










Handout 5: Exploring Staff Interactions

Instructions

Observe a staff-family visit. After the visit, use the following questions to critique the conversation. Write your observations regarding the strategies of joining and partnership talk.

-  Did the staff member rely on a set of interview questions to learn about the family, or did he/she learn about the family through seemingly casual conversation?
-  Who typically did most of the talking — the staff member or the family? Was the family recognized as the senior partner?
-  What topics did the staff member typically focus on — family concerns/problems, or what everyday life is like for the family?
-  Did staff give advice, or did he/she listen? Were they directive, or did he/she adopt the attitude of not knowing and wanting to understand?
-  How did the staff member join with the family? Did he/she expect the family to join him/her in their world, or did he/she try to see the world from the eyes of the family?
-  What kinds of non-verbal messages did the staff member give?
-  Did the staff member ask open ended questions, allowing the family to comment?
-  Did the staff member listen to the family and encourage different points of view with respect and without judgment.
-  How did the staff member acknowledge family strengths?