

## Effective and positive engagement

The following activity can be used in group as a way to:

- Generate conversation about what contributes to effective and positive engagements
- Identify what the common barriers are to effective and positive engagement and what some strategies to deal with these barriers might be

### I don't want to!

Consider a time when you were a similar age to one of your clients and were asked to be involved in something that you didn't really want to be involved in. In addition those promoting the idea didn't engage with you or generate any kind of motivation or excitement. They just expected that you'd be involved.

Answer the reflection questions below;

- *What about this experience stands out for you?*
- *What went on beforehand, during the experience and after?*
- *How did it affect your experience?*
- *What were the thoughts and feelings you experienced?*
- *What could have been done differently?*

### I do want to!

Now consider a time when you really did want to be involved in something and were engaged by those promoting the idea. Perhaps it was more on your terms and you had a choice whether to do it or not or at least had some input into how it would be done.

Answer the reflection questions below;

- *What about this experience stands out for you?*
- *What went on beforehand, during the experience and after?*
- *How did it affect your experience?*
- *What were the thoughts and feelings you experienced?*

## Barriers to engagement

Think about the process/experience of a client coming into their (your) service and consider the following:

- *What are the barriers to engagement?*
- *What are the potentially shaming parts of the process?*

Use the table below to consider what the barriers to engagement might be and what strategies you could potentially use to address these. Be prepared to discuss these with the group.

Potential barriers	Potential strategies

### Some things to consider when engaging for the first time

- Acquiring, where possible, a full understanding of the young person's (or other client's) history and context (including past experiences with professionals) before they meet
- Consideration of the environment in which the session will be held
- Consideration of your own thoughts and feelings about working with young people (or other client's) in general and/or a specific young person (or other client)
- The young person's (or other client's) thoughts and feelings about attending this session

### Reflections questions

- *What else could be included? What has worked for you in the past?*
- *What are you now considering in terms of engaging with clients?*

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