

Assertive Engagement

- Where participants get their first impressions of your program
- A process, not an event
- Introduce the service relationship, explain your role, & find common ground
- Highly individualized

Goals:

- Establishing and building a relationship
- Care for the participant's immediate needs
- Administering services
- Connecting to resources and providing education
- Developing housing stability

Tips:

- ✓ Listen, observe, & communicate
- ✓ Maintain realistic expectations
- ✓ Use a non-judgmental approach
- ✓ Emphasize strength-based approach
- ✓ When in crisis, focus on the here & now
- ✓ Be consistent & reliable
- ✓ Negotiate & compromise when possible
- ✓ Be flexible
- ✓ Stay positive (especially when the participant is feeling negative)
- ✓ Celebrate all successes
- ✓ Use open body language
- ✓ Stay on the participant's level (seated/standing)