



# The Rules of Engagement

Become More Engaged with Your Organization & Services  
Presented by Larry Robbin

## Client & Community Engagement Training

### Achieve the Highest Level of Engagement

In order to help people change their attitudes and behaviors to get out of poverty, it is imperative that programs and staff achieve the highest levels of engagement with the people they serve. Unless there is a high level of engagement, people will not risk going out of their comfort zone to make the changes they need to improve their clients' lives. ***The Rules of Engagement Training*** will show management and staff how to achieve the highest levels of engagement with the people they serve.

### This session features:

- A model for assessing the eight levels of engagement and strategies for taking people to higher levels of interaction
- A set of ideas to improve participant engagement within your program
- Feedback from surveys of hundreds of individuals that accessed government and nonprofit services

Friday  
June 2nd

9:00 am  
3:30 pm

\$200 / 3 trainings  
\$75 / 1 training

#### Check-in

Check-in 8:00 am—9:00 am

#### Location:

Catholic Charities of SCC  
2625 Zanker Road  
San Jose, CA 95134

#### Information Contact:

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Reservation details coming soon.