### Quick Tips for Person Centered Engagement with Clients

<table>
<thead>
<tr>
<th>Empowerment-Based</th>
<th>Trauma-Responsive</th>
<th>Culturally Relevant</th>
<th>Ethical Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrate self-soothing tools and skills.</td>
<td>Get creative with technology.</td>
<td>Take it slowly. Building rapport takes time.</td>
<td>Be mindful of verbal and non-verbal communication.</td>
</tr>
</tbody>
</table>

### Mirroring

Mirroring is a communication skill that allows helping professionals to mindfully repeat back what an individual is feeling through verbal and non-verbal techniques.

### Compassionate Listening

Compassionate listening begins with the intention to be present with the individual who is sharing. It involves taking the focus off of the helping professional and places it on the individual.

### Empowerment-Based Principles

Empowerment-based principles focus on strength-based interactions with individuals. There is also a focus on skill and community development.

### Trauma-Responsive Principles

Being trauma-responsive is a principle used that focuses on being person-centered. There is an understanding on how trauma affects each individual, their brain and individual trauma responses.

### Culturally Relevant Principles

Cultural relevance focuses on approaches that are community-led, inclusive of diversity, respectful of the individual and uses empowering and culturally representative communication.

### Ethical Standards

Having and using ethical standards ensures the helping professional understands the code of ethics used to make decisions when working with individuals impacted by trauma.

### Mirroring

Mirroring is an excellent tool to show the client that the professional is listening and understands what is being shared.

When using mirroring as a tool, the professional uses language and tone that is familiar to the individual. Examples may be using similar phrases that the individual chooses to describe their situation and positioning themselves at a similar distance.

### Compassionate Listening

Non-adversarial questioning and non-judgmental listening are required when using compassionate listening.

Successful compassionate listening includes the validation of an individual's thoughts, feelings, and experiences. The helping professional can repeat what the individual says to show active listening and can use non-verbal communication to express empathy.

---

This handout was produced under Project TRUST 2018-VT-BX-K015, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this program flyer are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

www.sanar-institute.org