

WELCOME TO TODAY'S TRAINING!

THE RULES
OF ENGAGEMENT!

PRESENTED BY
LARRY ROBBIN
EXECUTIVE DIRECTOR
ROBBIN AND ASSOCIATES

Training * Consulting * Program Improvement
Special Projects * Keynote Speeches

Over 45 Years Of
Experience With Foster Youth Programs!
More Than 100,000 People Trained!

Over 1000 Government Agencies, Public
Organizations, Schools, Non-Profit Programs And
Private Sector Clients Served!

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SERVICES FOR PROGRAMS FROM ROBBIN AND ASSOCIATES

HOW TO GET MONEY AND MORE FROM BUSINESSES!

Learn how to position your foster youth organization to be able to get money, volunteers, joint projects and other forms of support from private sector businesses. Take business relationships from partners to champions and watch how many different ways they can support your work!

FOSTER YOUTH ARE WORKING YOUTH! IMPROVE EMPLOYMENT OUTCOMES!

We offer over twenty-five staff training and management consulting sessions covering every aspect of foster youth and opportunity youth employment. Our sessions cover recruitment, assessment, job readiness, case management, work experience, job search, eliminating barriers, career counseling, job readiness, job retention, job development and much much more!

IS YOUR PROGRAM A MAGNET? HOW TO RECRUIT AND RETAIN FOSTER YOUTH!

Turn recruitment and retention challenges into waiting lists and program completion! Combine private sector youth marketing and sales strategies with the feedback of hundreds of foster youth about what they want from programs and end your recruitment and retention challenges!

YOU CAN BE A CHANGE AGENT! INCREASE POSITIVE MOTIVATION TO CHANGE!

Increasing the motivation to change is a partnership between your program and foster youth. This innovative training is packed with strategies to help you become the best possible change agent to support progress in the youth you serve. Learn how your space, culture, program design, services and staffing can all be transformed into springboards for positive change!

DIGGING FOR GOLD! FIND HIDDEN ASSETS AND STRENGTHS IN FOSTER YOUTH!

So much of the conversation about foster youth is about their challenges. This workshop takes the opposite approach by showing you the many places assets and strengths can be hidden in the youth you serve. Once these are uncovered, they will raise self-esteem, confidence, help to heal trauma and give youth the tools they need to go on the pathway to success!

HOW TO RECRUIT, HIRE, ONBOARD, ENGAGE AND RETAIN THE TOP TALENT!

The Achilles heel of many foster youth programs is their weakness in being able to attract and retain the best staff. Sure, you may be getting good people, but are you getting the top talent and can you retain them? Does your program have a strong onboarding process, burnout reduction plans and other engagement strategies to retain great youth workers? Your youth deserve the top talent for the long term and this management consulting session will give it to them!

ALL OF OUR SESSIONS ARE HIGHLY CUSTOMIZED TO YOUR POPULATION OF FOSTER YOUTH, YOUR PROGRAM AND YOUR GOALS!

**These are just a few of the many topics we offer!
Contact Robbin and Associates today and use our 45 years
of national foster youth program experience to turn
your foster youth program challenges into success stories!**

ROBBIN AND ASSOCIATES

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WHAT WE WILL COVER TODAY

- 1. We will talk about engagement from two perspectives.**

One perspective is what individuals can do to achieve the highest levels of engagement with foster youth.

The other perspective is what programs can do to achieve the highest levels of engagement with foster youth.

- 2. We will learn from the feedback of foster youth what it takes to improve engagement with them.**
- 3. We will learn about the eight levels of engagement and how to use that framework to improve our engagement with foster youth.**
- 4. We will work collectively to improve our personal and programmatic ability to engage foster youth.**

**WHAT DO YOU DO TO CREATE
THE HIGHEST LEVELS OF ENGAGEMENT
WITH FOSTER YOUTH?**

NAME	POINTER
	One thing I do or our program does to create the highest level of engagement with foster youth is

WHAT CAN MAKE ENGAGEMENT DIFFICULT?

- 1. The trauma of the foster youth experience can make engagement difficult. Become trauma informed.**
- 2. There can be a lack of trust because organizations, systems and individuals have failed the foster youth.**
- 3. There can be cultural, class, lifestyle, age, sexual identity, values, life experience and other differences between us that we may not understand or respect.**
- 4.**
- 5.**
- 6.**
- 7.**
- 8.**

LOOKING AT MY OWN EXPERIENCE WITH ENGAGEMENT

Use two and three word answers	The best person that engaged me at the highest levels	The worst person that engaged me at the lowest levels
What did they do?		
How did it make you feel?		
What was the long lasting impact?		

WHAT LESSONS CAN WE LEARN FROM OUR OWN EXPERIENCES WITH ENGAGEMENT THAT WE CAN USE WITH FOSTER YOUTH?

1.

2.

3.

4.

5.

RELATIONSHIP LEVELS AND ENGAGEMENT

LEVEL OF RELATIONSHIP	ENGAGEMENT POTENTIAL
1. ANTAGONISTIC	ANTI-ENGAGEMENT
2. RESISTANT	VERY LOW ENGAGEMENT POTENTIAL
3. TOLERANT	LOW ENGAGEMENT POTENTIAL
4. ACCEPTING	MODERATE ENGAGEMENT POTENTIAL
5. RELATING	MEDIUM ENGAGEMENT POTENTIAL
6. RESPECTING	HIGH ENGAGEMENT POTENTIAL
7. TRUSTING	VERY HIGH ENGAGEMENT POTENTIAL
8. BONDING	HIGHEST LEVEL OF ENGAGEMENT

DESCRIBING THE LEVELS OF ENGAGEMENT

LEVEL	DESCRIBING THIS LEVEL
1. ANTAGONISTIC	HOSTILE, ANGRY, SARCASTIC, IN YOUR FACE CONFRONTATIONAL
2. RESISTANT	CLOSED, DEFIANT, CUT OFF FROM YOU, PUSHES AWAY
3. TOLERANT	
4. ACCEPTING	
5. RELATING	
6. RESPECTING	
7. TRUSTING	
8. BONDING	

WHAT CLUES REVEAL THE LEVEL OF ENGAGEMENT?

- 1. The body language of the youth**
- 2. How much the youth confides in you**
- 3. How much time the youth wants to spend with you**
- 4. If they ask for your opinion and/or help**
- 5.**
- 6.**
- 7.**
- 8.**
- 9.**
- 10.**

OBSERVATIONS ABOUT THE LEVELS OF ENGAGEMENT

- 1. Identifying the level of engagement may take a while. Also in every level, there are low, medium and high degrees of that level. Make an assumption about the level, but always keep it flexible and remember engagement levels can often change quickly.**
- 2. Some youth may constantly vacillate between levels of engagement. Over time if engagement improves, the range may narrow.**
- 3. Your values, perspectives and how you feel about a youth can influence the level of engagement. Try to be aware of your own subjectivity.**

WHAT THINGS CAN LOWER THE LEVEL OF ENGAGEMENT?

- 1. The youth has a disengaging experience in their life such as the end of a relationship, death, end of friendships etc.**
- 2. We do not deliver what we promised.**
- 3. We become burnt out.**
- 4.**
- 5.**
- 6.**
- 7.**
- 8.**
- 9.**
- 10.**

STRATEGIES FOR INCREASING ENGAGEMENT

- 5 = I am most effective with this strategy**
- 4 = I am very effective with this strategy**
- 3 = I am somewhat effective with this strategy**
- 2 = I am not be very effective with this strategy**
- 1 = I am challenged to use this strategy**

- 1. Be patient.**
- 2. Have easy conversations that look for common ground.**
- 3. Use relevant self-disclosure story telling.**
- 4. Be real with youth and compassionately discuss self-defeating behaviors.**
- 5. Find ways to show respect for the youth.**
- 6. Sense where the engagement boundaries are set at any point in time and understand them.**
- 7. Do not lecture or over talk the youth.**

THINGS THAT CAN BE DONE IN PROGRAM DESIGNS TO INCREASE ENGAGEMENT

- 1. Do everything possible to make the program exciting, surprising and fun. Eliminate boredom! You have to compete with video games!**
- 2. Work with youth to design a new youth engagement process.**
- 3. Create a sense of family by using peer buddies, rituals, group activities and celebrations.**
- 4. Use and encourage youth culture as much as possible!**
- 5. Give youth the opportunity to form common interest groups, sports teams, music groups, social change groups around issues that interest them etc.**
- 6. Do collective volunteer activities chosen by the youth.**
- 7. Get the input of program alumni youth to improve your work.**

WINNING THE TUG OF WAR FOR ME AND MY LIFE

BY JORGE ZAMUDIO

**ME – TOUGH, ANGRY, SUSPICIOUS, COLD
YOU – STRONG, CARING, TRUSTING, WARM
ME – DRUGS, GANGS, VIOLENCE, EARLY DEATH
YOU – CLEAN, POSITIVE, NON VIOLENT, LOVING LIFE**

**WE ENGAGED IN A TUG OF WAR FOR ME AND MY LIFE
YOU THREW ME A LIFELINE BUT I THREW IT BACK
KEEP YOUR LOUSY LIFE LINE I DON'T WANT IT**

**BACK AND FORTH BACK AND FORTH IN A TUG OF WAR
NEITHER ONE OF US WILLING TO LOSE THE BATTLE
YOU CALLED ME ON MY SHIT BUT IT WAS DIFFERENT
FROM THE WAY OTHER PEOPLE DID IT
YOU SAW MY PROBLEMS BUT YOU SAW MY FUTURE TOO
I COULDN'T SEE IT MY PROBLEMS WERE BLINDING ME**

**YOU WERE THE SUN FIGHTING OFF THE RAIN IN MY
SOUL YOU WEREN'T EASY BUT YOU WEREN'T CRUEL
WHEN YOU TALKED ABOUT MY PROBLEMS YOU MADE
ME FEEL LIKE I WAS STRONG ENOUGH TO CLIMB A
LADDER AND SEE OVER THEM**

**YOU WON THE TUG OF WAR BUT I WON IT TOO
I GUESS WE WON IT CLIMBING OUT OF THE SWAMP
WITH YOU AS THE SUN COVERING MY BACK
NO EARLY DEATH FOR ME
NOW IT IS SCHOOL A JOB AND A LIFE
I WILL LIVE NOW!**

THINGS I WANT TO REMEMBER
FROM THIS WORKSHOP