

Promoting Effective Engagement

Establishing and maintaining effective engagement involves the use of a variety of skills and presence of certain conditions:

<ul style="list-style-type: none">• Tuning-into Self and Others• Focused listening• Clarification of role and purpose• Respect• Clear and accurate response to client questions• Honesty• Dependability• Identification and support of client strengths	<ul style="list-style-type: none">• Seeking to understand the client's point of view• Culturally sensitive practice• Connecting agency goals with client goals• Investment in client success• Outcomes-oriented practice• Regular feedback• Confrontation• Demand for work
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