

Empowerment Skills for Family Workers

Your heart's in the right place, but are your files?

Taking care of yourself and the clients you serve.



Training Series



WAYNE STATE
UNIVERSITY
COLLEGE OF URBAN LABOR
AND METROPOLITAN AFFAIRS

About the Urban Families Program

The Urban Families Program (UFP) in the Skillman Center for Children, College of Urban, Labor and Metropolitan Affairs at Wayne State University, serves as a training, consulting, technical assistance, instructive and advocacy program in the fields of family support and parenting education. For over 20 years, the Urban Families Program has promoted and demonstrated best practices to organizations working with children and families, in particular, families living within an urban environment.

The Urban Families Program works from the conceptual framework that relationships are the key to effective help-giving strategies when working with families. UFP's philosophy is that when relationships are built upon trust, respect and have a strength-based focus, the help-giving relationship is more effective.

Mission

The Urban Families Program is committed to strengthening the capacity of human service providers and community organizations to support families raising their children successfully in urban environments.

Staff

Joan Blount, Director of the Urban Families Program
Dorothy Roman, Urban Families Program, Family Support Consultant

Kristine Miranne, PhD, Director of the Skillman Center for Children

About the Series

The Urban Families Program is pleased to announce a new series of trainings for family workers. Based on the *Comprehensive Curriculum of the New York State Family Developmental and Training Program*, the trainings target front-line family workers who play a variety of roles in the lives of the families they serve:

- Case managers
- Home health aides
- Intake workers
- Community health or nutrition workers
- Early intervention staff
- Outreach workers
- Crisis intervention staff
- Home-school liaisons
- Home visitors
- Family members training for volunteer advisory of family support roles
- Others who work directly with family members at any time in the life span.

Workers completing the series will be able to help families accomplish the following positive outcomes:

- regaining their sense of responsibility and hope.
- becoming more self-reliant in caring for their own needs.
- developing a healthier interdependence with the rest of their community.
- learning how to assess their own strengths and needs while setting and reaching their own goals for self-reliance.
- learning skills needed to reach these goals.
- learning how to get access to services they need to reach these goals.
- learning to serve as their own “case managers”
- developing stronger informal support networks.

Sessions at a Glance

- Family Development: A sustainable route to healthy self-reliance
- Worker Self-empowerment: Healthy self-reliance
- Building mutually respectful relationships with families
- Communicating with skill and heart
- Cultural competence
- Ongoing assessment
- Home visiting
- Helping families access specialized services
- Facilitating family conferences, support groups and community meetings
- Collaboration
- Documentation

What one participant thought of our training series:

After learning the basic fundamentals of goals, objectives and action strategies, I am able to get more of a handle on what directions I take with the families I work with, in order for me to see the goals we have set together become a reality. This training has worked excellently in my personal as well as my professional life. I now experience more satisfaction with my accomplishments. I am able to transfer my enthusiasm for goal setting to more of the parents I service.

Traci Harmon- Family Service Worker, Hartford Headstart Agency.

Training Schedule

Pre-training Orientation

2 hours

Family Development: A sustainable route to healthy self-reliance

Topics:

- Restoring a sense of self-reliance
- Beyond “provision of services”
- Core principles underlying an empowerment and family support approach to family development
- Understanding family development
- Empowerment: the opposite of the “deficit model”
- Family support
- Family forms and family systems
- Families in communities
- Putting it all together as a family development

Worker Self-empowerment: Healthy self-reliance

Topics:

- “How do I work in empowering ways with families when I don’t feel so empowered myself?”
- Developing a personal vision for your work
- How to spend your time doing what is important (not just what is urgent)
- Creating a support system for yourself
- Balancing work and family life

- Creating your own stress management and wellness program
- Staying sane on “soft money”

Building Mutually Respectful Relationships with Families

Topics:

- Effective outreach strategies
- Establishing mutually respectful, trusting relationships with families
- Helping families build on their own strengths
- Confidentiality
- How to avoid families becoming dependent on you
- When and how to end the relationship

Communicating with Skill and Heart

Topics:

- Communicating with skill and heart
- Empathy: putting yourself in their shoes
- Finding a good balance between listening and expressing yourself
- Listening well
- Saying what you mean clearly and respectfully
- Handling blame and criticism constructively
- Promoting cooperative solutions to conflicts
- Confronting people constructively when needed
- Communicating about “hot topics”
- Understanding nonverbal communication
- Working with families with families with language barriers or low literacy

Cultural Competence

Topics:

- What is culture?
- What is cultural competence?
- Why is cultural competence important for family development workers?
- Language and cross-cultural communication
- Displacement and immigration
- Barriers to a culturally competent society
- Exploring your own culture
- Expanding your understanding of and ability to work respectfully with other cultures
- Helping your agency to develop multicultural competence
- Family development and cultural competence

Ongoing Assessment

Topics:

- What is assessment?
- Basic principles of empowerment-based assessment
- The Family Development Plan
- The Family Circles Assessment
- Helping your agency choose empowerment-based assessment tools

Home Visiting

Topics:

- Home visiting: a unique relationship
- A family development approach to home visiting
- How to enter a family's home respectfully: The first time, and on future visits
- How to establish the purpose of the home visit
- Safety issues
- TV, dogs, and another cup of coffee: Handling the practical matters of home visiting
- Home visits in child protection or other domestic violence situations
- Ongoing visits

Helping Families Access Specialized Services

Topics:

- Helping families use specialized services in order to become self-reliant
- Identifying specialized services and helping families gain access to them
- Recognizing the need for specialized services
- Making and following through on referrals
- Supporting family members in specialized programs
- Recognizing, referring, and supporting families needing specialized services
- Recognizing the need for referring and supporting families in other specialized services commonly needed by the families
- Families with many complex problems

Facilitating Family Conferences, Support Groups and Community Meetings

Topics:

- The importance of community
- Helping families identify and strengthen their informal helping networks
- Family Conference
- Support and advocacy groups
- Facilitation skills
- Teaching leadership skills to family members

Collaboration

Topics:

- What is collaboration?
- Why collaborate?
- Coordination and cooperation: The first steps toward collaboration
- Different levels of collaboration: Individuals, front-line workers, and systems
- Keys to successful collaboration
- Practical pitfalls of collaboration (and how to turn them into advantages)
- How does “case management” empower families?
- Major functions of a family development worker
- The bigger picture: How agency, state, and national policies affect your work
- Interagency training: A key to interagency collaboration

Customization

Directors/supervisors/managers/training coordinators, etc., we can and will customize this dynamic series just for your staff. We will come to you to do it or you can come to us. Just give us a call.

Special rates are available for large groups (minimum of 5 participants). Our training location is Skillman Center for Children 100 E. Palmer (Second Floor, Room 208), Detroit, Michigan 48202. Documentation customized to meet your agency's requirements.

Fees per person

10 Training Sessions	\$200.00
----------------------	----------

Worker Training Book	\$20.00
----------------------	---------

10 Training Sessions	\$250.00
----------------------	----------

1 Portfolio Review	
--------------------	--

1 Field Advisement Session	
----------------------------	--

10 Training Sessions	\$300.00
----------------------	----------

1 Portfolio Review	
--------------------	--

2 Field Advisement Sessions	
-----------------------------	--

Times are 9am to 4pm for each session.

Registration

For information about arranging this training for the direct service workers in your agency, contact Joan Blount at (313) 872-7113
Call us and we will work out a valuable training experience.