

Feedback on Managing Protective Authority

Motivational	Constructive

Please rate the use of the skills, providing examples when possible:

Criterion	Yes	No	Observed Behaviors
Prepared for contact by Tuning in to Self;			
Greeted client with respect for self & culture			
Introduced self clearly & without using jargon (with name, job title & name of agency)			
Stated the purpose of the contact clearly & without jargon			
Asked for & clarified any expressions of confusion, dissatisfaction, etc.			
Tuned in to Self & managed/ contained own feelings			
Tuned in to Client's/Others feelings about & understanding of the purpose			
Insisted on safe behavior for everyone			
Clarified what is/isn't within agency role & the desire to work together to protect the children			