

Techniques for Building Rapport

The following are some suggested techniques caseworkers can use to build rapport with clients. Caseworkers can:

- Demonstrate empathy, warmth, respect, and genuineness.
- Maintain frequent contacts.
- Be consistent and persistent and follow through.
- Meet a concrete need(s) of the family.
- Highlight strengths, no matter how small.
- Reach out to the client.
- Be flexible.
- Use interpersonal skills effectively (e.g., nonverbal skills, strategic use of questions, summarizations, etc.)
- Give the client a sense of control (e.g., involve the client in scheduling appointments, ask the parents how they would like to be addressed, etc.)
- Acknowledge difficult feelings and encourage open and honest discussion of feelings.
- Ask for the client's perspective of a problem.
- Give the client information (e.g., explain the role of a caseworker, describe the agency, explain what will happen next, etc.)

These are only a few key techniques; there are many other methods that will help build rapport with the client.

Source: *Child Protective Services: A Guide for Caseworkers* by Diane DePanfilis and Marsha K. Salus