

CONVEYING EMPATHY & AUTHENTICITY  
VERBAL FOLLOWING, EXPLORING, & FOCUSING SKILLS

# COMMUNICATION SKILLS

LABORATORY DAY



# AGENDA

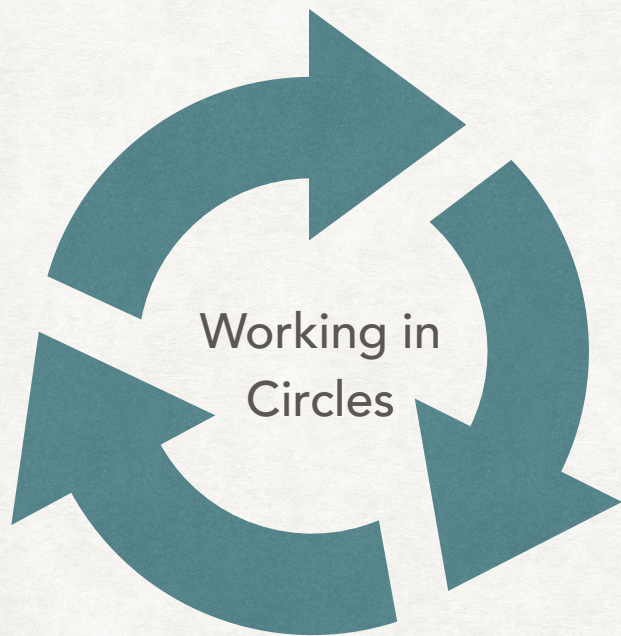
## TENTATIVE PLAN

- What's you've learned so far
- Teaching empathy to clients
- Following skills
- Sharing following skills
- Practice with labeling empathetic levels
- Practice implementing following skills



# WHAT WE HAVE BEEN LEARNING

## CHECKING IN



Respect the talking piece

Speak from the heart

Listen from the heart

Trust that you know what to say

Say just enough

*(Clifford, n.d.)*

- What are some things that you feel like you can take away from this class so far?
- What are ways that you are implementing or incorporating things you have been learning in any of your classes into your life?
- What do you need to be a better social worker as you progress through your education?



# TEACHING EMPATHY

## HOW TO SHARE WITH CLIENTS

- Teach clients the paradigm for empathic responding.
- Introduce clients to the list of affective words and phrases and to the Leads for Empathic Responses list.
- Intervene in sessions when clients ignore or fail to validate messages.
- Give positive feedback when clients listen to each other.



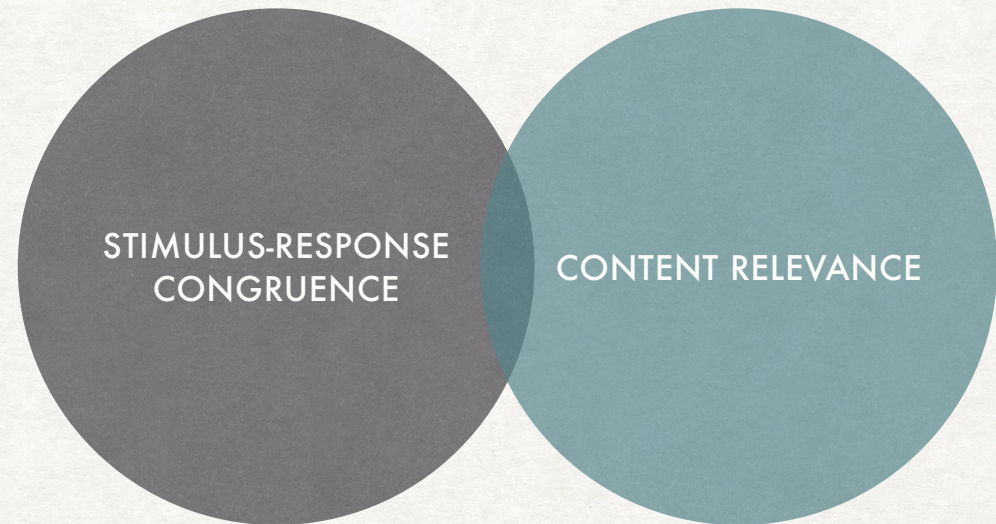
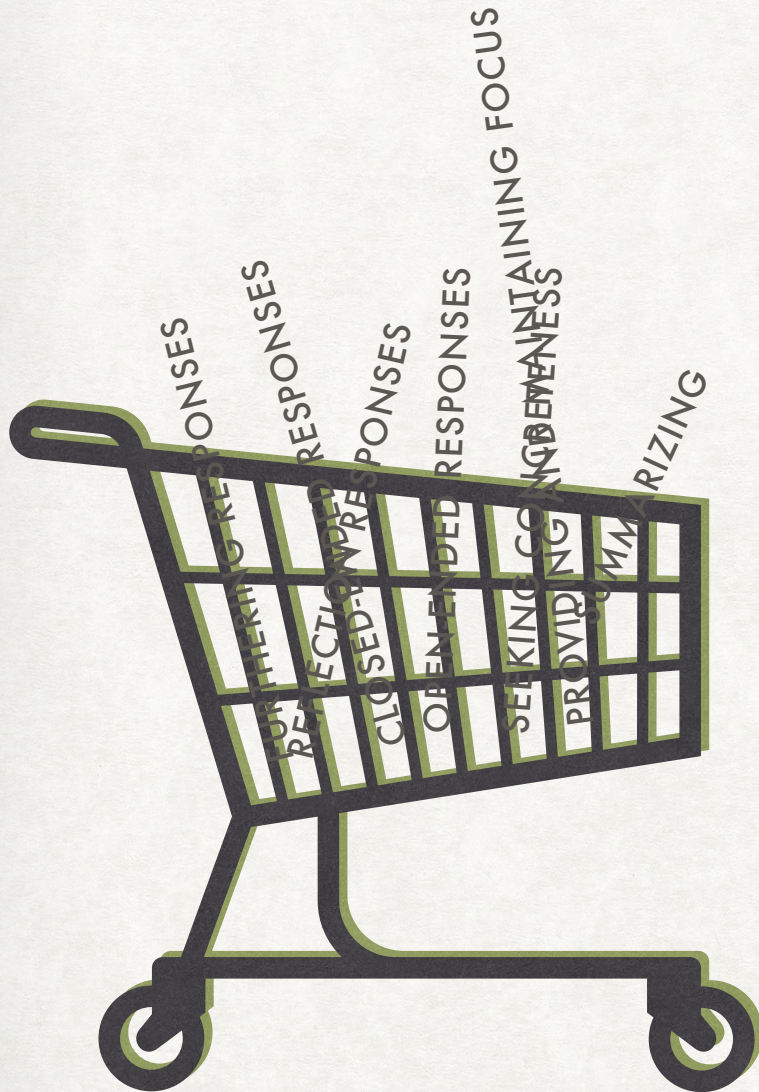
Work in teams of 3 or 4 to design a planned intervention for teaching empathy

5



# DISCRETE VERBAL FOLLOWING SKILLS

The extent to which social workers' responses provide feedback to clients that their messages are accurately received.

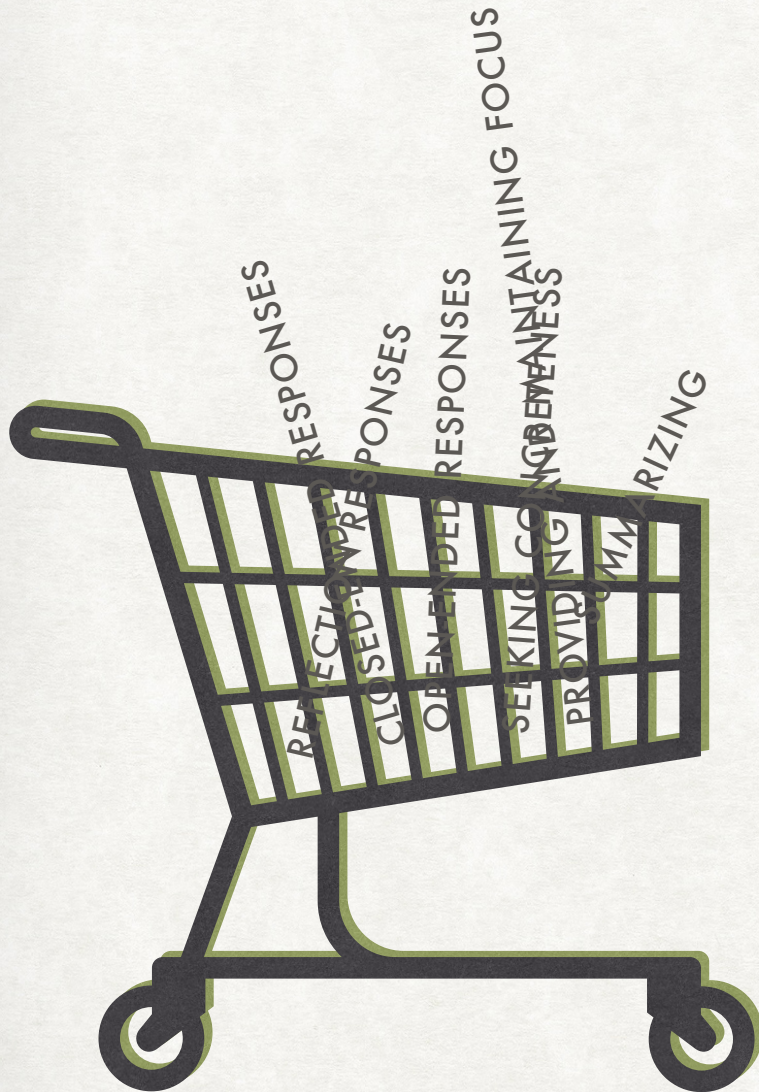


The extent to which the content of social workers' responses is perceived by clients as relevant to their substantive concerns.



# DISCRETE VERBAL FOLLOWING SKILLS

## FURTHERING RESPONSES

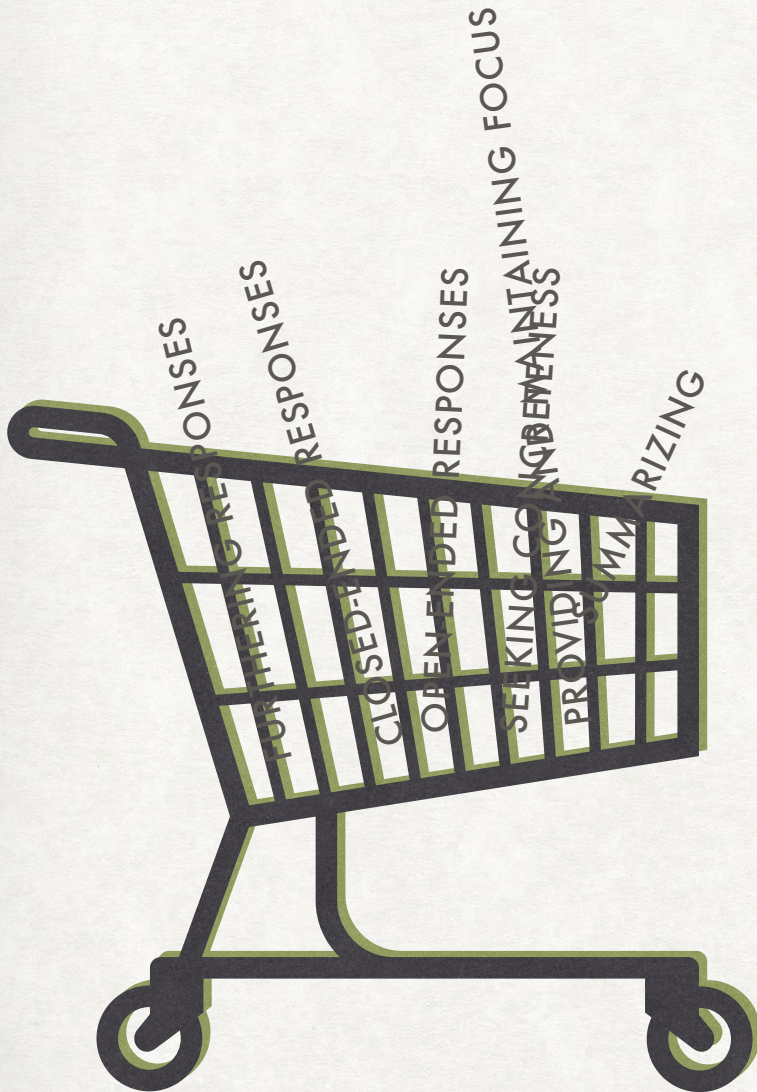


- Nonverbal minimal prompts
- Verbal minimal prompts
- Accent responses



# DISCRETE VERBAL FOLLOWING SKILLS

## REFLECTION RESPONSES



REFLECTION OF CONTENT

REFLECTION OF AFFECT

- Simple reflections
- Complex reflections
- Double-sided reflection
- Reflections with a twist

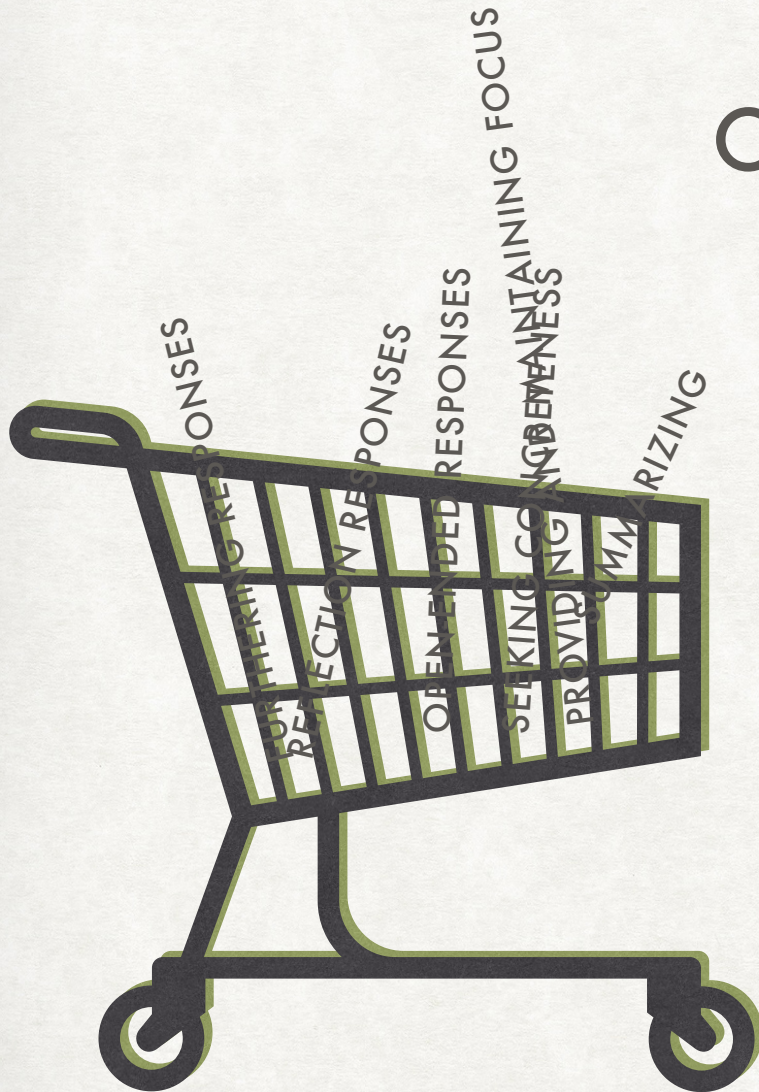
Reframing





# DISCRETE VERBAL FOLLOWING SKILLS

## CLOSED-ENDED RESPONSES

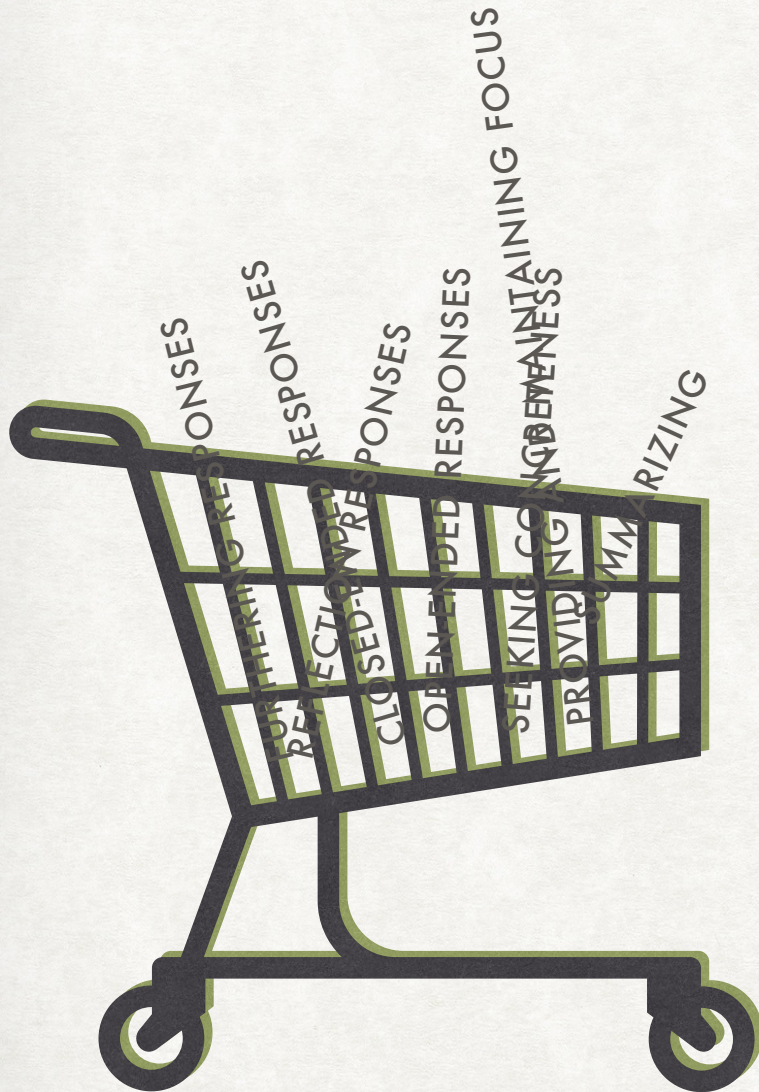


Define a topic and restrict the client's response to a few words or a simple yes or no answer.



# DISCRETE VERBAL FOLLOWING SKILLS

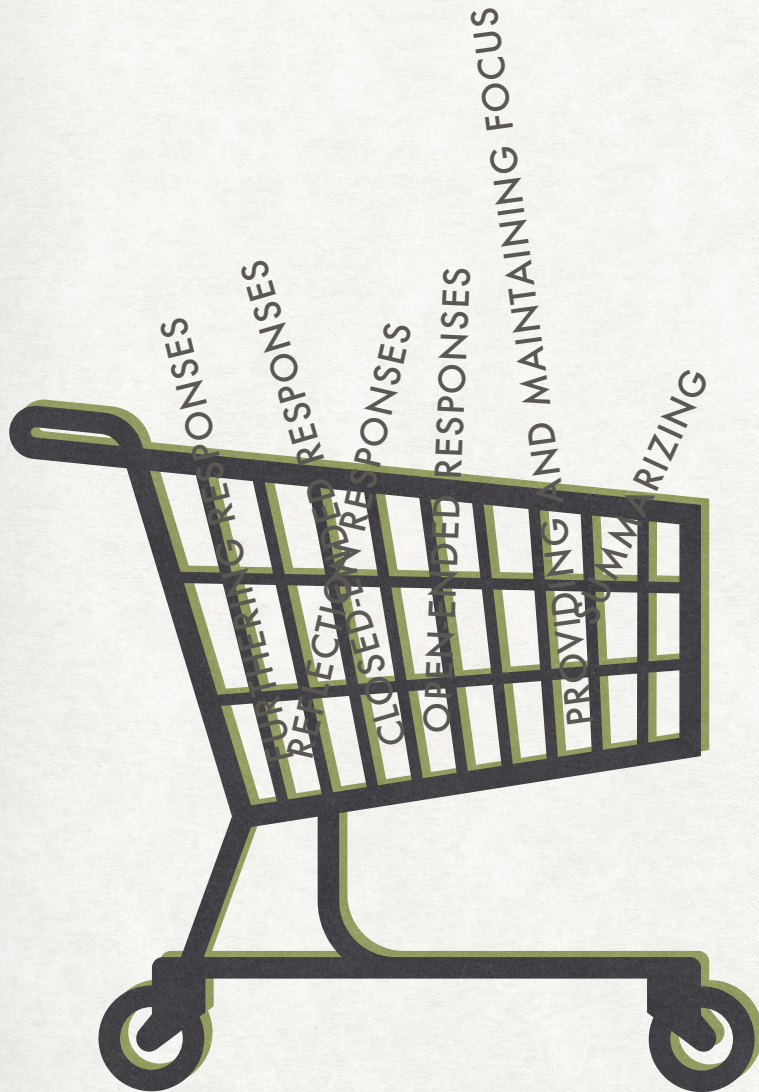
## OPEN-ENDED RESPONSES



Invite expanded expression and leave the client free to express what seems most relevant and important.



# DISCRETE VERBAL FOLLOWING SKILLS

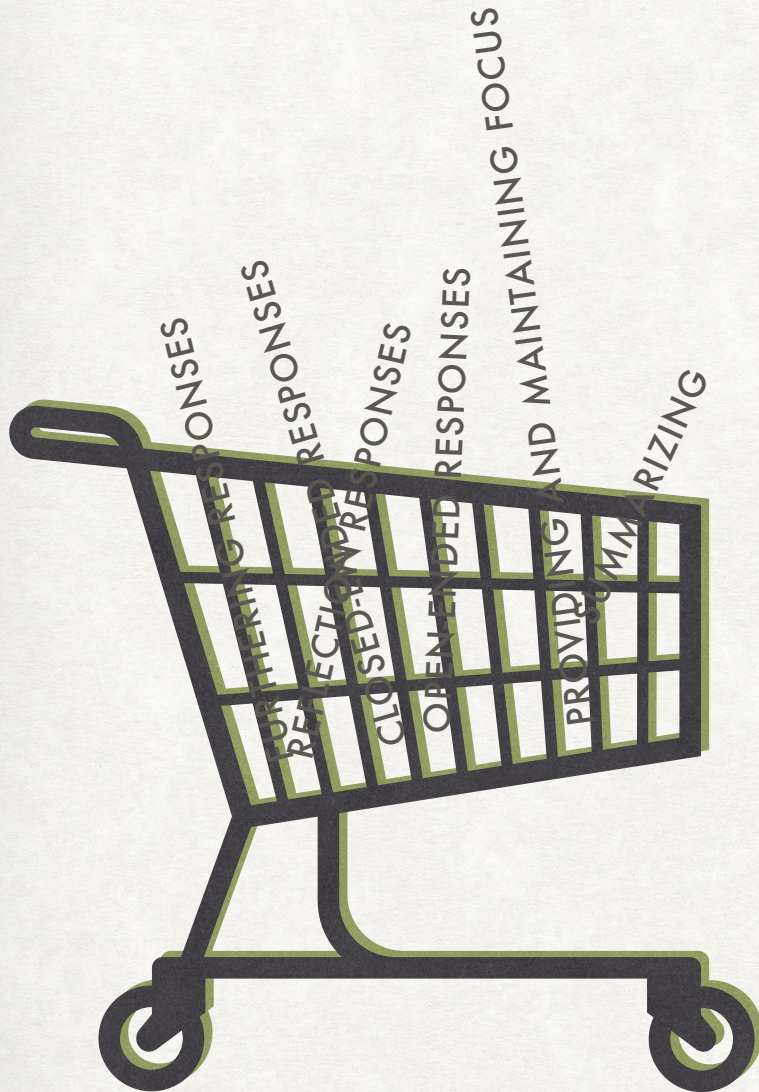


## SEEKING CONCRETENESS

- Checking out Perceptions
- Clarifying the Meaning of Vague or Unfamiliar Terms
- Exploring the Basis of Conclusions Drawn by Clients
- Assisting Clients in Personalizing Their Statements



# DISCRETE VERBAL FOLLOWING SKILLS



## SEEKING CONCRETENESS

- Eliciting Specific Feelings
- Focusing on the Here and Now
- Eliciting Details Related to Clients' Experiences
- Eliciting Details Related to Interactional Behavior



# DISCRETE VERBAL FOLLOWING SKILLS

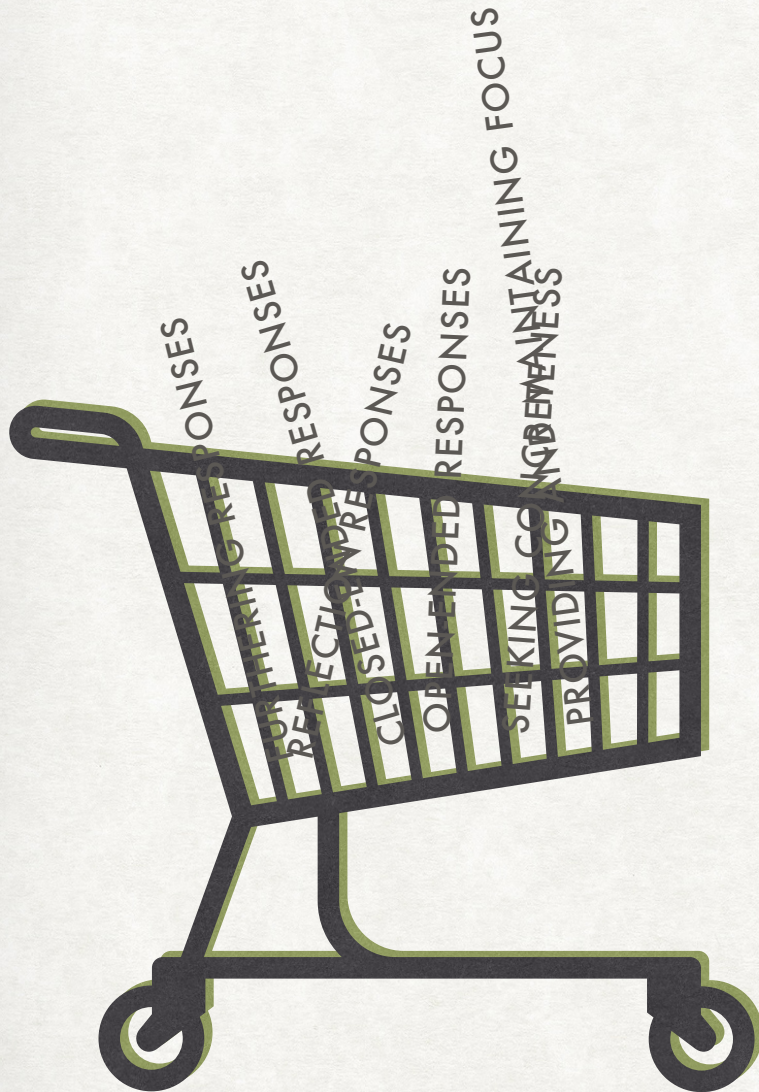
## PROVIDING AND MAINTAINING FOCUS



1. Selecting topics for exploration
2. Exploring topics in depth
3. Managing obstacles to focusing



# DISCRETE VERBAL FOLLOWING SKILLS

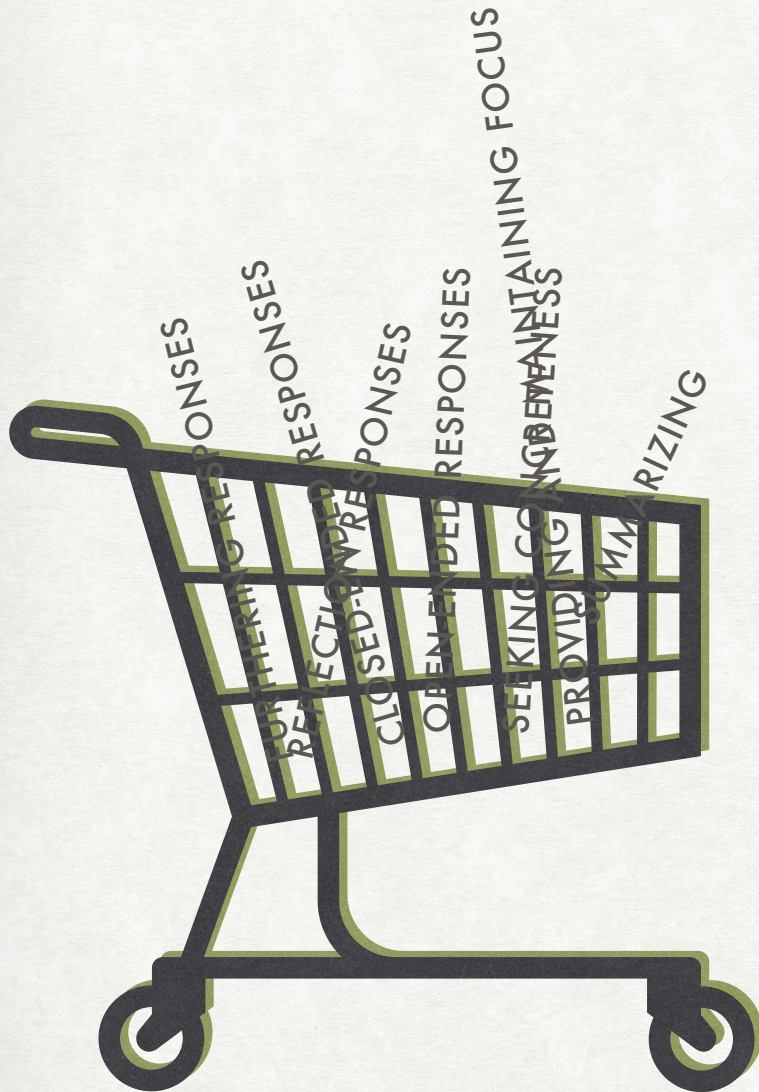


## SUMMARIZING

1. Highlighting key aspects
2. Making connections
3. Reviewing major focal points
4. Recapitulating highlights and progress



# DISCRETE VERBAL FOLLOWING SKILLS



SOWK 486  
Fall 2021

Jacob Campbell, LICSW  
Heritage University



# FOLLOWING SKILLS

## TEACHING SKILLS



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- Furthering responses
- Reflection responses
- Closed-ended & open-ended questions
- Providing and maintaining focus
- Seeking concreteness
- Summarizing





# PRACTICE WITH EMPATHIC COMMUNICATION

Single woman, age 80 [to social worker concerning her request to move to an independent living complex provided for ambulatory older persons]:

Goodness, the more I think of moving, the more scared I get. I have neighbors here who look after me, and I won't know a soul there. I'm afraid I'll be all alone.



# PRACTICE WITH EMPATHIC COMMUNICATION

Male, age 16 [in weekly visit to social work probation officer]:

I don't see the sense in having to come here every (expletive) week. I haven't been in any trouble now since I went to court a month ago. You should know by now you can trust me."



# FOLLOWING SKILLS

## DEMONSTRATING SKILLS

INTERVIEW

DEBRIEF

Member 1

5

5

DEBRIEF AFTER

- How did it feel as the interviewer to use the techniques
- How did it feel as the interviewee
- What did the observer notice

OBSERVER

INTERVIEWER

INTERVIEWEE



# FOLLOWING SKILLS

## DEMONSTRATING SKILLS

Member 2

INTERVIEW

5

DEBRIEF

5

DEBRIEF AFTER

- How did it feel as the interviewer to use the techniques
- How did it feel as the interviewee
- What did the observer notice

OBSERVER

INTERVIEWER

INTERVIEWEE



# FOLLOWING SKILLS

## DEMONSTRATING SKILLS

Member 3

INTERVIEW

5

DEBRIEF

5

DEBRIEF AFTER

- How did it feel as the interviewer to use the techniques
- How did it feel as the interviewee
- What did the observer notice

OBSERVER

INTERVIEWER

INTERVIEWEE

