



Pre-Service Training: Child Welfare in North Carolina Observation Worksheet

Instructions

Observation of skilled caseworkers and supervisors is an essential component of your professional development. By observing experienced staff, you gain practical insight into effective techniques, communication styles, and decision-making processes that go beyond what is taught in the classroom.

To observe behaviors effectively:

- Pay close attention to both verbal and nonverbal actions during interactions with clients and colleagues.
- Take notes on approaches, strategies, and responses that you find effective or unique.
- Reflect on how these observed behaviors align with core values and consider how you can incorporate them into your own work.

By actively observing and reflecting, you will be better prepared to apply classroom knowledge to real-life situations.


Date of observation	
Location of observation	
Name of the individual who will be observed	


What was observed? Check all that apply.


<input type="checkbox"/> CFT meeting	<input type="checkbox"/> Case transfer	<input type="checkbox"/> SDM tool completion
<input type="checkbox"/> Interview	<input type="checkbox"/> Family time session	<input type="checkbox"/> Case staffing
<input type="checkbox"/> Home visit	<input type="checkbox"/> Shared parenting meeting	<input type="checkbox"/> Other:


The North Carolina Core Values of trauma-informed, family-centered, and safety-focused guide every step of the Practice Standard behaviors so that families receive compassionate and effective support. These values shape how professionals communicate, engage, assess, plan, and implement child welfare services.

Use the space below to describe behaviors you observe associated with the Core Values and Practice Standards.

Trauma-Informed	
	Describe behavior observed:

Family-Centered	
	Describe behavior observed:

Safety-Focused	
	Describe behavior observed:

Practice Standard Essential Functions: Communicating, Assessing, Engaging, Planning, Implementing	
	Describe behavior observed:

Wrap Up	
<div style="background-color: #d9d9d9; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">2</div>	Two things I learned:
<div style="background-color: #d9d9d9; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">1</div>	One question I still have:

The observation day of Pre-Service Training needs to be completed by the end of Pre-Service Training Week Three. Once the observation is complete, mark the appropriate column on the week four sign-in sheet and be ready to discuss your observations during week four of Pre-Service Training.