

## Introduction: Engaging the Client

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### Our Outline

- What works best to change behavior?
- The beginning sets the tone
- Engagement skills
- Know when to move on

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### What works best?

- Education alone has minimal effect
- Behavioral approaches work better (CBT)
- Groups are at least as effective as individual counseling
- MI added to CBT enhances effectiveness

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## Introduction and Engagement

### The very beginning

- Remember a negative experience. What made it so?
- Remember a positive contact. What did that person do and say?

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### Engagement skills

- Introduce yourself with eye contact
- Client-centered small talk
- Reflect
- Use your body language
- Discuss the goals and ask for input
- Open with open questions
- Roll with resistance

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### When to move on

- Attend to body language including eye contact
- Has the client shared some of what matters and/or asked questions?

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## Introduction and Engagement

### Growing your skills



1. Break them down and pick one
2. Experiment/Practice
3. Review how it went
4. Go back to the drawing board
5. Rinse and repeat

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### Practicing engagement

- Observe those who do it well.  
What do they do?
- Pick one technique and practice it  
over and over

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How is this going to work?

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