

Skill	Practice Behavior	Notes/Observations
Establish Rapport/Increase Client Comfort	<ul style="list-style-type: none"> • approach in culturally responsive way • convey respect • offer appropriate greetings • convey friendly attitude • use appropriate honorifics (Mr., Sra.) • arrange for distraction free environment (if possible) • remove obstacles from communication 	
Alleviate Distress	<ul style="list-style-type: none"> • acknowledge and address distress • normalize concerns • conduct assessment of risk if appropriate 	
Describe Agency Services	<ul style="list-style-type: none"> • offer effective self-presentation • describe process/procedures in accessible culturally appropriate manner • clearly explain confidentiality, consent to treatment • describe treatment (timeline, process, types of interventions) 	
Convey Empathy	<ul style="list-style-type: none"> • observe facial expressions, body language, choice of words, and tone of voice. • acknowledge these expressions 	
Form Collaborative Relationship	<ul style="list-style-type: none"> • ask helpful questions • include client in decision-making as much as possible 	

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<p>Communicate Clearly and Effectively:</p> <ul style="list-style-type: none"> • observe and translate social signals • recognize attitudes and feelings 	<p>Use a variety of these techniques and time them appropriately:</p> <p>Body Language:</p> <ul style="list-style-type: none"> • avoid distracting mannerisms • use appropriate eye contact • use facial expressions that reflect interest and concern • use non-verbal signals consistent with your intent (lean forward, nod, relaxed, attentive) <p>Verbal Communication</p> <ul style="list-style-type: none"> • speak clearly at an effective pace • be specific and concrete • ask helpful questions • listen • vary your style • ask questions that reflect attention and concern • paraphrase and reflect to convey understanding • seek client's reaction • continuously share your conceptualization • ask for feedback <p>Avoid</p> <ul style="list-style-type: none"> • interruptions • talking for clients • unnecessary confrontations 	
<p>Develop a mutually agreed-on focus of work and desired outcomes</p>	<ul style="list-style-type: none"> • summarize nature of clients concerns • assist client in identifying desired outcomes of work 	