



Engaging and Empowering Families

Trainer Guide

Skill Clinic

Child Welfare Foundations Program



Office of Children
and Family Services



**Office of Children
and Family Services**

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This document is provided under a contractual agreement between the

**New York State Office of Children and Family Services
Division of Administration
Bureau of Training and Development**

AND

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Acknowledgement

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Introduction

This one-day skill clinic is intended to support new child welfare professionals' learning by providing them with an opportunity to practice and implement the skills they have learned in the related online and classroom modules on engaging and empowering families.

Participants will progress through ten stations that guide them in developing strategies to partner with families using strengths-based, solution-focused questions, reflections, confrontations, and full disclosure. They will also have an opportunity to create a family map as well as to practice the skill of summarization. After they have been coached and have practiced their skills with partners, they will each have a total of four individual practice sessions with trainers in which they will receive verbal and written developmental feedback.

This training intends to reinforce the values inherent in family empowerment: that all individuals have strengths and needs and that the most effective strategy to achieve safety, permanency, and well-being for children is to collaborate and work respectfully with parents.

Day-at-a-Glance

This is a recommended schedule for delivering this program. Obviously, each clinic will have different needs based on the number of participants and other unique factors that will require you to adjust time distribution accordingly.

Content Section	Section Time	Learning Activities
Welcome and Agenda	15 min	Introduce trainers; review agenda and housekeeping items
Ask Me about My Shining Moment	25 min	Icebreaker; create a drawing that represents a shining moment; use drawings to introduce one another and then to large group
Getting on the Same Page	25 min	Brief review of content/topics from classroom activity
Strategizing and Practicing the Skills of Reflection and Effective Questioning	145 min plus 15 min break (2 hours, 40 min)	Participants progress through five stations involving the Williams-Gordon case scenario to practice developing reflections, strengths-based questions, and hybrid family maps (and "More Practice" activities if time permits)
Lunch	60 min	
Discussing Rights and Responsibilities and Practicing a System of Confrontation	135 min plus 15 min break (2 hours, 30 min)	Participants progress through four stations with the Williams-Gordon case to practice full disclosure and utilizing confrontation; they will also practice summarization in a letter-writing activity (and "More Practice" activities if time permits)
Summary	15 min	Large-group activity; volunteers invited to read snippets from their letters to themselves

Total Time: 1 day (6 hours plus 1 hour, 30 min break)

Engaging and Empowering Families: Skill Clinic

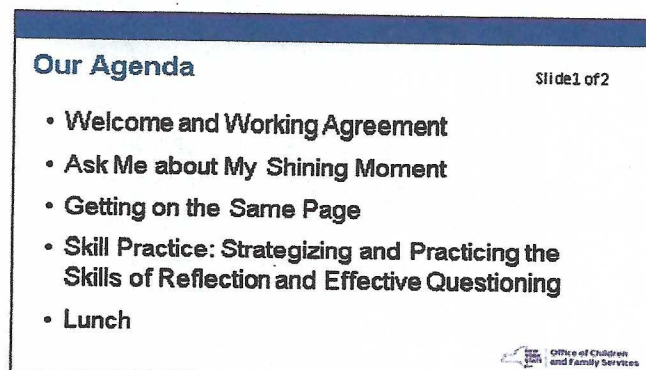
Time: 15 min

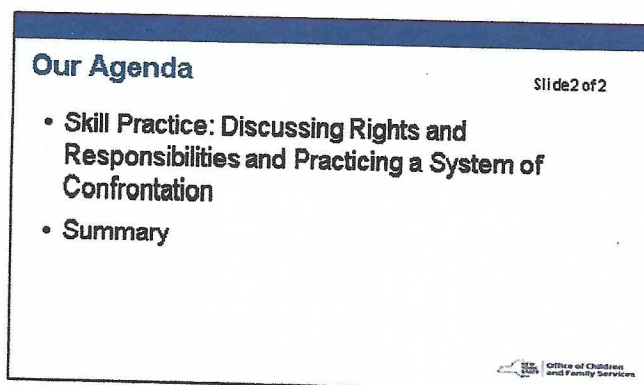
Welcome and Agenda

1. Display the PowerPoint slide **Engaging and Empowering Families: Skill Clinic** (title slide). Welcome participants and introduce yourselves.



2. Acknowledge that this is the first skill clinic they likely have attended and that it can be difficult to take risks and practice newly acquired knowledge and skills in front of others they have just met. Let participants know that the trainers will make every effort to make the day as valuable and safe for them as possible.
3. Display and review the PowerPoint slides **Our Agenda**.



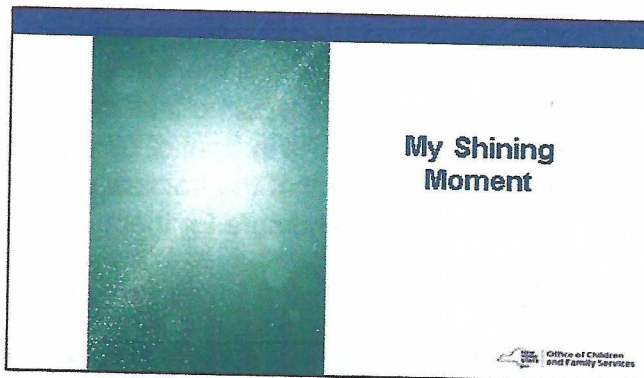


4. Distribute the handout **Engaging and Empowering Families: Performance Outcomes and Learning Objectives** for participants' reference.

Time: 25 min

Ask Me about My Shining Moment (Icebreaker)

1. Display the PowerPoint slide **My Shining Moment**.



2. Ask participants to create a drawing that represents one of their shining moments (at work, college, or in their personal lives). Instruct them to use an example that was acknowledged by someone else as a shining moment. Ask them not to share what their moment was while they are drawing.
3. Divide the group into pairs. Have them introduce themselves to their partner. Instruct them to take turns asking their partner questions about the drawing that will help them understand what the shining moment was (without just asking "what was your shining moment?").

4. Ask them to mutually confirm that they understand each other's shining moment.
5. Have participants share with the large group:
 - their name
 - their agency
 - their function in child welfare
 - their partner's shining moment

Time: 25 min

Getting on the Same Page

1. Review the bullets on the PowerPoint slides **Strengths-Based Family Engagement** as you ask participants, in round-robin fashion, what they remember from their classroom training about each of the following:
 - a. Professional casework relationships and interpersonal skills, including reflections, strengths-based and solution-focused questions, and confrontation
 - b. Full disclosure
 - c. Mapping families
 - d. Family empowerment

Strengths-Based Family Engagement Slide 1 of 2

- Professional casework relationships and interpersonal skills:
 - Reflections
 - Strengths-based and solution-focused questions
 - Confrontation

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Strengths-Based Family Engagement Slide 2 of 2

- Full Disclosure
- Family Mapping
- Family Empowerment

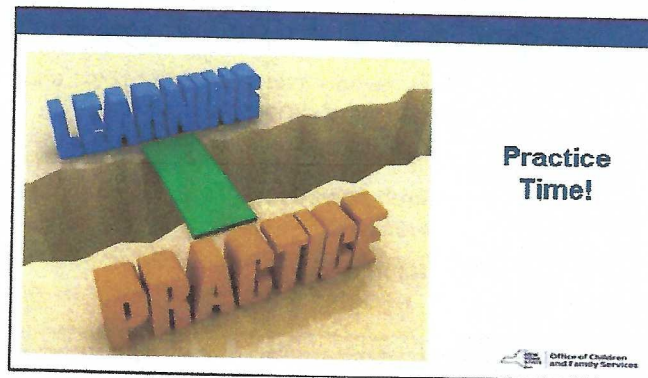
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2. Explain:
 - a. Today we're going to practice these skills and demonstrate these values in action. Each of you will have time for several individual sessions with a trainer.
 - b. In addition to receiving feedback from the trainer about your practice, you will also be responsible for providing feedback to your colleagues as they practice for their sessions with trainers.
3. Refer to the posters and handouts **Giving Feedback** and **Receiving Feedback** as well as the handout **Facts about Feedback**.
4. Also refer participants to handouts in the workbook that they can use to support their tasks at the stations: **Interpersonal Skills for Effective Communication**, **Guiding Reflections**, **Do's and Don'ts of Reflections**, **A Toolbox of Questions**, **Questions for Assessing Strengths and Finding Solutions**, **A System of Confrontation**, **Discussing Rights and Responsibilities**, **Mapping Families**, and **Family Map: Map Legend**.
5. Elicit participants' questions or concerns.

**Time: 145 min
(2 hours, 25
min)**

Strategizing and Practicing the Skills of Reflection and Effective Questioning

1. Display the PowerPoint slide **Practice Time!**



2. Explain:
 - a. The skill practice portion of the program will now begin.
 - b. We recognize that, in the real world, these skills would not be broken out into individual segments but would, hopefully, feel organic and natural and appropriate to stay partnered with the family while supporting their achievement of the child welfare outcomes.