

Wisconsin Public Psychiatry Network Teleconference (WPPNT)

- This teleconference is brought to you by the Wisconsin Department of Health Services (DHS) Bureau of Prevention, Treatment and Recovery and the University of Wisconsin-Madison, Department of Psychiatry.
- The Department of Health Services makes no representations or warranty as to the accuracy, reliability, timeliness, quality, suitability or completeness of or results of the materials in this presentation. Use of information contained in this presentation may require express authority from a third party.

Wisconsin DHS
Presents

**Micro-connecting:
22 Strategies for Engaging People in
Recovery in the Recovery Planning
Process Within the First Ten Minutes of
Contact**

Presenter
Mark Sanders, LCSW, CADC

2



22 Engagement Strategies

- Make it easy to speak to a live person by phone
- A warm phone voice tone matters
- Learn from doctor's offices – increase first session attendance by 30%

3

22 Engagement Strategies Continued

- A warm greeting
- What do the pictures and magazines say
- An inviting waiting room and a snack
- A short wait

4

22 Engagement Strategies Continued

- Positive service energy and a sincere smile
- A handshake and a tour

5

22 Engagement Strategies Continued

From the initial phone contact to the first session, how would clients describe their intake/admissions experience?

- What is smooth?
- What is uncomfortable?

6

22 Engagement Strategies Continued

- Engage with your



7

22 Engagement Strategies Continued

Utilize naturally therapeutic qualities during the engagement process

- Empathy
- Warmth
- Genuineness

8

22 Engagement Strategies Continued

- Go slow
- Start the session with joining – small talk

“Only equals engage in small talk.”
Maya Angelou

9

Joining with Adolescents

- Shoes
- Jerseys and t-shirts
- Hats
- Hand and arm tattoos
- Name
- Music
- Work
- School
- Aspirations for the future

10

Joining with Children

- School
- Saturday activities
- Toys
- Hobbies
- Favorite tv program
- What do you want to do when you grow up?

11

22 Engagement Strategies Continued

Remember the 4 factors that lead to client Engagement.

Mega-study "The Heroic Client"

- The Clinical Model
- Counselor hopefulness
- The therapeutic relationship
- Client factors

12

Client Extra-Therapeutic Factors

- Success prior to the presenting problem
- Individual and family resilience
- Cultural strengths and pride
- Love

13

Client Extra-Therapeutic Factors Continued

- Employability
- A good education
- Vocational skills
- Hope for the future
- Leadership

14

Client Extra-Therapeutic Factors Continued

- Faith
- Spirituality
- "A praying grandmother"
- Extended family orientation

15

22 Engagement Strategies Continued

- Have an effective opening statement

16

A Good Opening Statement Says to the Client(s)

- It's up to you to change
- You are in control of how, when and what to change
- I will walk along side of you to support your change

17

22 Engagement Strategies Continued

- 3 sessions at a time
- Minimize confrontation

18

22 Engagement Strategies Continued

Discover the client's uniqueness

- If you had 3 wishes what would they be?
- When are you happiest?
- What do you do on a Saturday afternoon?
- Who are your heroes?
- What is your favorite food?
- What kinds of things are funny to you? Do you like to hear jokes or tell jokes?

19

Focus on Strengths as Soon as Possible

- What do you do well?
- How have you been able to endure so much?
- What do you like to do in your leisure time?
- What is the best thing you ever made happen?
- What are the best 3 moments you can recall in your life?
- What is your previous life suffering preparing you to do with the rest of your life?

20

Focus on Strengths Continued

- What have you learned from what you have gone through?
- What sources of strength did you draw from?
- Which of your experiences has taught you the most about your own resilience?

21

22 Engagement Strategies Continued

- Discover what the client(s) want
- Use humor

"The shortest distance between two people is a good laugh."

22

Connect with clients cross culturally

- Be willing to have a sensitive discussion of differences
- Find out how the presenting problem is addressed from the client's cultural perspective
- Incorporate aspects of the client's culture into the change process
- View counter-transference as a learning experience
- Work with indigenous leaders and healers

23

22 Engagement Strategies Continued

If the client is mandated:

- Ask the leverage question
- Provide options
- Avoid talking too much about change in the beginning
- Utilize incentives

24



Fishbowl Technique

25

22 Engagement Strategies Continued

- Let client feedback guide the work

26

Evidence Based Practices vs.
Practice Based Evidence

27

Feedback informed treatment

28

Feedback

- How was the session today?
- What worked?
- What did not work?
- What would you like to see different in the next session?

29

Additional Feedback Questions

- 1) What questions do you think I have avoided asking you that are important for me to ask?
- 2) What do I need to know that would make you believe we were more on the same page and have more faith in my ability to help you?
- 3) What do you think I am missing that would make a big difference in your situation?
(Selekman, 2015)

30
