



**R**esearch indicates that individuals who possess and utilize certain interpersonal skills to develop an effective, professional relationship can increase compliance with treatment, reduce violations, reduce recidivism, and improve outcomes.

These **professional alliance traits** have been identified as one of the “*Four Core Competencies*” for juvenile justice professionals in Pennsylvania, along with developing **effective case plans**, using **skill practice** with juveniles to address criminogenic needs, and utilizing **rewards and sanctions** to respond to both pro-social and noncompliant behaviors.

### ***Articulate***

Able to communicate freely. Provides sufficient detail and context for true communication to occur. Neither speaks in short utterances nor dominates a discussion by being verbose.

### ***Attentive***

Non-verbal communication (e.g., direct eye contact, head nods, body leaning forward) indicates alertness. Is not easily distracted and, when distraction occurs, quickly returns focus.

### ***Authentic***

Comments and actions are honest and straightforward. Does not use manipulation or half-truths in order to gain compliance. Says what he/she means and means what he/she says.

### ***Confident***

Is not wishy-washy about what he/she says. Knows the business of juvenile justice and communicates it without hesitation or apology. Is comfortable saying “I don’t know,” but then will find out the answer, if needed. Conveys a sense of self-confidence about his/her knowledge and ability.

### ***Empathetic***

Understands the past and present circumstances of juveniles and their families and how barriers may have contributed to difficulties. Does not accept misbehavior, but can relate to how that behavior comes about. Recognizes that behavior is heavily influenced by internal and external conditions, that not all people have similar abilities and talents to overcome their circumstances, and that different people may require different interventions. Is non-judgmental, but does not excuse or sympathize with antisocial or criminal behavior.

### ***Empowering***

Believes that people can change and communicates this belief with conviction. Provides juveniles with reasons to try behavioral change programs and strategies, especially ones that may stretch their comfort zone.



