

Record of Engagement

This table can be used as an aid for conversations about the use of the website and support the development and reflection of outcomes-focused practice.

	Tool	Comments (how this has been used and what difference this has made to practice)
Interactive Triangle of Care	Interactive triangle of care	
	Core skills – Non-verbal communication	
	Core skills – Keeping a conversational style	
	Core skills – Powerful questioning	
	Core skills – Active listening	
	Core skills – Maintaining an assets-based conversation	
	Core skills – Universal questions: What? Where? Why?	
	Core skills – Analysis and critical thinking	
Outcomes-focused conversations	Kolb’s critical reflection cycle	
Preparing for conversations about outcomes	Preparing for the conversation checklist	
	Ecogram	
	Core skills - Powerful questioning	
Having conversations about outcomes	Defining outcomes	
	RiPFA customer guide: What is an outcome?	
	Outcomes conversation tool	
	Identifying outcomes	
	Good enough outcomes	

	Eric Battersby case study – Having the conversation	
	Core skills - Powerful questioning	
	Core skills - Active listening	
	Ecogram	
	Family group conference	
Recording conversations about outcomes	Checklist recording conversations	
	Tips for recording	
	Recording exercise	
Further conversations about outcomes	John, Mary and Cheryl case study	
	Eric Battersby case study – having the conversation	
Outcomes conversations – reflecting on the conversation	Practitioner audit (Good Assessment Handbook)	
	Learning needs analysis (Good Assessment Handbook)	
	Getting the most out of supervision	
	What difference are we making?	
Audio	Audio: Interviews (Joe, Eric and Yvonne)	
	Audio: Reviewing conversations (Joe, Eric and Yvonne)	
Additional / further resources		