

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



PLAN FOR WEEK FIVE

AGENDA

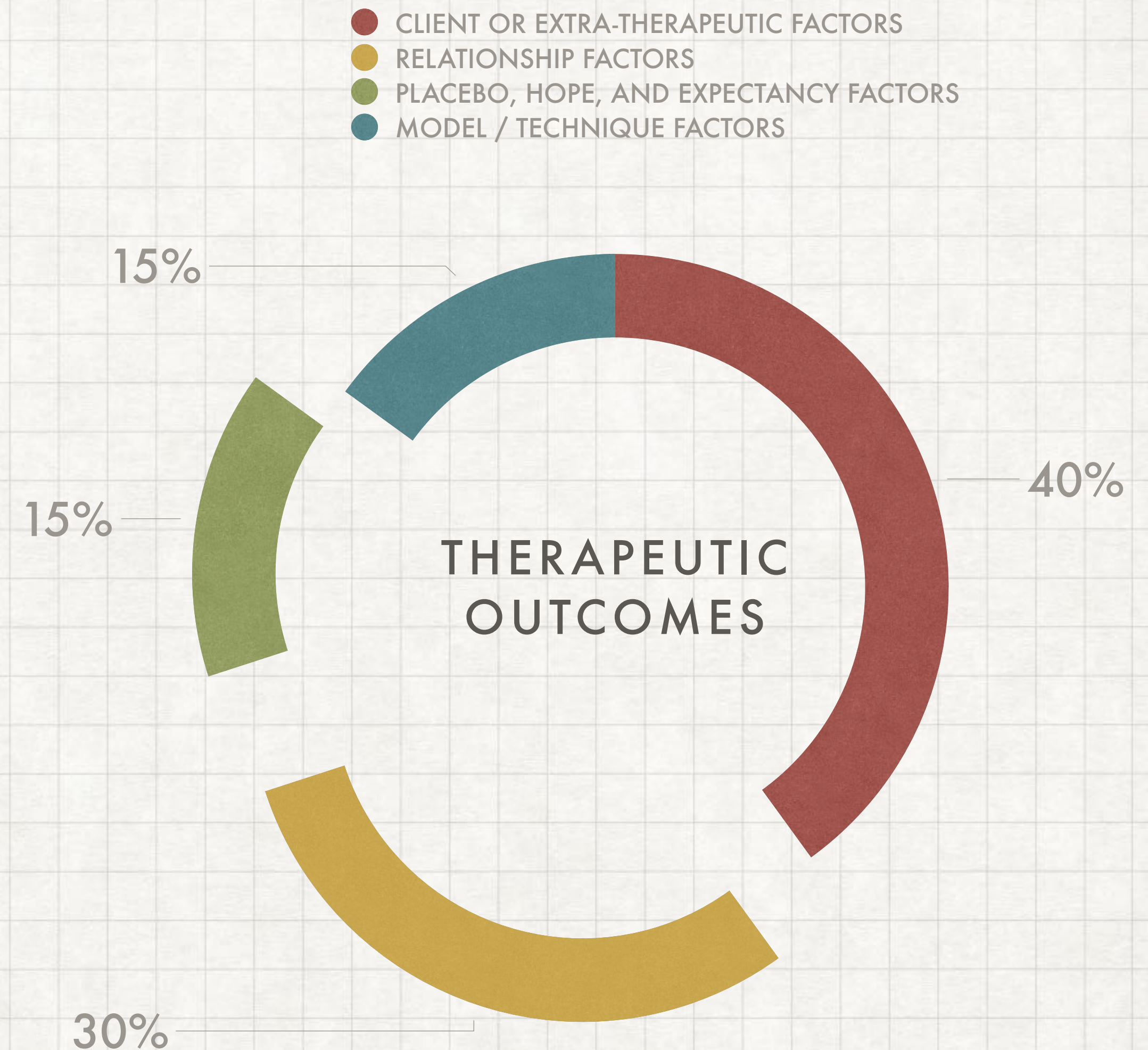
- Communicating Informed Consent, Confidentiality, and Agency Policies
- The Facilitative Conditions
- Empathy
- Authenticity
- Praise

LEARNING OBJECTIVES

- Describe the requirements of substance use disorder confidentiality
- Demonstrate an understanding of facilitative conditions (empathy, respect, authenticity) and how to apply them in helping relationships.
- Practice recognizing and responding to client emotions using levels of empathic communication and reciprocal empathy strategies.
- Apply principles of authenticity to build trust and connection.

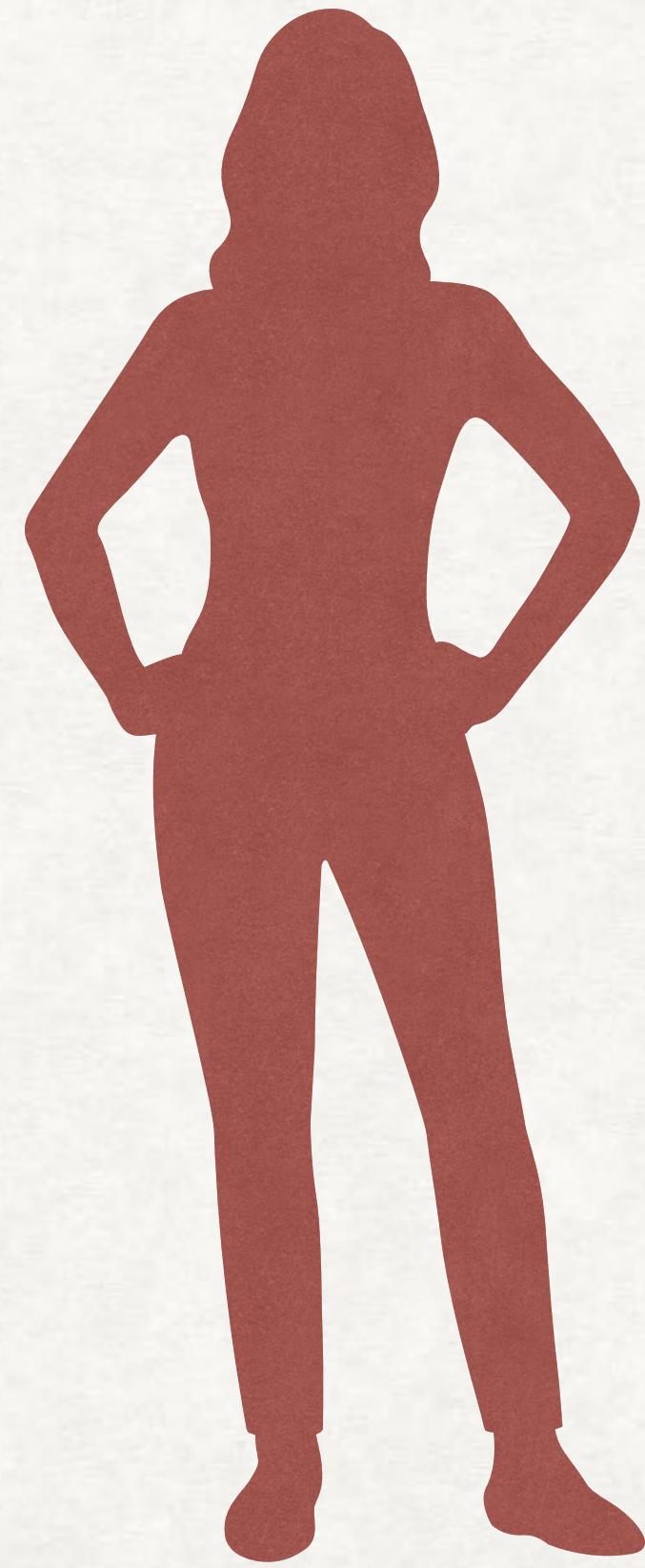
NEARLY HALF OF THE
OUTCOME RELIES ON
FUNDAMENTAL SKILLS
AND ABILITIES THAT
SOCIAL WORKERS
NEED TO LEARN,
APART FROM THE TYPE
OF TREATMENT
OFFERED

(Adams et al., 2008; Miller et al., 2013)



ROLE CLARIFICATION

HELPING CLIENTS HAVE AN IDEA WHAT TO EXPECT



(Hepworth et al., 2023)

DETERMINE YOUR CLIENT EXPECTATIONS

EMPHASIZE CLIENT RESPONSIBILITY

EMPHASIZE DIFFICULTIES INHERENT IN THE PROCESS

CLARIFY YOUR OWN ROLE



(Skinner, 1933)

COMMUNICATING

INFORMED CONSENT, CONFIDENTIALITY, AND AGENCY POLICIES

What are the limits
of confidentiality?

Informed Consent



HIPAA AND PART 2

SUBSTANCE USE DISORDER CONFIDENTIALITY

"Confidentiality protections help address concerns that discrimination and fear of prosecution deter people from entering treatment for SUD"

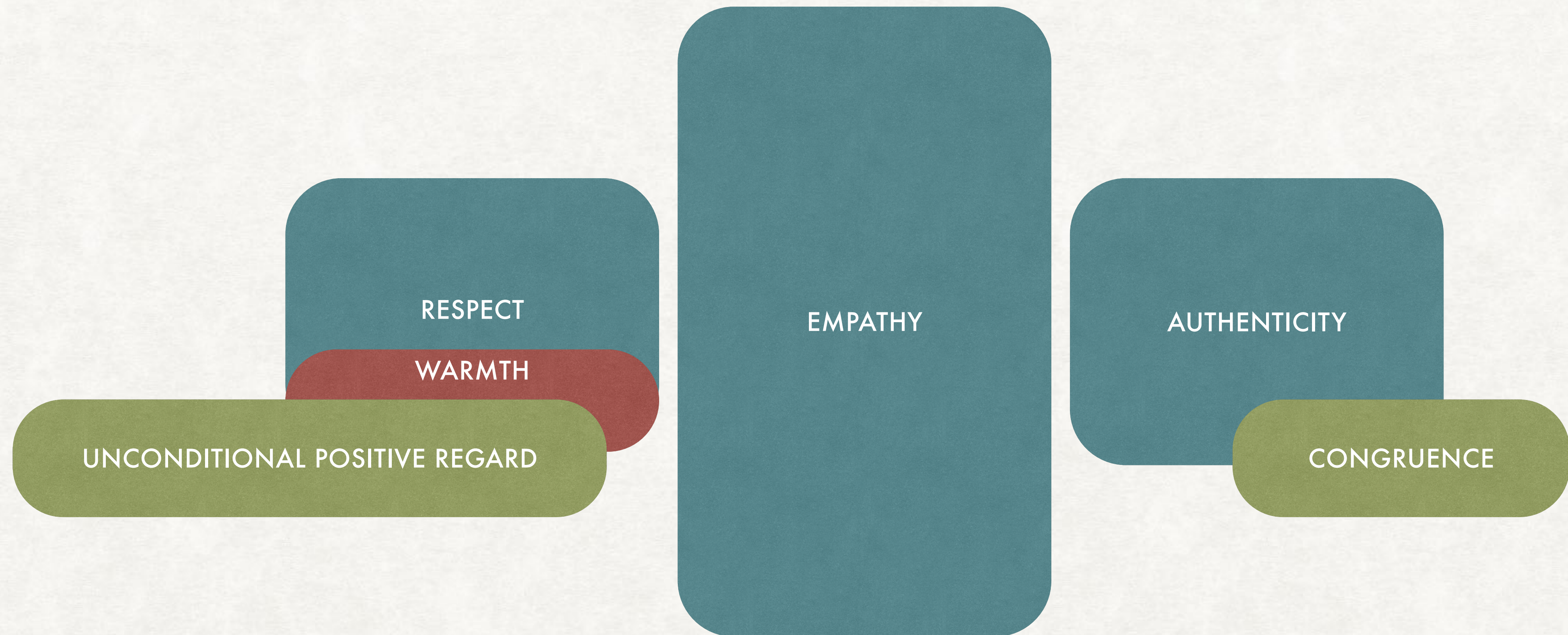
(U.S. Department of Health and Human Services, 2026, para 2)

- Part 2 was updated on February 8, 2024, to align more closely with HIPAA; compliance was required by February 16, 2026
- Can't confirm someone is a patient
- Written consent is required.
- SUD counseling notes need their own separate consent
- The records follow the person who receives them.
- Exceptions are narrow
- There is no clear duty-to-warn exception
- In Washington, youth 13 and older can consent to their own outpatient SUD treatment, so only the minor can consent to sharing those records.

(Confidentiality of substance use disorder patient records, 42 C.F.R. pt. 2, 2024;
Outpatient treatment of adolescent, RCW 71.34.530, 2019)

FACILITATIVE CONDITIONS

BASIC HELPING ATTITUDES



(Rogers, 1979)
(Hepworth et al., 2023)

EMPATHIC COMMUNICATION

BRENÉ BROWN – "THE POWER OF VULNERABILITY."

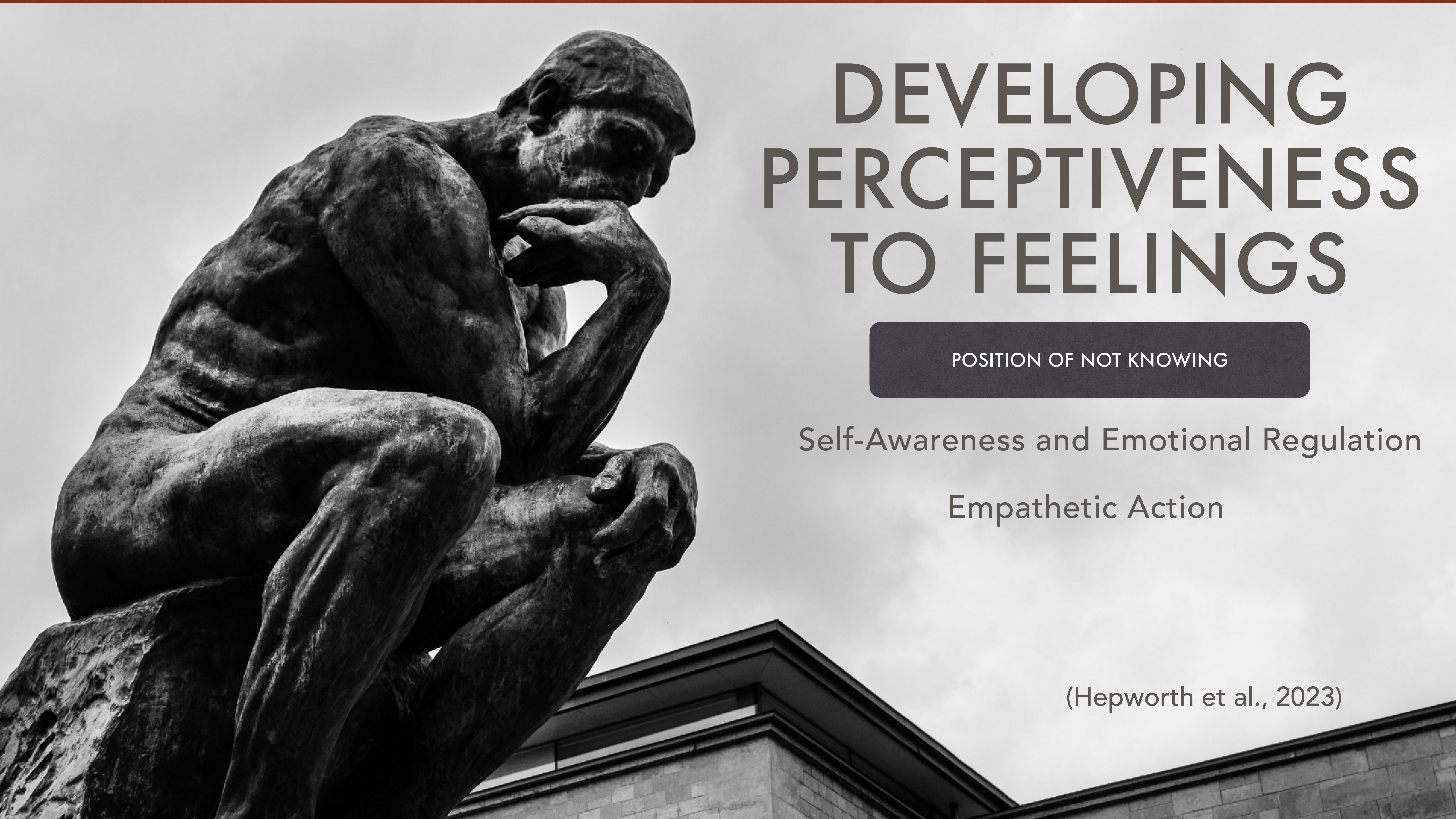


EMPATHETIC COMMUNICATION

THE PARTS OF EMPATHETIC COMMUNICATION

1. PERSPECTIVE-TAKING AND RECOGNIZING THEIR PERSPECTIVE AS TRUTH
2. STAYING OUT OF JUDGMENT
3. RECOGNIZING EMOTION IN OTHER PEOPLE
4. COMMUNICATING EMOTION WITH PEOPLE

(Wiseman, 2007)



DEVELOPING PERCEPTIVENESS TO FEELINGS

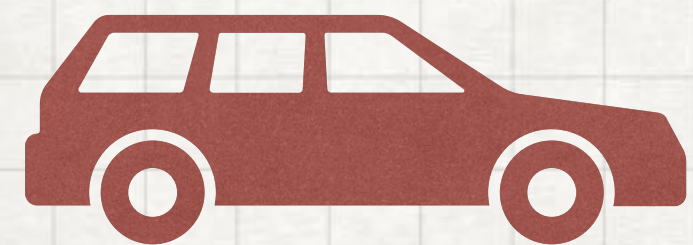
POSITION OF NOT KNOWING

Self-Awareness and Emotional Regulation

Empathetic Action

(Hepworth et al., 2023)

LEVELS OF EMPATHETIC RESPONDING



SURFACE EMPATHY



ADDITIVE EMPATHY

The process of reflecting the full range and intensity of the surface and underlying feelings that a client conveys through verbal and nonverbal communication

Focus on the direct feelings that clients express to you, but extends perspective taking and speculate about feelings and emotions.

RECIPROCAL EMPATHY

FEELING

RELATED OR
DEEPER FEELING

A direct reflection of the feelings and concerns that the clients express, usually using the same vocabulary

(Hepworth et al., 2023)

CONSTRUCTING RECIPROCAL RESPONSES

ACCURATELY CAPTURING THE CONTENT AND SURFACE FEELINGS

You feel _____ about _____ because _____ accurately identifies or describes feelings.

You feel _____, yet you also feel _____

Consider the list of affective words and phrases on page 84

With a partner, take turns sharing respectively, about an experience with an emotional response (any emotion, happiness, sadness, excitement, nervousness, etc. - does not need to be an overly personal story.) The person not telling the story should draw out details of the event and look for opportunities to respond empathetically.

Consider the sentence frames above, or the leads for empathetic responding on page 89.

(Hepworth et al., 2023)

OBSERVATION OF YOUR CONVERSATIONS THIS WEEK



- A. As you interact with others and observe others' interactions during the week, notice how frequently or infrequently people send empathic messages. Also, observe the types of messages sent and how they influence the course of conversations.
- B. As you interact with your spouse, parents, children, friends, and fellow students, practice listening carefully and responding with empathic messages when appropriate. Be alert to how empathic messages influence interactions and to the feeling tones that these responses create.

AUTHENTICITY

THE SHARING OF SELF
BY RELATING IN A
NATURAL, SINCERE,
SPONTANEOUS, OPEN,
AND GENUINE
MANNER.



(Hepworth et al., 2023)

TYPES OF SELF-DISCLOSURE

ENCOURAGING TO RECIPROCATE WITH TRUST & OPENNESS

SELF-INVOLVING
STATEMENTS

Any messages that express the social workers' personal reaction to the clients.

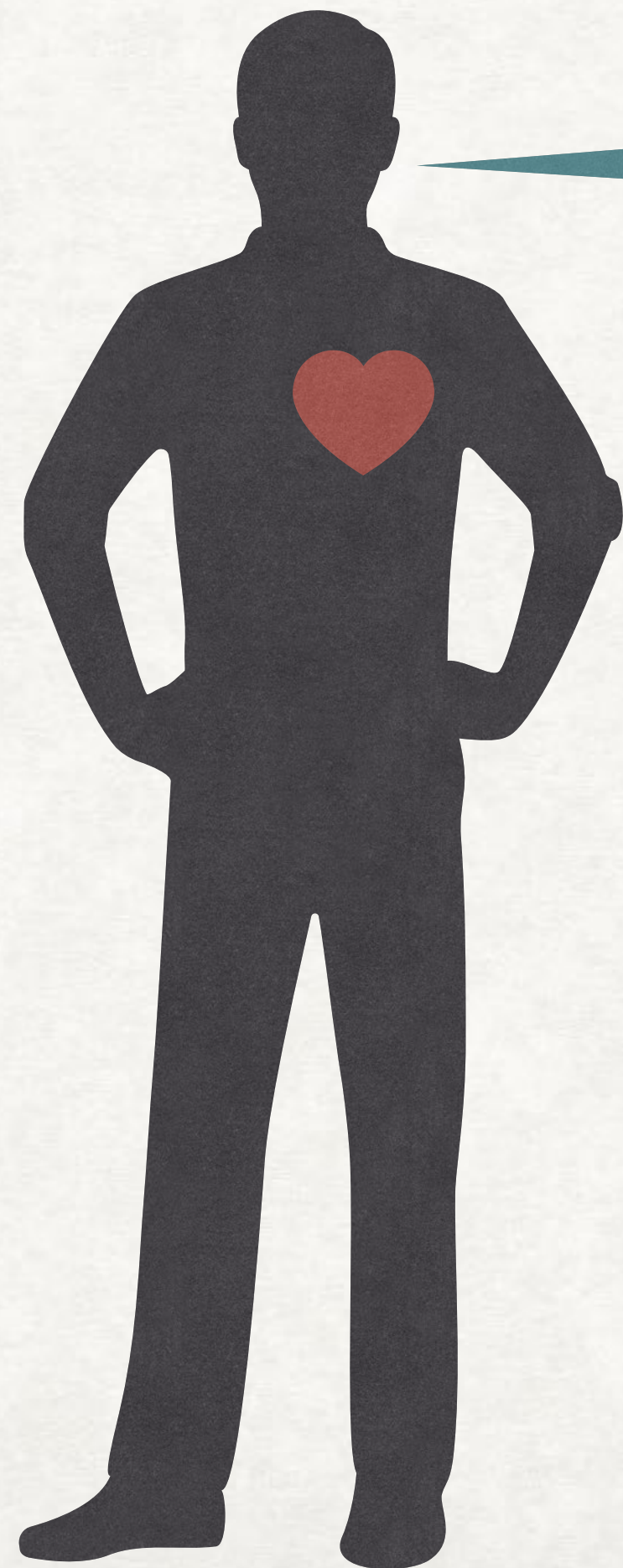
PERSONAL SELF-DISCLOSURE
MESSAGES

Disclosing struggles or problems the social worker is currently experiencing or has experiences that are similar to the client's problems.

(Hepworth et al., 2023)

TYPES OF SELF-DISCLOSURE

ENCOURAGING TO RECIPROCATE WITH TRUST & OPENNESS



PERSONAL SELF-DISCLOSURE
MESSAGES

Considerations to have

- Done for the client, **purposefully**
- Enough details to provide connection and understanding, but **limited**
- Focus on other forms to demonstrate authenticity, use **sparingly**

A PARADIGM FOR SELF-INVOLVING STATEMENTS

ASSERTIVE COMMUNICATION

- Personalize messages with the pronoun “I.”
- Share feelings that lie at varying depths.
- Describe the situation or targeted behavior in neutral or descriptive terms.
- Identify the specific impact of the problem situation or behavior of others.

(Hepworth et al., 2023)

A STUDY ON PRAISE AND MINDSETS

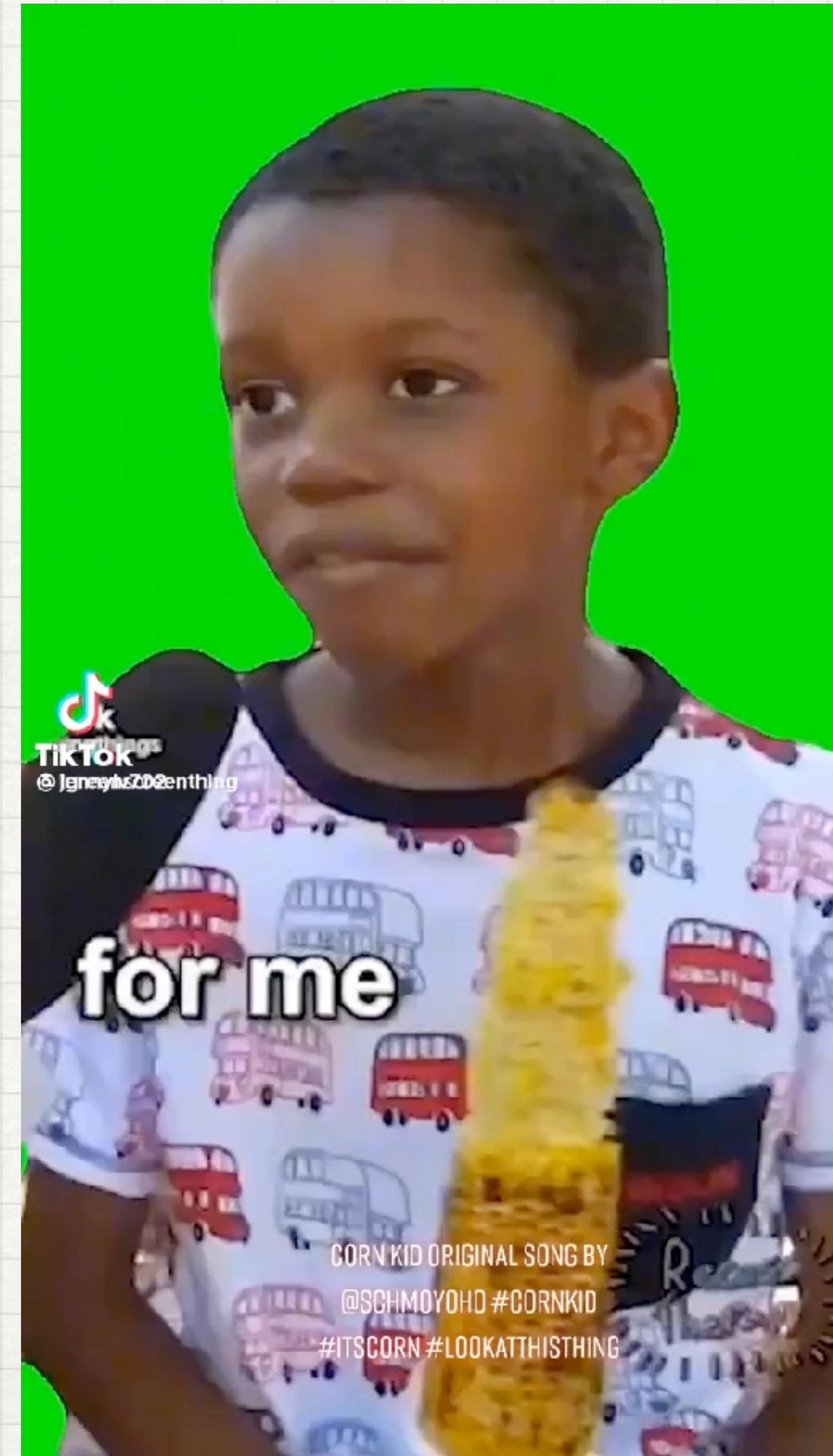
CAROL DWECK

2. PRAISED IN ONE OF TWO WAYS





OPPORTUNITY FOR PRAISE POPCORN POSITIVES



CUES FOR AUTHENTIC RESPONDING

CLIENTS REQUEST FOR SELF-DISCLOSURE

- Request for personal information
- Request for social worker's opinions, views and feelings

(Hepworth et al., 2023)

SOCIAL WORKERS DECISION TO SHARE PERCEPTIONS AND REACTIONS THEY BELIEVE WILL BE HELPFUL

- Requests for social worker's opinions, views, and feelings
- Disclosing personal past experiences
- Providing Feedback
- Experiencing discomfort in session
- Sharing feelings of frustration, anger, and hurt
- Responding to positive feedback
- Giving positive feedback
- Saying no and setting limits