

North Carolina Family Support Credential Training Program

Listed below is a sampling of the learning objectives for each of the ten chapters of *Empowerment Skills for Family Workers: A Worker Handbook* which is used as the primary text for the training and credentialing process.

- Chapter 1: Family Development: A Sustainable Route to Healthy Self-Reliance**
- Explain the core principles underlying the empowerment and family support approach
 - Develop mutually respectful partnerships with families
 - Understand the limits of providing services
- Chapter 2: Communicating with Skill and Heart**
- Communicate effectively with families, co-workers and others
 - Work skillfully with families with language barriers or low levels of literacy
- Chapter 3: Taking Good Care of Yourself**
- Identify a personal vision for your work
 - Identify personal supports and stressors and incorporate mindfulness based stress reduction
- Chapter 4: Diversity**
- Explain what cultural competence is and why it is vital for family workers
 - Describe the value of the cultural richness in this country
 - Give examples of various kinds of oppressions and how they can be internalized
- Chapter 5: Strengths-Based Assessment**
- Apply seven basic principles of empowerment-based assessment
 - Conduct assessments with families respectfully
- Chapter 6: Helping Families Set and Reach Their Own Goals**
- Identify family strengths and strategies to build upon and use informal and formal sources of support
 - Apply an empowerment strategy that helps families build capacity to meet their needs directly
 - Set healthy boundaries in relationships so families won't become dependent
- Chapter 7: Helping Families Access Specialized Services**
- Work skillfully with families who have many complex problems
 - Recognize the need for specialized services and develop a Resource Guide to local services
- Chapter 8: Home Visiting**
- Establish rapport and mutually respect relationships with families in their homes
 - Adopt ways to keep yourself safe on home visits
 - Keep ongoing visits productive using the family development plan to focus on the family's goals
- Chapter 9: Facilitation Skills: Family Conferences, Support Groups, and Community Meetings**
- Help families identify and strengthen their informal helping networks
 - Understand the purpose of support and advocacy groups and facilitate community meetings
 - Teach family leadership skills to family members and use the family group conference model
- Chapter 10: Collaboration**
- Develop skills to work collaboratively with other agency workers
 - Understand how agency, state and national policies affect families