

## Learning Outline and Checklist Form (LOC)

**Instructor:** Provide the information below, and UCD Staff will mark the boxes (on right) as items are reviewed and approved.

Item	Trainer/Developer Information	✓
<b>Course Developer (Name):</b>	Christine Ly	<input checked="" type="checkbox"/>
<b>Date Developed:</b>	9/17/2019	<input checked="" type="checkbox"/>
<b>Course Title:</b>	Strength Focused Engagement Strategies for Human Services Professionals	<input checked="" type="checkbox"/>
<b>Course Length:</b>	Full Day	<input checked="" type="checkbox"/>
<b>Course Length Explanation:</b>	N/A	<input checked="" type="checkbox"/>
<b>Training Modality:</b>	Either (in-person or virtual)	<input checked="" type="checkbox"/>
<b>Trainer Expertise:</b>	Christine Ly has over 15 years' experience working with customers in Health and Human Services in a variety of roles in Adult Services, Child Welfare, Eligibility, Welfare to Work, Reception, Staff Development and Supervision. During this workshop, we will share her extensive experience on how to use evidence-based information into help participants develop real skills that can be used immediately.	<input checked="" type="checkbox"/>
<b>Minimum # of Learners:</b>	5	<input checked="" type="checkbox"/>
<b>Maximum # of Learners:</b>	35	<input checked="" type="checkbox"/>
<b>Required Course Prerequisites:</b>	None	<input checked="" type="checkbox"/>
<b>Recommended Preparation:</b>	Read: Strengths-based approaches for working with individuals. <a href="https://www.iriss.org.uk/resources/insights/strengths-based-approaches-working-individuals">https://www.iriss.org.uk/resources/insights/strengths-based-approaches-working-individuals</a>	<input checked="" type="checkbox"/>
<b>Primary Intended Audience:</b>	Customer supporting Welfare to Work staff and supervisors	<input type="checkbox"/>
<b>Other recommended Audience:</b>	Although initially designed to support CW 2.0 efforts, this course can be adapted to fit any audience who provides client empowerment.	<input checked="" type="checkbox"/>

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**Course Outline:** Provide the information below, and UCD Staff will mark the boxes (on right) as items are reviewed and approved.

Item	Trainer/Developer Information	✓
<b>Course Description:</b>	<p>Strength-Focus Engagement is an integrated and complex set of skills and strategies based on the principles of self-sufficiency and collaboration. This session focuses on assisting all customer serving staff member obtain the information and skills they can use regardless of their role in supporting the customer and each other.</p> <p>This workshop includes instruction, opportunities for reflection, and practice of skills and strategies that may promote positive change in the lives of those they serve as Helping Professionals.</p>	<input checked="" type="checkbox"/>
<b>Course Goals:</b>	<p>By the end of this course, participants should be able to:</p> <ul style="list-style-type: none"> <li>• Have a clearer understanding of what it means to be strength focused as it applies to their role.</li> <li>• Utilize the tools and references to support their goal of using strength focused questions and language to empower their recipient.</li> <li>• Will be able to articulate what the foundational principles of strength-focused approach are and why it is important to building relationships with recipients and colleagues</li> </ul>	<input checked="" type="checkbox"/>
<b>Learning Objectives (Knowledge, Skills, Values):</b>	<p>K1 – Define what it means to be Strength-Focused in working with participants.</p> <p>S1 – Application of strength-focused questions and language to build rapport with recipients and enhances their confidence.</p> <p>V1 – Articulate how aligning strength-focused approach with the recipients' values to find a common bond increases the chances of positive outcomes for the recipient and/or colleague.</p>	<input checked="" type="checkbox"/>
<b>Diversity, Equity and Inclusion is Addressed:</b>	<p>Discussions and activities address diversity in cultural consideration and communication styles. This workshop also honors serving diverse individuals by highlighting their strengths. Skills and information will be applicable for their roles in Reception, Eligibility, Welfare to Work, and Social Work. Special attention was made to ensure all materials showcase a positive diverse background in imagery, scenarios, and utilizing inclusive language where appropriate.</p>	<input checked="" type="checkbox"/>
<b>Training Handouts:</b> (List all handouts by the order in which they will be used in class):	<ul style="list-style-type: none"> <li>✓ Main Workbook</li> <li>✓ VIA Character Strengths</li> <li>✓ 50 Strength-Based Questions</li> <li>✓ VIA Activity Cards</li> </ul>	<input checked="" type="checkbox"/>

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<b>Customized Handouts:</b>	<input type="checkbox"/> Check this box if customized materials are required <input type="checkbox"/> Check this box if a customization call is required to include additional handouts/materials.	☒
<b>Accessibility:</b>	<input type="checkbox"/> Course materials meet <a href="#">ADA Requirements</a> <input checked="" type="checkbox"/> Course materials do not yet meet <a href="#">ADA requirements</a>	☒
<b>Reference List (APA Format):</b>	<p>11 Ways to Build the Strengths of Your Team Members. (2019, September 17). Retrieved from <a href="https://www.liquidplanner.com/blog/11-ways-build-strengths-team-members/">https://www.liquidplanner.com/blog/11-ways-build-strengths-team-members/</a></p> <p>50 First Strength Based Questions. (2014, October 02). Retrieved from <a href="https://www.changedlivesnewjourneys.com/50-first-strength-based-questions">https://www.changedlivesnewjourneys.com/50-first-strength-based-questions</a></p> <p>Allen, R. (n.d.). Relationship and strengths-based practice: rhetoric to reality. Retrieved from <a href="https://www.iasw.ie/download/456/RuthAllen2018.pdf">https://www.iasw.ie/download/456/RuthAllen2018.pdf</a></p> <p>An Individualized, Strengths-Based Approach in Public Child Welfare Driven Systems of Care. (n.d.). Retrieved from <a href="https://www.childwelfare.gov/pubs/acloserlook/strengthsbased/">https://www.childwelfare.gov/pubs/acloserlook/strengthsbased/</a></p> <p>Cowger, C. D. (1994). Assessing client strengths: Clinical assessment for client empowerment. <i>Social Work</i>, 39(3), 262-268.</p> <p>Rapp, C. A., Saleebey, D., &amp; Sullivan, W. P. (2005). The future of the Strengths Perspective. <i>Advances in Social Work</i>, 6(1), 79-90.</p> <p>Shulman, L. (2016). <i>The skills of helping individuals, families, groups, and communities</i>. Boston, MA: Cengage Learning.</p> <p>Strength-Based Case Management. (n.d.). Retrieved from <a href="http://wetainc.org/resources/Documents/Strength-BasedCaseManagementWETA2015a.ppt">http://wetainc.org/resources/Documents/Strength-BasedCaseManagementWETA2015a.ppt</a></p> <p>Strengths-Based approaches for working with individuals. (2019, January 31). Retrieved from <a href="https://www.iriss.org.uk/resources/insights/strengths-based-approaches-working-individuals">https://www.iriss.org.uk/resources/insights/strengths-based-approaches-working-individuals</a></p> <p>Strengths Model Approach. (n.d.). Retrieved from <a href="http://www.cssspnql.com/docs/ppt-forum-services-sociaux/strengths-model-approach.pptx?sfvrsn=0">http://www.cssspnql.com/docs/ppt-forum-services-sociaux/strengths-model-approach.pptx?sfvrsn=0</a></p>	

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	<b>Video Links:</b>  RSA, T. (2013, December 10). Brené Brown on Empathy. Retrieved from <a href="https://www.youtube.com/watch?v=1Ewgu369Jw">https://www.youtube.com/watch?v=1Ewgu369Jw</a> Scott, B. L. (2015, October 21). Make an Impact - Inspirational Video. Retrieved from <a href="https://www.youtube.com/watch?v=pb7_YJp9bVA&amp;t=18s">https://www.youtube.com/watch?v=pb7_YJp9bVA&amp;t=18s</a>  TeamResil. (2013, April 8). The Strengths Based Approach - Experiencing Success in Meaningful Ways. Retrieved from <a href="https://www.youtube.com/watch?v=eGaEAzqWeQQ">https://www.youtube.com/watch?v=eGaEAzqWeQQ</a>  VIAStrengths. (2011, May 2). Re-building a Life Through Character Strengths. Retrieved from <a href="https://www.youtube.com/watch?v=sZJG3atoc6Q">https://www.youtube.com/watch?v=sZJG3atoc6Q</a>  VIAStrengths. (2015, November 24). Science of Character - VIA Institute. Retrieved from <a href="https://www.youtube.com/watch?v=kq-rOeILciE">https://www.youtube.com/watch?v=kq-rOeILciE</a>	
<b>References:</b>	<input checked="" type="checkbox"/> I have cited all material in APA format, including any external handouts, used for training purposes (please note: all courses must have a minimum of 3 professional sources)	<input checked="" type="checkbox"/>
<b>Copyright/Fair Use:</b>	<a href="#">University of California Copyright Guidance</a> <input checked="" type="checkbox"/> I have verified the course content I am using is not copyrighted material; or, if it is copyrighted, I have either obtained permission from the copyright holder, or I have provided proper citation and am using the content in accordance with laws pertaining to copyright and fair use. I am also acknowledging that I understand basic copyright and licensing provisions, as stated on the <a href="#">University of California Website</a> .	<input checked="" type="checkbox"/>
<b>Personally Identifiable Information (PII):</b>	<input checked="" type="checkbox"/> I have not incorporated any content that could be considered Personally Identifiable Information (PII). Any scenarios or materials provided are fictitious in nature.	<input checked="" type="checkbox"/>
<b>For BBS Classes Only:</b> (Describe training activities that allow participants to assess their achievement in accordance with the learning objectives):	Non-Applicable	<input checked="" type="checkbox"/>

## Learning Outline and Checklist Form (LOC)

**Course Agenda:** Provide the information below. Please add additional rows as needed for each training topic

Time	Training Topic and/or Learning Objective	Training Methods & Activities	Handouts/ Materials/ Video links	Virtual/Hybrid Adaptation
60 Min	<ul style="list-style-type: none"> <li>○ Introduction to a strengths-focused ideology</li> <li>○ Understanding strength variations</li> <li>○ Looking at your agency's strengths</li> </ul>	<ul style="list-style-type: none"> <li>○ Lecture</li> <li>○ Individual Reflection in Workbook</li> <li>○ Pair/Table discussion</li> <li>○ Pair Activity: Identifying Strength Types</li> </ul>	HO: Main Workbook	Breakout Rooms of 2-3 for Pair Activity  <a href="https://wheelofnames.com">https://wheelofnames.com</a> used throughout the day to randomly select volunteers
<b>Break</b>				
105 Min	<ul style="list-style-type: none"> <li>○ Introduce areas to identify client strengths and skills while building client rapport</li> <li>○ Reviewing the assets of your agency's in being Strength Based</li> <li>○ Before we can see strengths in others, we must first start with ourselves</li> <li>○ Words Matter – The activity weight of words is a strong visual that makes case managers reflect on the power of their language when serving clients.</li> </ul>	<ul style="list-style-type: none"> <li>○ Lecture</li> <li>○ Individual Reflection in Workbook</li> <li>○ Pair/Table discussion</li> <li>○ Group Activity – Agency</li> <li>○ Individual Activity – VIA character strength identification</li> <li>○ Pair Talk – VIA Character Strengths</li> <li>○ Video: Science of Character Strengths</li> <li>○ Activity – Weight of Words</li> </ul>	<ul style="list-style-type: none"> <li>▪ HO: Main Workbook</li> <li>▪ HO 2: VIA Character Strengths</li> <li>▪ Video Link: <a href="https://www.youtube.com/watch?v=kq-rOeLLciE">https://www.youtube.com/watch?v=kq-rOeLLciE</a></li> </ul>	Breakout Rooms of 2-3 for Pair Activity  Weight of Words Adaptation: Instructor will read cards as all learners will imagine that they are in the 'seat' that one individual would be in for the live activity  After activity: Breakout Rooms of 4-6 to discuss their reactions / applicability for clients

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Lunch				
105 Min	<ul style="list-style-type: none"> <li>Staff Role Specific Skills for Reception &amp; Eligibility, WTW &amp; Social Workers               <ul style="list-style-type: none"> <li>Reception &amp; Eligibility: Patience, empathy, and acknowledging efforts</li> <li>WTW &amp; Social Workers: Strength Based Case Management Practices</li> </ul> </li> <li>Traditional vs Strength based case management practices</li> <li>6 principles of strength-based case management: belief in customer strengths, strength identification, collaboration with customers, customer driven goals, informed choices, and inducing hope</li> <li>Looking at the 8 life areas of wellness for strengths</li> </ul>	<ul style="list-style-type: none"> <li>Lecture</li> <li>Individual Reflection in Workbook</li> <li>Video: empathy vs sympathy</li> <li>Video: Re-building a life through strengths</li> <li>Group Activity – 6 principles of strength-based case management</li> <li>Individual Activity – 8 areas of wellness</li> </ul>	<ul style="list-style-type: none"> <li>HO: Main Workbook</li> <li>HO 3: Strength Based Questions</li> <li>Video Links:                <a href="https://www.youtube.com/watch?v=1Evwgu369Jw">https://www.youtube.com/watch?v=1Evwgu369Jw</a>  <a href="https://www.youtube.com/watch?v=1Evwgu369Jw">https://www.youtube.com/watch?v=1Evwgu369Jw</a> </li> </ul>	<p>Group Activity: 4-6 people in break out rooms</p> <p>Individual Activity: 2-3 in the break out room after the self-reflection</p>

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Break				
	<ul style="list-style-type: none"> <li>○ <b>Strength-Focused teamwork:</b> <ul style="list-style-type: none"> <li>○ Seeing the strengths in those you work with is equally important to foster an agency-wide strength – focused approach</li> <li>○ Tips &amp; Tricks on how to spot strengths with those you work with, but may not get along with</li> </ul> </li> <li>○ Wrap up and evaluations</li> </ul>	<ul style="list-style-type: none"> <li>○ Lecture</li> <li>○ Individual Reflection in Workbook</li> <li>○ Group Activity – VIA Character strengths (what we have in common)</li> <li>○ Video – Making an Impact <a href="https://www.youtube.com/watch?v=pb7_YJp9bVA&amp;t=18s">https://www.youtube.com/watch?v=pb7_YJp9bVA&amp;t=18s</a></li> </ul>	HO: Workbook  HO: VIA Character strengths cards	Breakout rooms developed with the via Strength Name that people can choose to join  Breakout rooms of 5-6 for discussions  Evaluation: QR code Needed



# Transfer of Learning Quick Tips for Supervisors

**Course Title:** Strength Focused Engagement Strategies for Human Services Professionals

*These quick post-class tips sheets are designed to support the supervisor's role in transfer of learning for each specific class attended by a participant. We hope this information provides you with an opportunity to create a structured, focused coaching conversation that will benefit both the learner and your organization.*

## The Supervisor's Role in the Transfer of Learning Process

*Coaching* is designed to nourish and improve upon the critical thinking skills of the learner through the use of questions designed to get the learner to reflect upon the information they are currently using to make decisions, and what more information they might need to consider in order to make consistently better ones in any number of circumstances.

## The Art of Coaching Learners

As a supervisor, you play a very important and primary role in helping your workers transfer the skills learned in class to daily practice by providing them with time and space to reflect on their learning. Ask them about the class – what they learned and what would change in their practice if they implemented what was taught in class. Workers need time to think through how and when they will try out new skills. Help them set SMART goals for trying out new practices, i.e., if they have just completed a class on Motivational Interviewing they might say, “I will use complex reflections with three clients in the next four days”.

Tips for supervisors: make time to talk about classes your staff have taken. These questions will help get you started:

What were your key take-aways from the class?

- What would you like to “try out”?
- What support do you need from me to integrate some of this information into your practice?
- What would change for our unit/team if everyone integrated these skills/knowledge?

## Learn More About Coaching and Transfer of Learning

Visit our coaching website:

- <http://bit.ly/ChildWelfareCoaching>

## Course Description

*(Provided by program staff):*

Evidence Based Practice of Strength-Focused approach has been proven to work in the field of Social Services. This workshop is intended for all Helping Professionals to obtain information and skills, regardless of their role in supporting customers and each other. Participants will be provided with instruction, opportunities for reflection, and practice of skills and strategies to promote positive change in the lives of those they serve.

## Learning Objectives

*(Provided by program staff):*

- Defining what it means to be Strength Focused
- Addressing the Principles of a Strength-Focused Approach
- Applying Strength-Focused Approaches with Yourself, Your Customers, and Your Colleagues

## Preliminary Meeting with Learner

*(Before the training, 1-3 resources provided by the instructor for the learner to read/assess/watch prior to training:*

**Read:** Strengths-based approaches for working with individuals.

<https://www.iriss.org.uk/resources/insights/strengths-based-approaches-working-individuals>

## Key Questions to Support the Application of Knowledge

*(After the training, 3-5 questions provided by the instructor for the supervisor to review and consider posing to the learner):*

- What were your VIA strengths and how can you leverage those in the work that you do?
- Did you have common strengths with a co-worker that surprised you? What and Why?
- What did you learn about using a recipient’s strengths to empower them in your work together?
- What strength-focused questions do you want to try and what do you hope the outcome will be?



**Staff:** Please provide the information below and mark the boxes (on right) as items are completed

Item	Staff Information	✓
Staff Reviewer:	C. Ly	<input checked="" type="checkbox"/>
Date Reviewed:	7/21/2022	<input checked="" type="checkbox"/>
Recommended # of Trainers (Academy /RCCFP)	Choose an item	<input checked="" type="checkbox"/>
Completion of T4T Required to Train the Course?	No	<input checked="" type="checkbox"/>
Training Category (CTS):	CalWORKS 2.0	<input checked="" type="checkbox"/>
Primary Sub-Category (CTS):	N/A	<input checked="" type="checkbox"/>
Other Sub-Category (CTS):	Workforce Development	<input checked="" type="checkbox"/>
Certificate of Completion Issued?	No	<input checked="" type="checkbox"/>
Series Offered:	No	<input checked="" type="checkbox"/>
Series Title:	N/A	<input checked="" type="checkbox"/>
Destiny Course # (NTA/ RCFFP):	N/A	<input checked="" type="checkbox"/>
ICPM Category (NTA/RCFFP):	Choose an item	<input checked="" type="checkbox"/>
Professional Credit:	<input type="checkbox"/> <b>CEU</b> – Enter credit quantity <input type="checkbox"/> <b>BBS Hours</b> – Enter credit quantity if checked <input type="checkbox"/> <b>BRN Hours</b> – Enter credit quantity if checked	<input checked="" type="checkbox"/>