

# INTERACTIONAL SKILLS

- Dealing with Authority Issues – Usually used during contracting and is directly related with clarifying purpose, function and role. The child welfare professional’s effort to clarify mutual expectations, confidentiality issues, and the authority theme (issues related to the relationship between the client and the child welfare professional).
- Reaching for Feedback – Essential during contracting, inviting family members to share their concerns related to the purpose of the contact and agency involvement. The client’s perception of his or her own stake in the process.
- Questioning – One of the skills of elaborating in which a child welfare professional requests more information as to the nature of a problem/situation to get a fuller picture of the concern expressed.
- Reaching Inside Silences – One of the skills of elaborating in which a child welfare professional explores the meaning of silence by putting possible feelings into words.
- Summarizing – Helping someone to identify the main themes of the discussion during a session/meeting.
- Identifying Next Steps – Helping the client to develop ideas about the future actions based upon current discussion.

Shulman