

Engagement Strategies Review

- Identify client strengths
- Use the S.H.E.R. model
- Consider process as well as content
- Validate the client's experience
- Clearly state expectations and roles
- Communicate empathy
- Integrate engagement and protective authority
- Provide concrete services
- Reframe the client's concerns
- Use interview methods as appropriate:
 - Closed-ended, probing, and yes/no questions
 - Open-ended questions
 - Supportive responses and active listening
 - Clarification
 - Summarization and redirection
 - Giving options, advice, and suggestions
 - Confrontation