

**COURSE TITLE:
WORKING WITH DIFFICULT TO ENGAGE FAMILIES**

TRAINER:

Mary Jacob is a registered social worker who has specialised in safeguarding and child protection since 1992. She is an independent trainer and consultant with a portfolio of experience that includes developing child protection practice and procedures both regionally and nationally, contributing to Phase Two of the Victoria Climbié Enquiry and acting as an Independent Safeguarding Advisor for a local voluntary organisation.

AIM:

Superficial compliance, avoidance, ambivalence and lack of co-operation are just some of the behaviours that social workers encounter in families that are difficult to work with. This course will look at the reasons that families are difficult to engage, how lack of engagement affects assessments and most importantly will equip participants with a range of strategies for working with and responding to these behaviours.

LEARNING OUTCOMES:

By the end of the day, participants will:

- Be aware of the indicators and signs suggesting that families may be (or become) difficult to engage;
- Understand some of the main reasons why families are difficult to engage;
- Be able to use a range of appropriate and effective strategies for engaging with challenging or resistant families;
- Explain the links between families that are difficult to engage and children who at risk of harm
- Be able to apply knowledge about families that are difficult to engage from serious case reviews to their practice

DURATION OF COURSE:

One day (9.30 - 4.30 with breaks)

NUMBERS:

Between 12 and 20 participants.

TARGET AUDIENCE:

Social Workers
Social Work Assistants

TEACHING METHOD:

The course is delivered with supporting power point presentation. Participants will undertake some work on scenarios in small groups and will participate in group discussion and debate.

drive network

quality health and social care training

COURSE SYNOPSIS :

- Comprehensive examination of the theories about families that are difficult to engage – the reasons, indicators and methods for working with them.
- Explore in detail the links between families that are difficult to engage and children at risk of harm so that participants can use this understanding to improve their practice.
- Using participants' experience, case examples and serious case reviews, identifying the range of behaviours that may indicate difficulty engaging.
- Evaluate strategies for engaging families and testing them out in small group exercises
- Identify strategies for implementing the information and learning from the course into practice.