



Communicating Information - Feedback Form

Communicating Information: Imparting important information or clarifying issues about the casework process, including mutual expectations, goals and services, legal issues, timelines, court processes, and next steps

Steps

- (1) Provide information (facts, outcomes, deadlines, reports, diagnoses, values, beliefs, etc.) that the client needs in order to manage the task at hand;
- (2) When possible, information is provided in a manner that leaves it open to challenge by the client. Avoid using professional jargon and terms unfamiliar to the client; and
- (3) Give the client an opportunity to ask questions and express feelings about the provided information

Clip #1

Motivational feedback:

Constructive feedback:

Clip #2

How did the worker behave differently?

Clip #3

Motivational feedback:

Constructive feedback:

Clip #4

How did the worker behave differently?