

# **BUILDING STRONG CONNECTIONS TO SERVE INDIVIDUALS & FAMILIES WELL**



Armon Perry, PhD, MSW



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Senior Manager



# SESSION AGENDA

- Define Person-Centered Approach
- Review the stages of the helping process
- Discuss practical tips for building connections
- Examine contextual considerations
- Skill-building activity
- Guided reflection
- Q&A

# PERSON-CENTERED APPROACH

## Key Principles

- Individualized Treatment/Care
- Respect and Dignity
- Empowerment
- Active Participation
- Self Actualization

# STAGES OF THE HELPING PROCESS

## Stage 1: Engagement

- Building a trusting and professional relationship
- Establishing rapport
- Creating a context for comfort
  - Self determination
  - Empathy
- Setting the stage for an accurate assessment (stage 2 of the helping process)



# **ENGAGING INDIVIDUALS WITH DISABILITIES**

# BUILDING CONNECTIONS

## Engaging Individuals with Disabilities

- Get to know the individual through direct observation
- Be attentive and patient
- Don't patronize or talk down
- If you don't know, ask (e.g., person-first or identity-first language)
- Display genuine empathy in your interactions and communication





**ENGAGING  
FAMILIES THAT  
HAVE A PERSON  
WHO HAS  
DISABILITIES**



# BUILDING CONNECTIONS

## Engaging Families with a Person Who Has a Disability

- Prioritize who the family sees as integral to account for important extended kin, fictive kin, and other supportive networks
- Pay attention and respect the family's customs and cultures
- Clarify your role and determine the family members' roles and expectations

# CONTEXTUAL CONSIDERATIONS

## Serving Individuals and Families with Disabilities

- Assess for visible and non-visible disabilities
- Open communication
- Advocacy
- Empower individuals to live independently and participate more fully in their communities
- Remove barriers
- Employ the Strengths Perspective

# SKILL-BUILDING ACTIVITY

## Practicing Practice

- Goal: To help participants understand the importance of empathy, respectful communication, and inclusive behavior when building trust with individuals with disabilities
- At your table, you will be assigned a disability experience to simulate, review, and discuss
- Review your disability scenario and brainstorm how to build trust in situations like those described in your scenario

# SKILL-BUILDING ACTIVITY

## Practicing Practice

### Reflection & Discussion

Write down what you learned:

- What challenges did you experience?
- What helped build trust?
- What would you do differently in real interactions?

# GUIDED REFLECTION

## Things to keep in mind ...

- Be mindful of how your own biases, perspectives, assumptions, and positionality impact your practice with individuals with disabilities
- Remember intersectionality
- Engage in self reflection related to ableism
- Acknowledge the limitations of your knowledge
- Encourage clients to co-create goals and desired outcomes

# QUESTIONS & COMMENTS

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# THANK YOU FOR YOUR TIME AND ATTENTION!



# Headshot Station



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