

Family Engagement: Resistance is Natural

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AGENDA

- I. Introductions
- II. Social Work Relationship
- III. Dynamics of Resistance
- IV. SHER Model
- V. Application



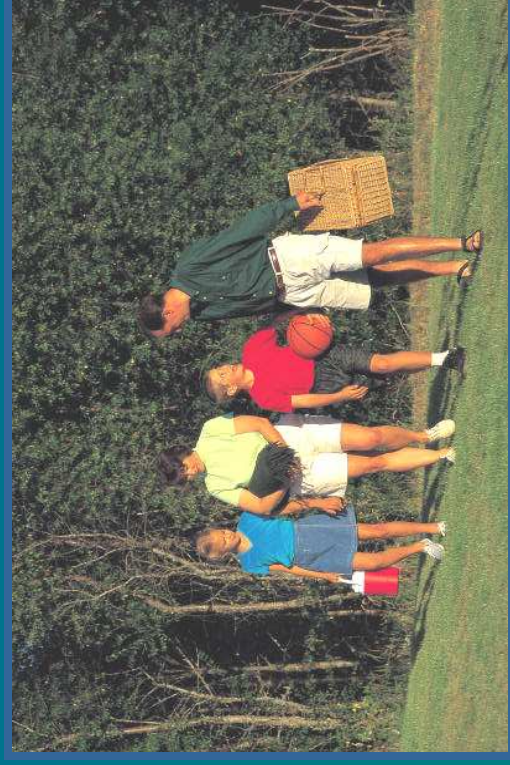
The Protective Authority Model

- ◆ Worker sets expectations, monitors, sanctions
- ◆ Allows immediate intervention if danger of serious harm

THE ENGAGEMENT MODEL

Assumptions About Families...

- ◆ Are partners in protection
- ◆ Retain right to make decisions
- ◆ Have strengths and capabilities



THE ENGAGEMENT MODEL

Activities...

- ◆ Families identify problems and strengths
- ◆ Family and worker jointly involved
- ◆ Worker guides and supports
- ◆ Families empowered to find solutions



Integrating Protective Authority and Engagement

- ◆ Develop a collaborative relationship
- ◆ Remove barriers
- ◆ Explain authority
- ◆ Use authority if parents cannot protect
- ◆ Continue to engage

THE PROFESSIONAL RELATIONSHIP

- ◆ ***A vehicle for change***
- ◆ ***Power differential***
- ◆ ***Includes defined purpose, roles, ending point and rules***
- ◆ ***Exists on a continuum***
- ◆ ***Requires engagement strategies***

Engagement strategies are designed to:

- ✓ Establish worker's intent to be forthright
 - ✓ Expect family participation
 - ✓ Provide a "road map"
- ✓ Deal openly with resistance

Developing Initial Rapport

- ◆ Use supportive and respectful manner
- ◆ Listen
- ◆ Communicate sincerity non-verbally
- ◆ Express genuine interest
- ◆ Communicate non-judgmental attitude
- ◆ Use self-disclosure appropriately

Cultural Characteristics to Consider

Awareness
of cultural
differences

Respect

Language
barriers

Decision-making

Level of
trust

The
meaning
of eye
contact

View of
outsiders



Client Behaviors that Indicate Resistance

- ◆ Client not talking
- ◆ Client hostile or angry
- ◆ Avoiding worker
- ◆ Client denies responsibility
- ◆ Client lies
- ◆ Client fail to follow through

The Whys...

Fear negative outcome

Threats self-esteem

Threat to clients ability to manage
family as they see fit

Previous negative experience

Worker Increases Resistance

- ◆ Culturally insensitive
- ◆ Not allow enough time
- ◆ Too much jargon
- ◆ Fail to validate family
- ◆ May convey punitive attitude
- ◆ Go to problems ignore strengths
- ◆ Harsh attitude prevents repport building
- ◆ More authority than needed

Agency Implied Resistance

- ◆ Office hours
- ◆ Armed guard at door
- ◆ No convenient parking
- ◆ Cumbersome bureaucracy
- ◆ Poor family contact areas
- ◆ No return phone calls
- ◆ Long waits see worker, new worker
- ◆ Multiple workers
- ◆ Lack of interpreters

How Workers Reduce Resistance

- ◆ Commit to honesty
- ◆ State agency intent
- ◆ Give road map
- ◆ Discuss openly resistance
- ◆ Give up power for influence
- ◆ Dress as professionally
- ◆ Communicate empathy
- ◆ Show clients your written info about them

Reducing resistance (cont')

- ◆ Help client fill out forms
- ◆ Be prompt
- ◆ Conduct joint case transfers
- ◆ Be sensitive to client inconveniences
- ◆ Work and contact with children and services

The S.H.E.R. Model

- ◆ Surface
- ◆ Honor
- ◆ Explore
- ◆ Recheck

Case Application:

Mrs. Smith age 40 has 2 girls age 7&10. Abuse of 7 yr. old Ms. Smith doesn't know how it happened. Thera was a finding of substancial abuse and protective supervision. Ongoing worker has first visit...



- ◆ My husband ran out 7 yrs ago no man is worth anything
- ◆ My boss fired me for no reason
- ◆ I'm broke and the bills are due
- ◆ The school is constantly yammering at me for money
- ◆ The kids are awful to me ENOUGH
- ◆ Now you people are after me

Remember to SHER...

THANKS FOR
◆ COMING
◆ GOOD LUCK!