

Person-centred and community
based working - a mini-guide
(strength based approaches)



There are many things you can do to support good conversations and it's important to always remember that conversations should empower and enable people.

Find out more about how to put person-centred and community based working into practice and how to get started. Download our interactive guide for top tips, sector stories and bite size exercises to build relationships, have good conversations about matters to people and how you can work with others to really make a difference to peoples' lives.

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Top ten tips for everyday strengths based conversations

1. Smile and introduce yourself; 'Hello my name is...'
2. Be aware of the environment, for example, the layout of the room, the level of privacy or other factors that can affect the other person
3. Use active listening to really hear what the person has to say and give the conversation your full concentration. Show interest in the person their life and their community
4. Use language and ways of working that the person prefers and understands
5. Show empathy - this means seeing things from the individual's perspective, is 'being in their shoes' to try to understand them and how they see things.
6. Ask open questions to explore what really matters to the person and their community - see below for examples of open questions
7. Be non-judgemental – show respect and preserve dignity - sensitively bring up topics that the person may find challenging or uncomfortable
8. Be honest about what you can and can't do and who else to involve
9. Feel comfortable using pauses, silences and gentle cues such as nods as appropriate - be aware of your eye-contact, gestures, facial expressions and voice tone.
10. Be observant - notice clues that might lead to other conversations - check if there is something else the person wants to talk about.

