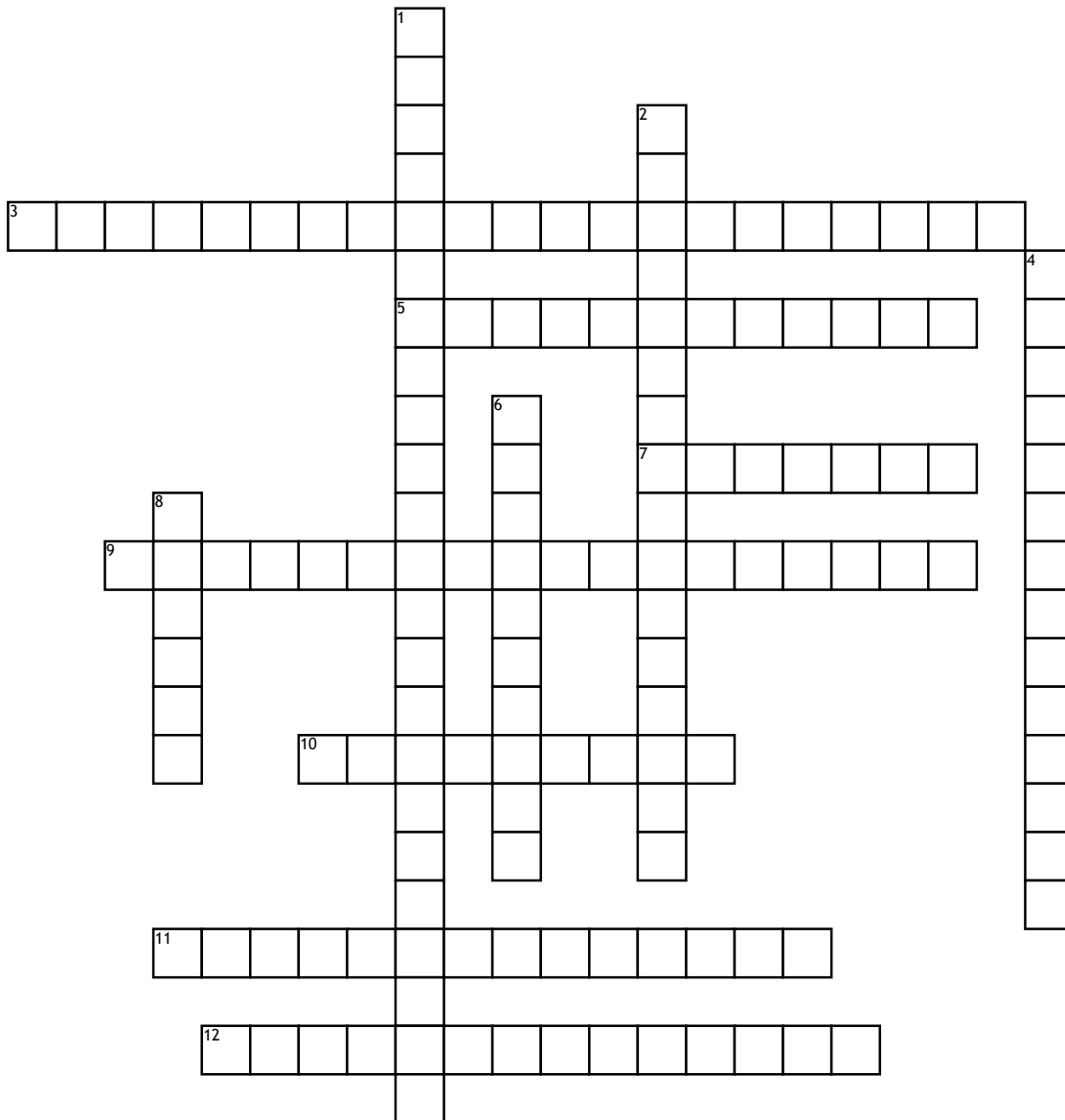


Engagement/Empathy



Across

- 3. Achieving emotional and intellectual accord, involves supporting and condoning the other person's feelings. (ex: I'd feel the same way if I were in your position).
- 5. "When you thought about coming here, what were your ideas about the kind of help you wanted?"
- 7. Being able to understand another person's feelings and/or to feel what another person is feeling
- 9. "It sounds as though you feel _____ about _____ because _____" is an example of:
- 10. skills such as eye-contact, facial expressions, head nodding, etc.

- 11. Strong, brave, hopeless, caring, admire, distrustful, bewildered, and pained are examples of

12. "We want to make sure we are making progress. One way to do this is working hard and making sure you come to all appointments."

Down

- 1. the ability of the social worker to perceive accurately and sensitively the inner feelings of the client and to communicate his or her understanding of those feelings in language attuned to the client's experience of the moment

- 2. The skill in supplying information to clients about positive attributes or specific areas in which they demonstrate strengths, effective coping mechanisms, and incremental growth.
- 4. The conscious and intentional revealing of information about oneself through both verbal expression and non-verbal behaviors.
- 6. Building rapport and trust with a client
- 8. skills is the spoken communication between worker and the client