

Building Effective Relationships:

Core Skills for Compassionate Caregivers



POSITIVE SOCIAL INTERACTIONS

- Smile
- Make eye contact
- Make positive statements about child behavior
- Make positive comments about parent behavior
- Express appreciation for the parent
- Provide realistic, hopeful comments
- Demonstrate enthusiasm
- Ask parent how they are doing
- Use humor when appropriate



EMPATHY

- Sit up, lean forward, and maintain a positive, neutral facial expression
- Use a reassuring tone of voice
- Nod head to indicate active listening
- Use vocalizations to show ongoing interest
- Ask open-ended questions
- Pause to allow the parent to answer
- Paraphrase back what the parent states
- Acknowledge and name the parent's feelings
- Verify the parent's emotional response as reasonable



COMPASSION

- Confirm the parent's emotional response in a nonjudgmental way
- Provide acknowledgment and make supportive comments
- Discuss how as a team, they may address the parent's concerns
- Provide reassurance that things will get better
- Demonstrate an understanding of what it is like for the parent by offering supportive comments
- Offer actions you will take to alleviate the parent's distress



COLLABORATION

- Seek parent's ideas when identifying goals and developing treatment
- Provide a rationale for treatment plan
- Inquire if the plan is acceptable to the parent
- Acknowledge the parent's concerns and paraphrase concerns
- Identify and adjust goals based on the family's culture, religion, or lifestyle
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- Compromise with the parent when determining the treatment plan
- Model flexibility
- Inquire about parent satisfaction
- Acknowledge mistakes when appropriate
- Apologize when appropriate