

Engagement Skills



Active Listening

Fully concentrate, respond to, and remember what was said¹.

Tone of Voice

How you say something matters².

Cultural Humility

Remain other-oriented; open to the other³.

Body Language

Gestures and movements you make matter too⁴.

Effective Use of Authority

You have the legal authority to intervene when children and youth are maltreated and unsafe. How you use that authority can either engage a family or create barriers⁵.

1. (AlleyDog.com, n.d.)
2. (Jablon, 2015)
3. (Hook, et al., 2013)
4. (CareerRide.com, n.d.; Mehrabian & Wiener, 1967; Mehrabian & Ferris, 1967; ChangingMinds.org, n.d.)
5. (Tew, 2006; Kemp et al., 2009; Child and Family Policy Institute of California, 2013; CalSWEC, 2018)