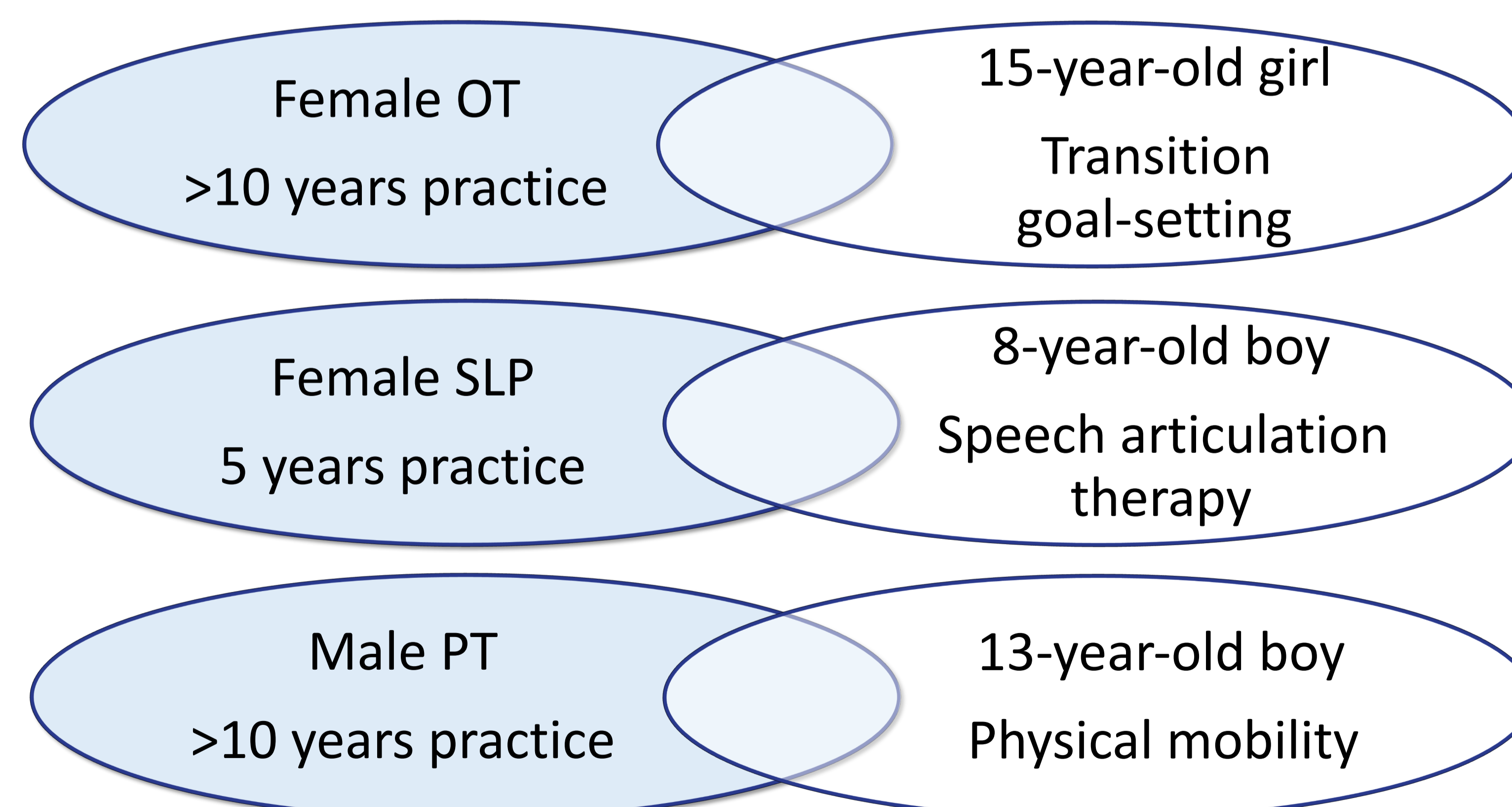


What is 'engagement' in rehabilitation?

Client engagement is both a **state** of involvement and investment in therapy, and also a dynamic **process** that changes over the course of a session and between sessions. In pediatric rehabilitation a client's level of affective, cognitive, and behavioural engagement can vary greatly. Providers who understand the dynamics of engagement during therapy sessions are more able to **partner effectively** with clients.

How can principles of engagement be studied?

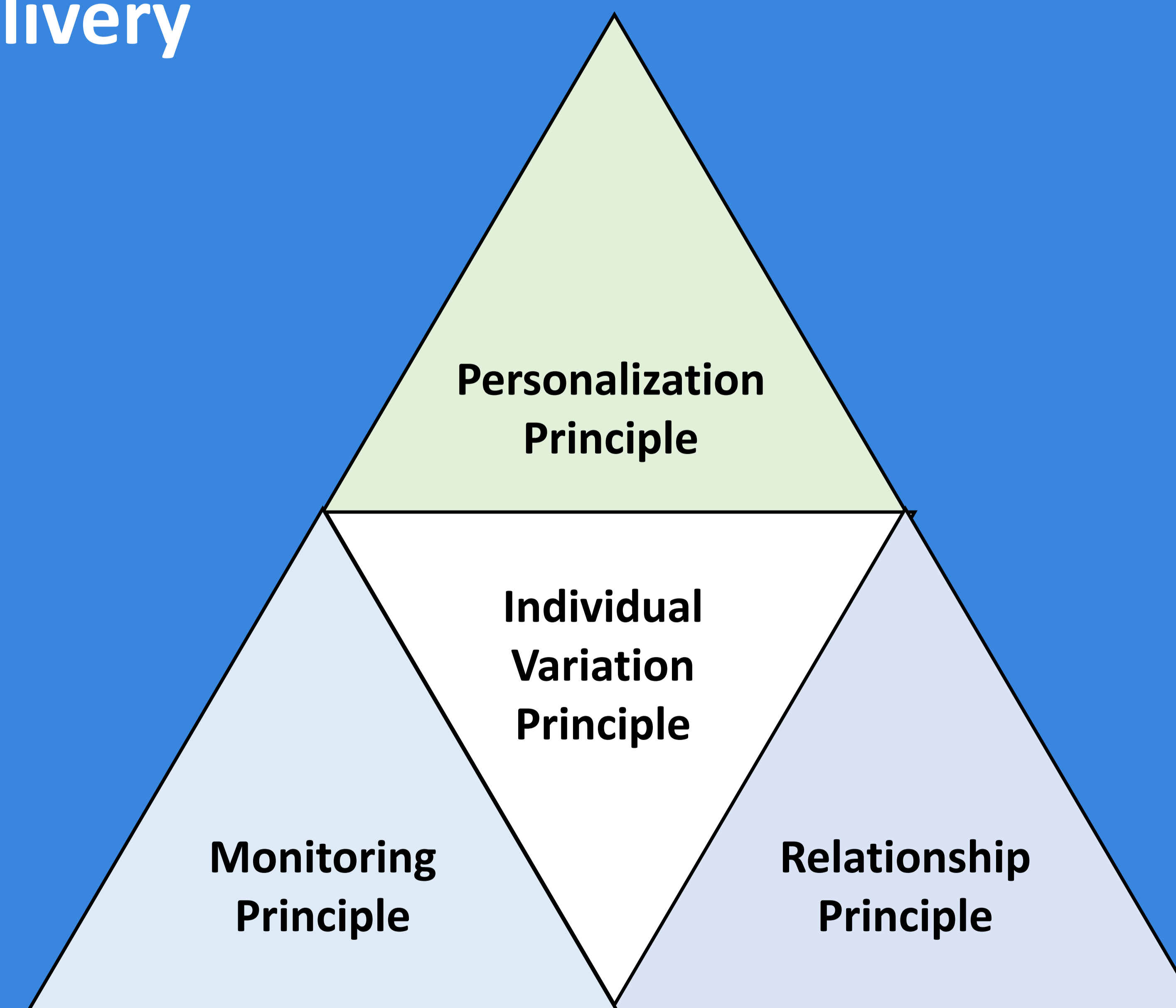
To learn about both perspectives in the therapy dyad, researchers thematically analyzed three different **pairs of clients and service providers** in a multiple case study. An observer took notes during one therapy session for each pair. Afterward, the youth and the service providers took part in one-on-one interviews.



Acknowledgements

Collaborators: Thanks to the PRIME Research Team, and to collaborating research sites in Canada, the United States, and Australia. To learn more, visit PrimeResearchTeam.com
Funding: Canadian Institutes of Health Research (CIHR) and the Holland Bloorview Foundation.

Awareness of principles underlying the co-construction of engagement in therapy may lead to more effective and responsive service delivery



Read more: King, G., Chiarello, L. A., Phoenix, M., D'Arrigo, R., & Pinto, M. (advance online publication). *Co-constructing engagement in pediatric rehabilitation: a multiple case study approach*. *Disability and Rehabilitation*, 1-12.

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.