

How Role Plays Will Work



Ground Rules Can Be Helpful

Here is ours:

- · Begin and end on time
- · Everyone gets a chance to speak
- · One person speaks at a time
- Agree to disagree
- · Participate at your own level of comfort
- Remember confidentiality
- Nobody checks email, Facebook, or surfs the internet during this workshop
- · Dress comfortably
- · Do you suggest others?
- · Have fun!







A Basket for Questions



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General Topics to be Covered



- ► Theoretical foundations of family therapy
- ► Core assumptions of family therapy
- ► Cultural issues
- ► Treatment phases, interventions, and assessment methods
- ► Additional issues
- ▶ Problem solving
- ► Micro-teaching practice

1

Today's Plan

- 1. Cultural context
- 2. Participants' attitudes, knowledge, and skills
- 3. Core assumptions and foundations of UNODC family therapy
- 4. Shift to systems thinking



11

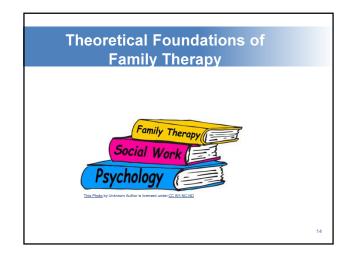
The Cultural Context

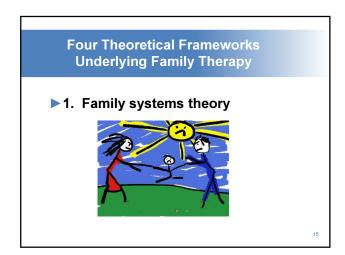
Please Discuss These Questions in Small Groups

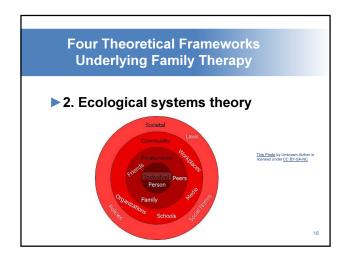
- In what ways does your community view drug use?
- How are drug use problems treated in your community?
- What cultural, religious, spiritual and community factors can hinder or help address drug use?
- 4. How do you define family? What's the role of the family in addressing drug abuse?
- 5. How would family members respond to a family intervention?
- 6. What else should I know about cultural, spiritual or community factors in your country?











Four Theoretical Frameworks Underlying Family Therapy

3 Social construction theory

Duck!

Rabbit!

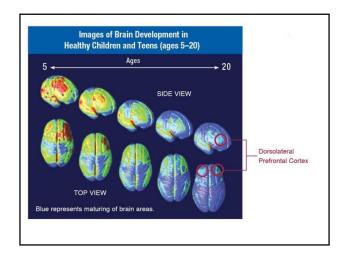


Core Assumptions and Foundations of UN Family Therapy

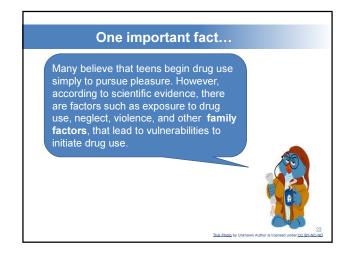
- ▶1. Adolescence (WHO:10-19) is an important transition
 - Transition between childhood and adulthood
 - Physical development
 - Cognitive development
 - Egocentrism
 - Socioemotional development

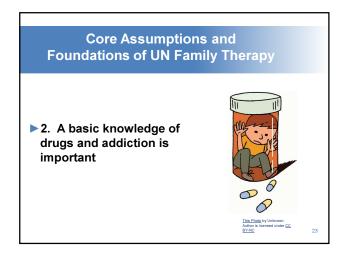


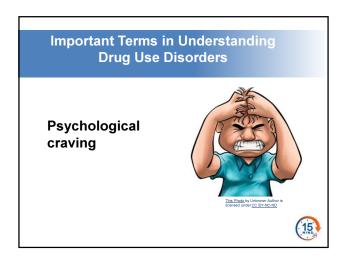




Optional Video Example Sarah and Grandmom Reflect on their Relationship







Basic Facts About Craving

- ▶ Dealing with cravings is important in modifying drug use
- ► Cravings can continue long after quitting
 - Patient with a history of heavy drug use may experience stronger urges

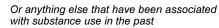


26

A Few Basic Facts about Craving

- Craving can be triggered by
 - People
- Place
- ThingsSituations
- Feeling





- Craving lose their power if not reinforced by substance use
 - Using occasionally keeps carvings alive
 - We will talk more about handling cravings when we get into family therapy interventions

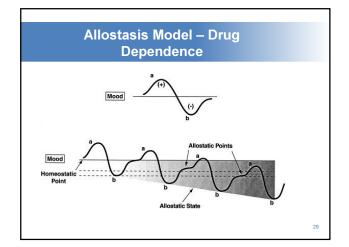
Important Terms in Understanding Drug Use Disorders (continued)

- ► Psychological craving
- **►** Tolerance
- **►** Withdrawal
- ► Neglect of other interests
- ➤ Compulsive drug seeking/taking in spite of negative consequences



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15



A Basic Knowledge of Drugs and Addiction Questions for the Group What are the most common drugs used in your country/region? Is drug use among young people different? What about for boys versus girls? Is there significant stigma? What are standard supports/treatments for substance users? Limitations? What is the role of families in current substance use disorder treatment? Is the Justice System often involved with the youth and families?

A Basic Understanding of Drugs and Addiction

Biopsychosocial Model

- Considers the interaction of biological, psychological and social factors.
- ► This framework has served as the basis of understanding healthy development.
- ➤ Often used to guide intervention targets beyond biological factors alone.



31

A Basic Understanding of Drugs and Addiction

Harmful Use versus Dependence

- ▶ ICD-10 Harmful Use: A pattern of psychoactive substance use that causes damage to physical or mental health.
- ▶ ICD-10 Dependence: A cluster of physiological, behavioural, and cognitive phenomena in which the use of a substance or a class of substances takes on a much higher priority for a given individual than other behaviours that once had greater value. (Craving, tolerance, and withdrawal are involved.)



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For More Facts about Drugs and Addiction...

▶ This is a workshop we will focus more on family therapy than on specific facts about drugs. If you would like to know more about drugs and addiction, we suggest you read the UN Office of Drugs and Crime's TreatNet presentation titled "Basics of Addiction, Screening, Assessment, Treatment Planning and Care Coordination." (Note the web address on the next slide.)

33

UNODC Treatnet Training Materials

 http://www.unodc. org/unodc/en/treat ment-andcare/treatnettrainingpackage.html



Core Assumptions and Foundations of UN Family Therapy

➤ 3. Research evidence supports family therapy with adolescents with substance use disorders





Regarding Drug use...

Family Therapy Demonstrates:

Greater **reductions** in **substance use** than alternative treatments (including individual, group and psychoeducation).

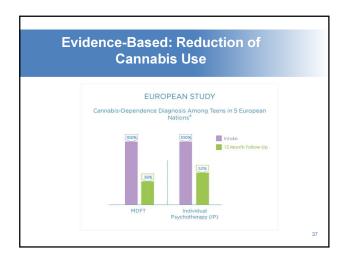
Significant **pre to post treatment effects** are consistently obtained.

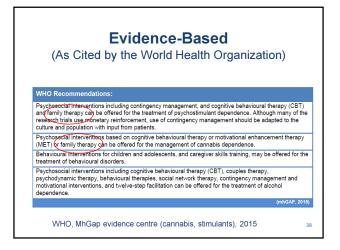
Drug use reductions are often **maintained** for one year follow-up in studies.

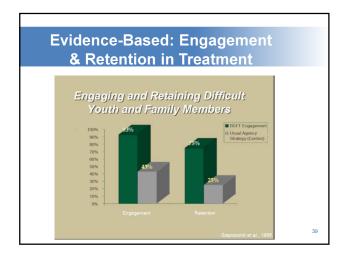
Encreases engagement and retention

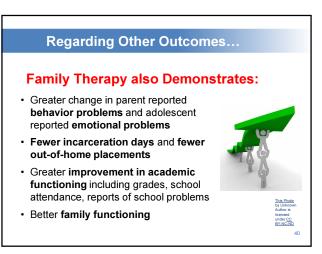


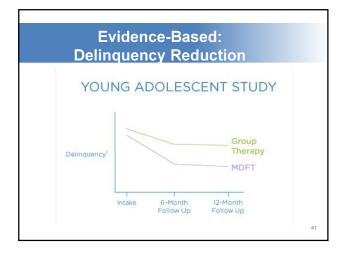
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Core Assumptions of Family Therapy The family is the primary system in a person's life.* Poorer functioning at the family level can impact functioning at other levels (e.g., school, peer networks, etc.). Relationships with family members can contribute to whether a member's problems get better or worse.* Family therapy for individual problems (e.g., substance use) can also improve other problems (e.g., grades).

Core Assumptions of Family Therapy (cont.)



5. Family therapy does not focus only on the individual, but also on **family interactions**. These interactions shape how family members behave in other contexts.

6. The primary focus of sessions should be on the relationships among family members. The family therapist wants to interrupt problematic cycles, ineffective communication, and harmful behaviors family members currently use to meet their emotional and interpersonal needs.

7. Change in family interaction can influence each family member's behavior. Thus, family members are encouraged to be part of the solution.

We Invite You to Try on a Different Lens



F. Scott Fitzgerald once said, "The test of a first-rate intelligence is the ability to hold two opposed ideas in mind at the same time and still retain the ability to function."

More On Systems Thinking

- Relating systems thinking to families and family therapy
- Connecting systems thinking to adolescent drug use and treatment



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More On Systems Thinking

Time To Practice!

- · A case example
- · Questions to the group
- Example of testing the hypothesis
- Role play demonstration*
- · Small group role play*
- Summary



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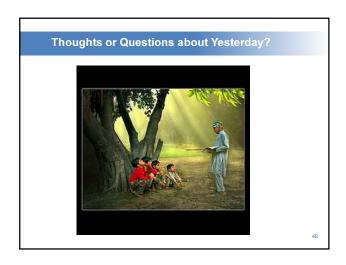


Module 2 The Photo by Unknown Author is licensed under CC 8Y-AIC-NO 47

First, Though, A Quick Review of Yesterday

- 1. Workshop goals
- 2. Training suggestions
- 3. Your setting (culture, community, etc.)
- 4. Your own, experience, knowledge, and skill
- Core assumptions and foundations of UN family therapy
- Shift to systems thinking



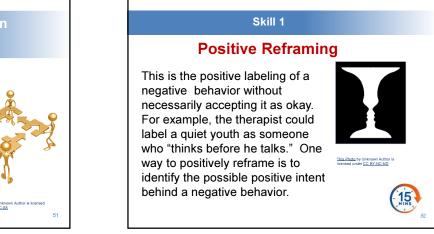


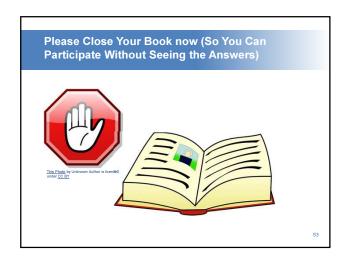


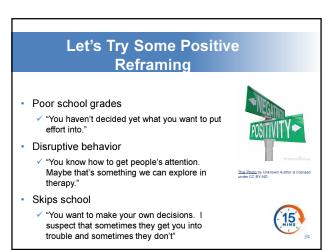
Most of the Skills you Will Learn Today are Meant to... 1. Reduce defensiveness 2. Help family members see family members' behaviors differently 3. Help family members see the youth's problems

differently and relationally

4. Help you connect with family members







Reframing Practice!

► In small groups, try reframing:

- Quietness
- > Fighting in school
- Hanging out with friends that get in trouble
- Experimenting with drugs
- > Running away
- Quitting school
- Nagging
- Stealing





Skill 2

Positive Relational Reframing

This is the positive labeling of a negative behavior in relationship to the family without necessarily accepting it as okay. For example, a parent's anger toward their teen could be positively labeled by the therapist as "caring" or "wanting the best for their daughter." Even when the behavior is self-destructive or particularly obnoxious, the intent behind it can be understood and appreciated, yet not necessarily condoned.



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Why Use Positive Relational Reframing?

- 1. It reduces resistance
- 2. It connects the behavior to the family
- It re-orients the family to more positive ways of seeing the teen's behavior and their interactions around them.
- 4. It makes the family more open to the therapist and therapy.

What are a Few Things that Youth or Family Members Might Say or do to Get Someone Angry?

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Please Close Your Book now (So You Can participate Without Seeing the Answers)

Let's Practice!

- One parent doesn't tell the other about the daughter's drug use.
 - √ "You didn't say anything because you didn't want to upset your partner. I understand that."
- · Parent shouts at son.
 - "you shout because you really want her to know how important this whole thing is to you."
- Son takes drugs
 - "You don't want to feel pain. Maybe we can figure out how to do that without drugs."

Let's Practice (cont.)

- · Son says something to make mother angry.
 - "You're smart. You know what to do to get your mother angry.
- The father is distant.
 - "You care enough to take a back seat and give the spotlight to others."
- Youth runs away.
 - You seem to see this as a creative way to make more of your own decisions. It may not be the safest way, though. Let's explore other ways."

61

Positive Relational Reframing: Dyad Practice

- · Nagging parent
 - √ "You want to matter to your family to be closer and this is the way you are asking for this closeness."
- · Disrespectful teenager
 - √ "You are telling your folks you want to grow up and be more responsible for yourself."
- · Husband with an alcohol disorder
 - ✓ "You don't know what to do to help, so you've learned to lose yourself in alcohol."

62

Optional Video Example

Michelle and Family Define the Problem



If Time...

An In-Class or Homework Activity Around Positive Relational Reframing





Skill 3

Perspective Taking and Relational Questions

This is the process for developing empathy and putting yourself in the other person's shoes. It is the ability to take another person's viewpoint into account.



65

Skill 3

Perspective Taking and Relational Questions

It includes questions like"

- "How do you think Johnny is feeling right now?"
- "When Narendra gets into trouble, who feels most sorry for him?"

Essentially, you ask family members questions about other family members to encourage perspective taking.



Optional Video Example Mom Shares Her Sadness and Being Overwhelmed

Let's Practice Perspective Taking and Relational Questions

- ▶ I need three volunteers to play mother, father and a teen substance user...
- ➤ First, I'll demonstrate a few relational questions that support perspective taking, and then I'll ask for a few from you.





Going with Resistance
Going with resistance
involves a number of ways
to keep from confronting or
resisting family members.
Instead, the therapist helps
them feel heard and
understood, which reduces
defensiveness and makes
more productive
conversations possible.

What does going with resistance entail?

1. Avoid direct head-on arguments (don't take the bait!)

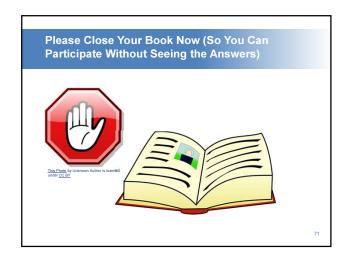
2. Stay calm and respectful

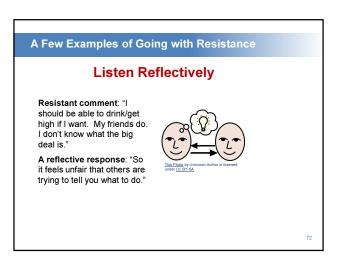
3. Show that you understand

4. See positive intent

5. Invite possible solutions

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A Few Examples of Going with Resistance

Open Ended Question

Resistant comment: I don't know why people say it's a problem for me.

Open-ended question: "What does it mean when you hear someone say it is a problem for you?



73

A Few Examples of Going with Resistance

Agreement with a Twist

Resistant comment: "Why are you and my parents so stuck on what I do? What about all their problems? You'd get high, too, if your family was nagging you all the time."

Agreement with a twist: "You've got a good point. There is a bigger picture here. It is not as simple as one person's doing drugs or getting into trouble. We shouldn't be trying to place blame only with you. Your drug use involves the whole family in one way or another. I suspect that a lot of things need to change, and we'll get around to them."

74

A Few Examples of Going with Resistance

Reframing

Resistant comment: "My father is always nagging me about my drinking – always calling me an alcoholic. It really bugs me."

Reframing comment: "It sounds like he really cares about you and is concerned, although he says it in a way that makes you angry. Maybe he can learn to show you he cares in a better way."



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75

A Few Examples of Going with Resistance

Agree with the Possibility Something Could Be True, But May Not be Permanent

Resistant comment: "Well, I know some people think I have a drug problem, but I don't think I need treatment."

Agreeing with the possibility of truth in the present – "Could be. Maybe you don't need treatment, or maybe you aren't ready to make that step. I wonder when you would know you were ready for treatment..."



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76

Example of a Dialogue that Captures this Spirit*





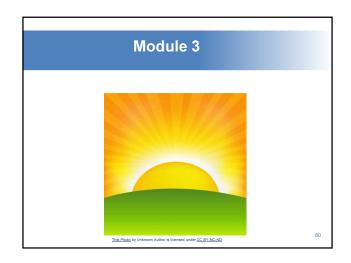
Contrasting Not Going with Resistance and Going with Resistance





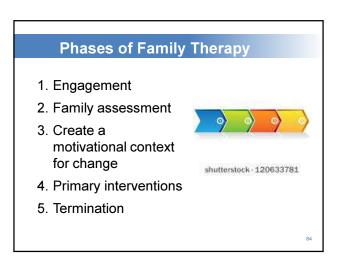
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Phase 1: Engagement

- 1. Build a working alliance
- 2. Join
- 3. Validate
- 4. Stimulate Hope



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Phase 1: Engagement

- ► The trainer demonstrates engagement
 - Situation: The therapist discusses with the mother and father how to set limits on their 15 year old teen.
 - Look for how the "therapist" builds an alliance (the family shares the same goal, feels trust), joins (connect with), validates (supports) and perhaps s hope that it can be completed successfully.



Phase 1: Engagement

Small Group Discussion & Practice

- 1. "Build" a family
- 2. Form the "roleplay family," with a parent step-parent and teen
- Form groups and decide on roles. The therapist engages the family through discussing the family's problems, strengths, etc.
- 4. One participant reports back to the large group on the engagement skills used.

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Phase 2: Family Assessment

- How do family members see the problem?
- 2. Structure and process assessment:
 - a) Boundaries
 - b) Themes
 - c) Structure/hierarchy
 - d) Rules
 -) Roles
 -) Interactional patterns
 - g) Reinforcements

Family risks and strengths



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Phase 2: Family Assessment (cont.)

- 4. Identify sequences of behavior around issues of concern
- 5. Identify risks and strengths



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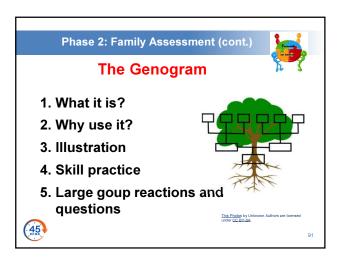
Phase 2: Family Assessment (cont.)

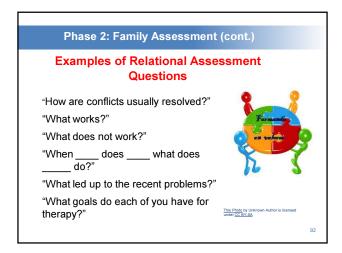
The Social Atom

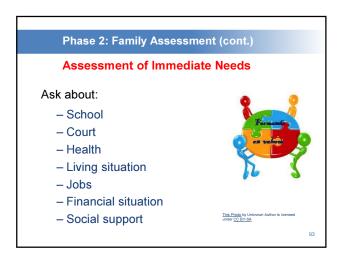
- 1. What it is?
- 2. Why use it?
- 3. Demonstration
- 4. Skill practice
- 5. Dyad discussion
- 6. Large group discussion

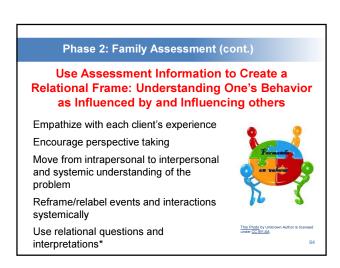


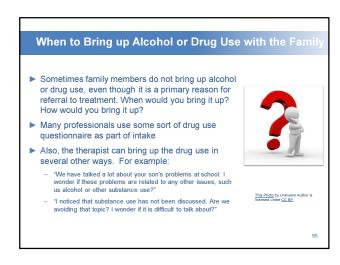
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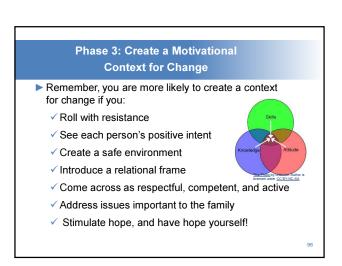












Phase 3: Create a Motivational **Context for Change**

Don't Underestimate the Power of Hope:

"We will work on this together. This therapy has helped many families with similar struggles."

"If you are tired of things staying the way they are, they don't have to. I'm not going to give up on you and don't want you to give up on yourself. It is one step at a time, but it will be in the right direction."

What else might you say to stimulate hope?



Phase 4: Family Therapy Interventions

- 1. Support new ways to communicate
- 2. Intervene to break negative cycles of behavior.
- 3. Focus on problem solving
- 4. Learn useful skills
- 5. Homework assignments to change behaviors and relational cycles.

Let'e take each one of these at a time. 30



Phase 4: Family Therapy Interventions

Support New Ways to Communicate

Communication skills help deal with stressors in the relationship, reducing relapse

- ▶ Define effective communication.
- Listening skills repeat the words you just heard and the feelings and check to see if you got it right. State position only after that.
- ► Must separate agreement from understanding.
- Skill practice*

Phase 4: Family Therapy Interventions

Break Negative Cycles of Behavior

- ► Plan and do a shared rewarding activity (which also improves substance use outcomes)*
 - Make a list of possible activities that involve at least one parent and child
 - Model planning the activity
 - Refrain from discussing problems during the activity
- ► Catch parent/child/sibling doing
 - Remind the family that while they are agreeing to act differently - they might not feel differently for a few weeks.

something nice

Optional Video Example

Jake and Mom Explore the Dilemma



Phase 4: Family Therapy Interventions

Problem-Solving

- ▶ Define problem, list solutions, rank solutions, pick one, try it out, and revisit the solution, if need be at the next meeting.
- ► When stating desire for change: be positive (what you want vs. don't want), specific, brief, and make a request that suggests willingness to negotiate (v. demand). "I would like you to take the garbage out every Tuesday night. We can discuss those times when you might be home late and too tired to take it out."



Learn Useful Skills: Urge Surfing

Cravings Rise and Fall Like Waves

Recommendations:

- If you can ride out the wave for 20 minutes, chances are the craving will have dissipated on its own. Strategies:
 - a. Delay and distract for 20 minutes
 - b. Deep breathing
 - c. Challenge catastrophic thoughts
 - d. Drink a glass of water
 - e. Call a support person



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Ask Youth About the Craving

- ✓ Do you sometimes feel like you want to take drugs again?

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- ✓ What do you do then?
- ✓ What's worked?
- ✓ What is the craving like for you?
- ✓ How bothered are you by it?
- ✓ How long do cravings last?

104

Ask the Youth to Keep a Craving Diary

- ► Keep track of each craving during the week
- ► Summarize each craving in terms of:







Then, plan for how to address each: Eliminate cues, deep breathing, distract, relax, challenge with positive self talk, etc. In doing this, you and the youth are developing a concrete plan to handle the next craving.

Learn Useful Skills: Do Something Different If something isn't working for you, DO SOMETHING DIFFERENT! The Pade by Unknown Author is Icensed under C. BYACAD.

Learn Useful Skills: Drug/Drink Refusal Skills

One-Third of Substance Users Relapse as a Result of a Friends' or Family Members' Social Pressure

Recommendations:

- 1. Using good eye contact, say no assertively.
- 2. Do not open the door for future offers. State, "I don't drink anymore, but I will grab a coffee with you." Then shift the conversation to another topic.
- 3. An alternative: "I have an appointment."
- If the other person continues to pressure you to use drugs or drink, leave the situation, Tell the person that you do not appreciate that they do not respect your decision to not drink/use.

Focus on Problem Solving: Contingency Contracting

Bargaining as a Form of Conflict Resolution

Potential issues:

- Useful when an immediate tool is needed, when communication is faulty, when problems are specific and behavioral.
- All parties receive something that they want. Child washes dishes, parents allow child to stay up late.

Recommendations for contract:

- Behaviorally specific.
- 2. Behavior must be able to be monitored.
- Reasonable request (80% attendance rate for habitually truant child).
- 4. Contract is change-able.

(Dictatorial parents and rigidly authoritarian parents are poor candidates.)

Focus on Problem Solving: Contingency Contracting

Example Contract

This contract is between <child name> and his/her parents. <child's name> agrees to be home on-time for dinner at least four days of the week.

Each day <child name> is home on time for dinner s/he earns one hour of video games or television (or other reward attractive and appropriate for the child and/or family).

If four days in the week are reached, parents will take child to the movies or take child and his/her friends <or other reward>. This contract shall be reevaluated in one month.

Signed: <Child Name> Signed: <Parent Name>

Reinforcement ideas from ACRA

(ACRA is the Adolescent Community Reinforcement Approach)

- Attain goals with additional external reinforcements
- Teach communication and problem-solving skills
- Introduce social and recreational activities
- Use ACRA Happiness Scale to identify other life goals.



Outside Activity ("Homework")

Interpersonal tasks

- Designed to produce specific new learning patterns in the family.
- Might include practice at home of communication skills learned in session, or starting a new behavioral style.
- What if the youth or some other family member does not do their outside activity?*
- 4. How can a therapist make this less likely?*

Recommendations:

- Task should provide relief or pleasure to all involved.
- All must agree that it can be accomplished and will have mutual payoffs.
- 3. Have all family members explain the task.
- Keep it simple.
- 5. Small steps is okay.
- 6. Keep track of the task.



If You Decide Sometimes to Meet Individually with Family Members...

Do So With Respect For All

- ► Explain your reason
- Let them know that you will not side with one person against another
- Seek permission from all family members
- If a family member does not feel comfortable with individual meetings, respect their wishes.



Phase 5: Termination

- As termination approaches, ask about changes they have observed, and what they still have to pay attention to.
- 2. What was liked and not liked? What was most useful?
- 3. How will they know when they need help again?
- 4. Ensure family is connected to ongoing community supports as needed.
- 5. Others?



Module 4

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Review of Yesterday

Family Therapy Phases:

Phase 1: Engagement

Phase 2: Family Assessment

Phase 3: Create Motivation to Change Phase 4: Family therapy Interventions

Phase 5: Termination

Day 4: Plan for Today

- 1. Additional issues
- 2. Problem solving What to do when problems or crises come up
- 3. Practice and discussion



Additional Issues



We will shift gears now and discuss issues that could arise as you begin your work with families.

These additional issues include:

- 1. Community engagement
- 2. Staff safety and self-care
- 3. Outreach and engagement
- 4. Youth refuses to attend (CRAFT)

Please Close Your Book now (So You Can Participate Without Seeing the Answers)



Community Engagement

Engaging other systems of care

- 1. Families may need assistance with other systems:
 - Medical/psychiatric
 - care
 - Employment
 - Educational support Child care
 - Financial or
 - aid/basic needs Legal assistance
 - g. Housing

Solution:





2. Overcome barriers.



Staff Safety

Going into the Clients' Home

Some potential



- 1. Chaos.
- 2. Stigma.
- 3. Limited space.
- 4. Boundaries.



Recommendations:

- 1. Safety first!
- 2. Maintain Boundaries and Structure of Session.

Staff Safety

Family Members Become Violent in Session



Potential issues:

- Arguments can escalate or get physical.
- 2. Therapist may not know what to do.

Recommendations

- 1. Therapist actively structures session, does not allow escalation or arguing. Can use talking stick, or have family members only talk to therapist,
- Therapist must NOT get between family member ws who 30
- 3. Call for assistance.

Staff Safety

Police Question Therapist

Potential Issue:

- Therapist walks or pulls up to home of known client with a drug use disorder, or travels in a neighborhood with drug trafficking.
- 2. Police officer is unclear about therapist's motives.



Recommendations

- If meeting clients in unsafe areas, travel in pairs.
- Therapists should show identification and tell the police officer that they are employed as therapists. The officer can call the office supervisor to

Role Play: Patient Safety*

Managing Escalating Anger in Session

Make groups of 3 or 4: parent (s), youth and a therapist

"The parent and the youth" discuss the parent's expectations for the youth keeping his/her room clean and neat. The youth balks and begins to complain. Parents become agitated and escalation begins.

"The therapist" practices strategies in preventing the argument and de-escalation.





Staff Self-Care

Managing Stress

Potential issues:

- 1. Long hours
- Take problems home
- Frequent illness
- Work-life balance
- Limited support
- Risk to self



Recommendations:

- Must care for yourself first in order to care for others
- 2. Seek clinical supervision, peer support, or counseling.
- 3. Do activities that are fun and relaxing.
- 4. Sleep enough, exercise, eat healthy, take breaks





Community Reinforcement and Family Training (CRAFT

What if Youth Will Not Attend Sessions but Parents Will?

Parents can be trained to motivate youth to seek treatment through being taught how to:

- ▶ Use contingency management and other strategies to reinforce the youth's non-using behaviors and to extinguish drug use,
- Communicate effectively, and engage in problem-solving
- ► Plan activities which compete with youth's drug use.

Parents also taught stress reduction and self-care.

Therapist initiates treatment with youth when he/she is ready.

Problem-Solving Potential Issues

Parents/Youth Portray a Well-Functioning Family



Problem:

- 1. Family may be embarrassed or lack trust in the process; or
- 2. Family is not ready to acknowledge problems

Solution:

- 1. Do no push family.
- 2. Maintain steadfast empathy.







Problem-Solving Potential Issues

Youth Refuses to Talk in Session

Problem:

- 1. Reluctance to participate in therapy; or
- 2. Lack of trust or comfort with the therapist, guardian, or both: or
- 3. Adolescent is shy and requires several sessions to 'warm up.'

Solutions:

- 1. In- or Out-of-office activities (basketball, genogram, the "ungame", checkers).
- 2. Silence is not very useful as a tool for adolescents.

Problem-Solving Potential Issues

Youth Arrested



- 1. UNODC Family Therapy providers should become familiar with juvenile court judges and probation officers.
- 2. Clear, non-blaming communication needed.
- 3. Facilitate rebuilding trust.

Problem-Solving Potential Issues

Youth with Severe Mental **Health Struggles**



- 1. How would you address stigma and potential barriers to supportive mental health services within your community?
- 2. The UNODC Family Therapy provider should become familiar with other mental health service providers and facilitate connection of youth to specialized providers.
- 3. When there is danger to self or others, have a protocol to guide intervention

Problem-Solving Potential Issues

Addressing Confidentiality When Working with Youth



- 1. How is information about your child handled or protected when they seek psychological services?
- 2. Regional laws
- 3. Child privilege
- 4. Harm to self or others

Problem-Solving Potential Issues

Parent with Substance Use/Mental Illness



Problem:

- 1. Parent may be fearful.
- 2. Parent has no interest in change.

At the beginning of therapy, or even prior to therapy the therapist states:

- Parent participation increases chances of success for child.
- 2. Will not judge or dictate to
- 3. Refer to other services as needed

Problem-Solving Potential Issues

Parent Refuses to Allow Youth to Live in the Home

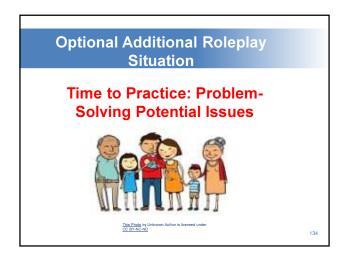


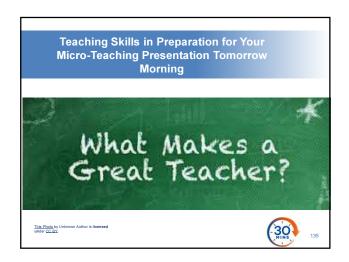
Problem:

- fear for their safety or another family member's safety,
- fear that the youth will negatively influence other children in the home,
- fear that the parent cannot handle him/her any longer,
- belief that the adolescent would be better off without the parent.

- 1. First, meet alone with the parent. Assess the situation.
- 2. Negotiate meeting with the adolescent without the goal being to transition him/her back home.















Reflect on The Best and Worst Teaching You've Experience Try to remember the best and worst professional presentations you've ever experienced. Then write down a few words that explain why the best presentation was so good and why the worst presentation was so bad.

A Few characteristics of a Good Teacher

- Organized
- · Starts and ends on time
- · Lets them know what content · Is enthusiastic will be
- · Is brief and direct
- Prepares well, then can be flexible
- · Gets the audience involved
- · Doesn't just tell, but also shows and has the group practice
- · Uses voice and gestures well

- · Provides something useful
- · Involve the audience (like the question about the good and bad teacher)
- · Respect your audience
- · Have fun
- Use examples
- · Not too reliant on notes

A Few Characteristics of a Poor Teacher

- Disorganized
- · Lecture only
- · Poor eye contact
- · Disrespectful
- · Provide no time for questions and comments
- Speaks too slow or fast
- · Crams too much into the presentation
- Puts too much on PowerPoints (like this slide!)
- Reads PowerPoints word for word
- · Didn't connect theory with practice

A Few Tips on Giving Feedback

- > Be tentative and speak for yourself only.
- > Be specific, clear, and positive
- ➤ Identify both strengths and what the person might do differently next time
- > Consider the "sandwich approach"



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