

Top Tips for Effective Engagement

- ❖ Ask the person to tell you a story about them or their past.
- ❖ Take note of objects around them, such as photographs and jewellery and engage in conversations about specific items.
- ❖ Ask them what helps when things get difficult.
- ❖ Find out information about the person's past, and how this may trigger their behaviour in the present.
- ❖ Have an open and honest conversation and ensure their response has been acknowledged.
- ❖ Body language – don't look shocked or uncomfortable, be open and positive, be mindful of your facial expression.
- ❖ Ask what their current concerns are.
- ❖ Ensure you display empathy.
- ❖ Consider how you would speak to the person if they were your friend.
- ❖ Ask them what they would like to accomplish in the future.
- ❖ Go at the person's own pace.
- ❖ Find out what the individual wants help with, this may not be related to their self-neglect.
- ❖ Be clear about what can happen.
- ❖ Encourage a deeper conversation, for example 'what are the things working well in your life?'
- ❖ Ask them what you can work on together to achieve what they want from their life.
- ❖ Set milestones, keeping them small and timely, for example 'what hopes do you have for the coming week?'
- ❖ Ensure you are in a location where the person feels comfortable to talk, which may not always be at home initially.
- ❖ Offer an understanding statement, for example '*I understand that the problem with your neighbours is really affecting you*'.
- ❖ Write down some key points before entering the conversation.
- ❖ Identify the strengths in the person that you might highlight in your conversation and how some ideas on how they might draw on those strengths.
- ❖ Appreciate their circumstances and tell them you want to learn about them, such as asking about their strengths, abilities and preferences.

Experts by Experience tell us: '*The best workers I have had; cared about me; gone 'the extra mile'; notice and celebrate the little things; made me feel respected; listened to me and let me lead*'.