

# Table of Contents

---

	Page
<b>Section I: Introductions and Awareness Building</b> .....	1
Welcome, Introductions, and Walk-Around Activity .....	3
<b>Section II: Key Concepts in the Casework Relationship</b> .....	5
A. Contrasting Inappropriate Use of Authority with Engagement Strategies .....	7
B. Integrating Engagement and Protective Authority: The Child Protective Services Casework Approach .....	12
C. Engaging Clients in the Casework Relationship .....	15
D. Cultural Considerations in the Engagement Process .....	19
<b>Section III: The Dynamics of Resistance</b> .....	27
A. Raising the Issues .....	29
B. Working through Resistance .....	33
C. The S.H.E.R. Model.....	36
D. Application Exercise: Working through Resistance .....	40
E. The Dynamics of Content and Process .....	43
<b>Section IV: Interviewing Strategies to Promote Engagement in Child Protective Services</b> .....	52
A. Introduction to Interviewing Methods.....	54
B. Application Exercise: <i>The Forrester Family Video</i> .....	55
<b>Section V: Closure</b> .....	61