Analyzing high-engagement therapy sessions to explore how youth and service providers co-construct engagement

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What are the listening principles?

1. **Individual Variation Principle**: Clients differ in what engages them and in how they display engagement.

The Individual Variation Principle is an underlying feature of engagement and is foundational to the other principles:

2. **Personalizing Principle**: There are multiple ways to engage clients, which are based on knowing the client. Strategies include:
   - Ensure relevance of goals to client
   - Ensure success or progress
   - Ensure enjoyment of therapy activities
   - Ensure appropriate environment
   - Provide choice and explanation

3. **Relationship Principle**: Engagement is cultivated through relationship. Strategies include:
   - Ensure a comfortable and enjoyable interaction
   - Take an authentic interest in the client

4. **Monitoring Principle**: It is important to monitor the client’s level of engagement so the intervention can be adjusted based on the client’s state, including needs and preferences.

What do these principles mean in practice?

Providers can use a variety of personalized strategies to heighten client engagement, and to cultivate a positive relationship. It is important for providers to monitor clients’ non-verbal and verbal signs of engagement and respond to signs of disengagement during therapy.