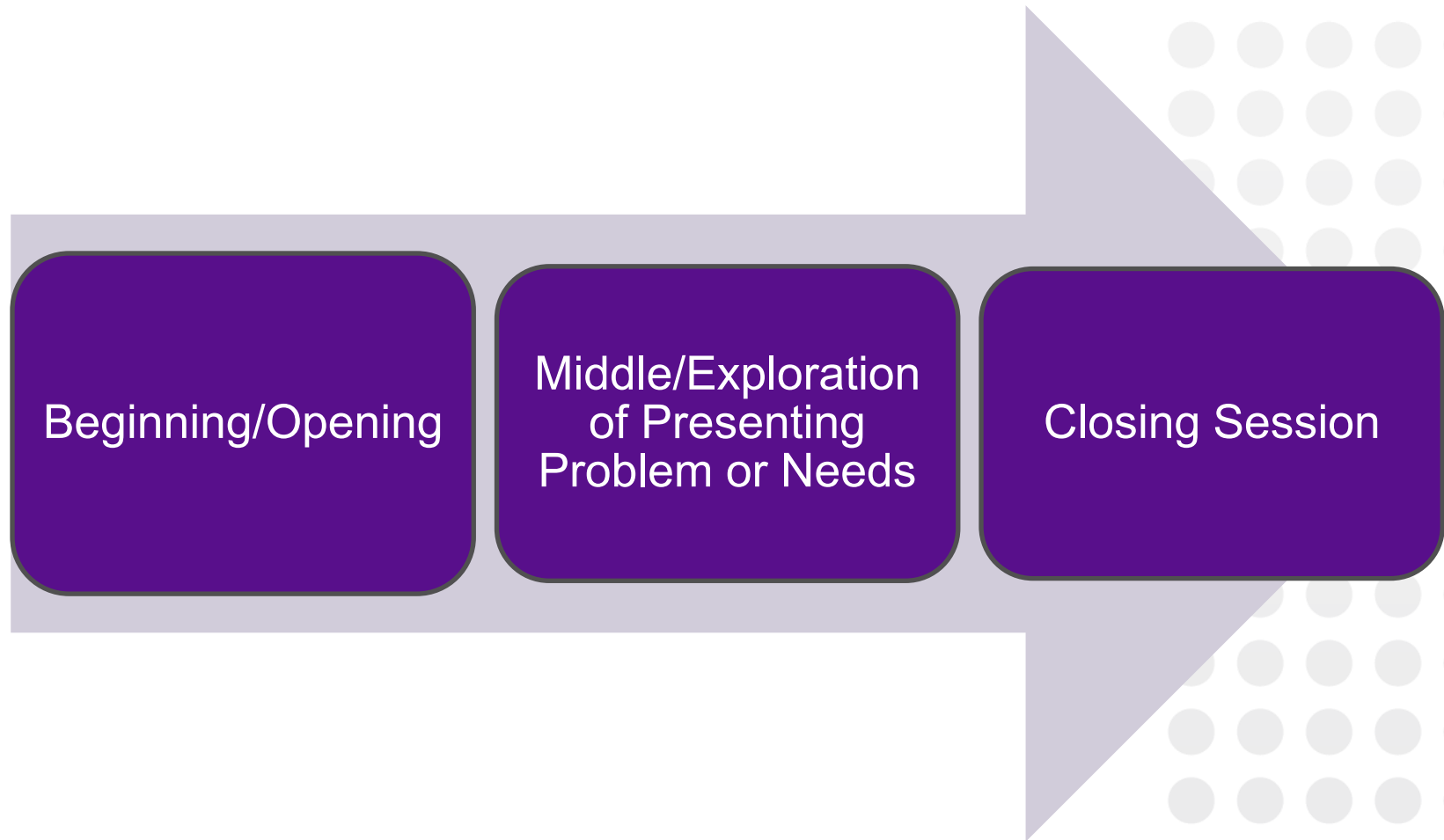
# Purpose of Workshop

- How to effectively engage clients
- How to structure sessions
- Review of engagement skills such as reflective listening, question asking, and environment considerations.

## Brainstorming:

- Think about a time you had a positive interaction in which you received help or assistance.
- What made the interaction positive or effective

# Structuring a Brief Session or Encounter



# Beginning/Opening

- Check in with yourself
- Setting up space
- Introductions and establishment of time for session
- Self disclosure and use of self
- How to handle “flooding” if it occurs
- Confidentiality
- Professional boundaries
- Considerations for Brief encounter if in person or remote (challenges and advantages of both)

# Middle/Exploration of Presenting Problems/Needs Using Active/Reflective Listening Skills

- Body Language
- Silence
- Reflection or paraphrasing
- Open and close ended questions
- Expressions that encourage client to expand on statements
- Validation of clients thoughts, experience, and feeling
- Normalizing

# How to be Present and Show Interest

## Body Language

- Relaxed Posture
- Facing Client with appropriate distance
- Maintain focus on client, as opposed to looking at computer, phone, application, etc.
- Use of head nodding, short words “Uhum, Sure, I see...” to convey interest
- Mirroring affect of client

# How to be Present and Show Interest

## **Reflecting and Clarifying:**

Repeating back what you hear the client say in her words or slightly different words to show that you understand and to clarify if you missed something. i.e. “you have felt so stressed about your family’s finances that you haven’t been able to sleep at night”.

## **Validating client’s feelings and thoughts:**

Making statements that make the client feel that you understand why they are feeling a certain way. i.e. “It sounds like you have been going through a difficult time, with all the worries from your mother being sick, and losing your income”.

## **Normalizing:**

Making statements to show client feel that they aren’t the only one who are struggling with something. i.e. “Many people have felt anxious after the pandemic, and it makes sense, since it affected us in many different ways”.

# Reflective Listening Activity

**Reflective Listening Partner Activity:** Share a recent time that you felt sad, angry, happy, or excited and have the other partner practice reflective listening skills.

Focus on using these skills:

**Reflection or Paraphrasing** (Saying back what you heard in same or similar wording)

**Validation of Partner's Feelings or Experience**

**Normalization**



## Potentially risky situations that can arise in session:

①	Client expresses suicidal or homicidal ideation.
②	Child abuse/neglect of child under 18 or active domestic violence situation.
③	Client seems to be under the influence of alcohol or drugs.
④	Client shares symptoms that may indicate mental health crisis

## How to respond to possible risk to client or others

①	Convey empathy and validation using active listening skills
②	Asking questions to assess immediate risk and find support from Supervisor or other staff on site to help you
③	Explore if client wants/needs additional support and review next steps (safety planning, referrals, hotline, available supports etc)
④	<b>Consult with supervisor while Client is still on site</b>

# Important Mental Health Resources



# Important Mental Health Resources

Safe Horizon

DOMESTIC VIOLENCE

1-800-621-HOPE

For help with domestic  
violence, please call this  
hotline.

# Closing Session

## Wrap up session:

- Summarize session
- Explore if client is interested in additional support or resources (either discussed or not discussed)
- Process client's experience
- Closing session in structured way
  - Helping client anticipate end of session "I see that we only have 5 minutes left..."
  - Having a clock in your line of vision
- Plan/Next Steps for you and the client
  - Decide if there will be another session
  - Make sure client has your contact information