



FOSTERING TRUSTING RELATIONSHIPS: CONNECT FOR A WIN!

Build trusting relationships with caregivers by *connecting* FOR **authentic engagement, genuine interactions, effective communication, and professional partnerships.**



AUTHENTIC ENGAGEMENT

- Actively listen by maintaining eye contact, positioning self to listen and observe
- Build on child and family strengths
- Inquire about the whole family's well-being
- Acknowledge caregivers, children, and others present

GENUINE INTERACTIONS

- Show sincere concern, compassion, and interest
- Afford caregivers ample time and space to share
- Stay flexible to engage with families in their preferred activities and routines
- Incorporate family members in sessions and/or discussions

EFFECTIVE COMMUNICATION

- Shape conversation around caregiver priorities and comments
- Use strength-based, family-appropriate language
- Capitalize on opportunities to follow up on caregiver reflections
- Attentively listen more than speak

PROFESSIONAL PARTNERSHIPS

- Respect family beliefs and decisions
- Address caregivers by their preferred names
- Ensure privacy and confidentiality
- Support families to identify and independently access resources