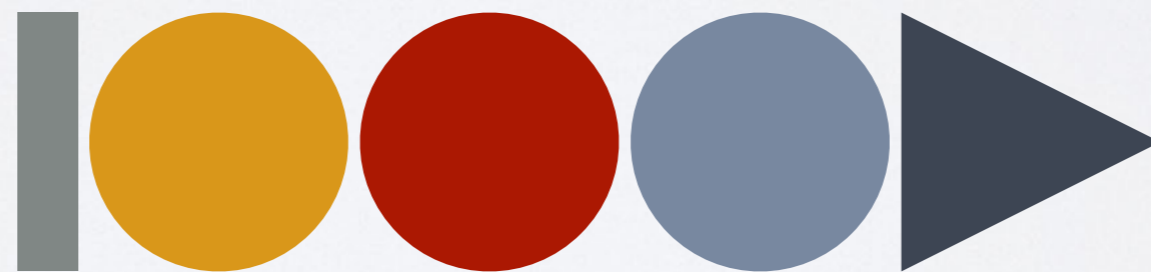


OVERVIEW OF THE HELPING PROCESS

SOWK 486: Theories of Practice



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Heritage University

FIRST IMPRESSIONS

Who would
you want to meet?

what would you do?
what would you wear?
how would you feel?

(Customer Service Training Helper, n.d.)



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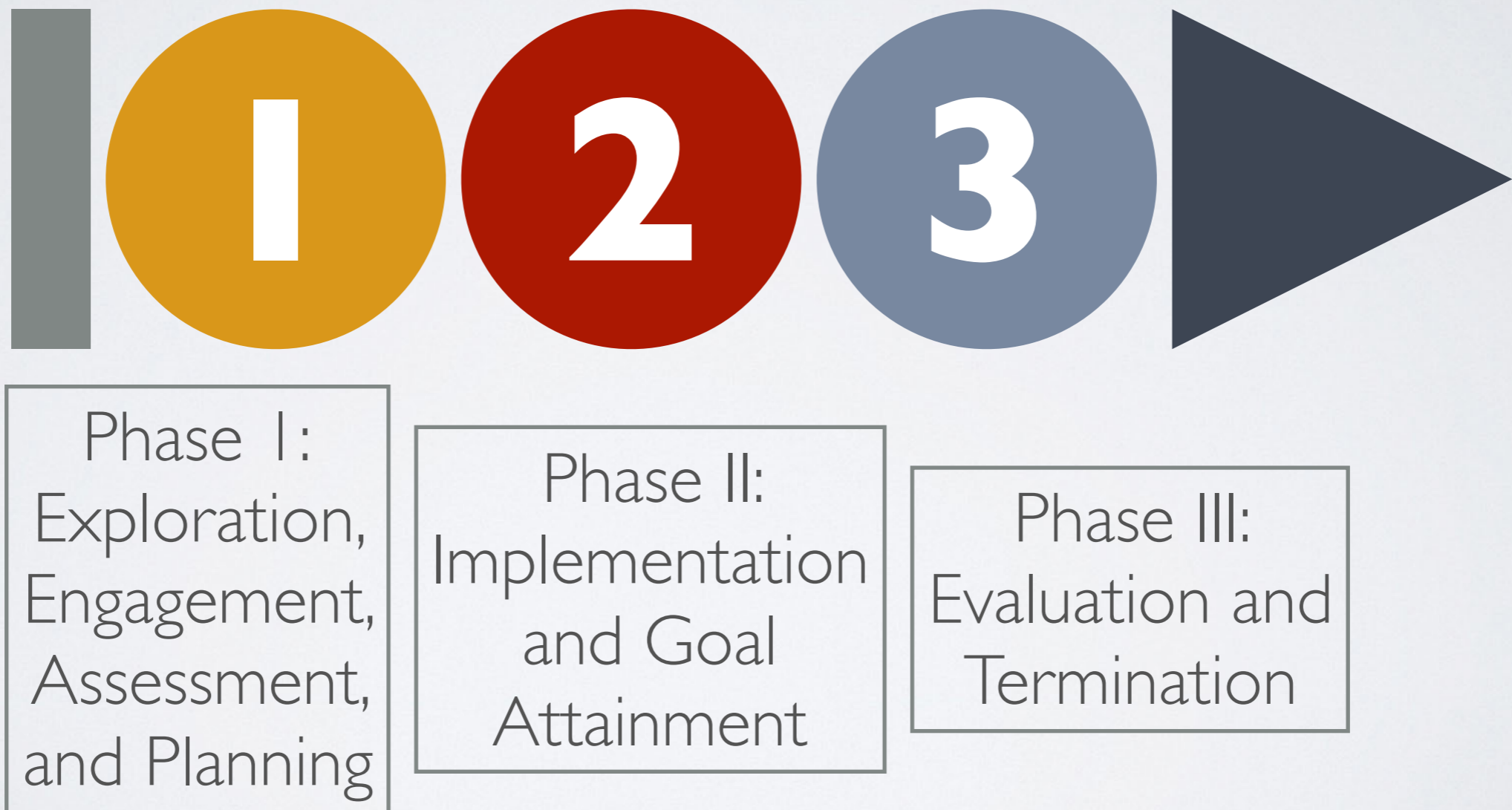
SOWK 486 — Fall 2019
Overview of the Helping Process

AGENDA

- Overview of the three phases of the the helping process
- Setting the environment
- Interviewing clients



PHASES OF THE HELPING PROCESS



PHASES OF THE HELPING PROCESS



Exploration,
Engagement,
Assessment,
and Planning

Exploring Clients' Problems

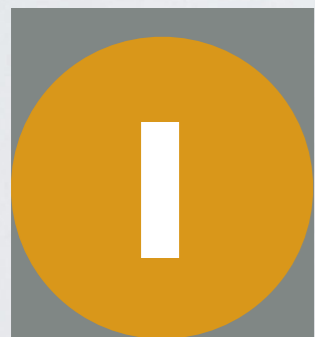
- Explaining the process, the services, and yourself



PHASES OF THE HELPING PROCESS

Rapport

Relationship description with strong rapport
Look and feel of a strong rapport
Developing strong rapport



Exploration,
Engagement,
Assessment,
and Planning

Establishing rapport and enhancing motivation



STRATEGIES AND BEHAVIORS THAT IMPROVE CLIENT TRUST

Maintain:

- Client comfort
- Confidentiality & trust
- Enthusiasm
- A collaborative relationship
- Interest in client concerns
- Objectivity
- Attentiveness
- Eye contact
- An open posture

Avoid:

- Passing judgement
- Jargon and technical language
- An authoritarian demeanor
- Interruptions



STRATEGIES AND BEHAVIORS THAT IMPROVE CLIENT TRUST

Be:

- Dependable
- Open minded
- Flexible
- Reassuring & supportive
- Confident
- Friendly
- Genuine
- Warm
- Sincere
- Honest
- Empowering
- Engaging and interactive
- Respectful of client wishes and needs
- Sensitive
- Empathetic
- Altruistic

Use:

- Open-ended questions
- Rationales for procedures, treatments and decisions





WHO'S GUIDING THE INTERVIEW

What are micro skills? Why are they important?



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Overview of the Helping Process

STARTING THE INTERVIEW

Purpose

Setting

Preparedness

Starting



STARTING THE INTERVIEW

Purpose

The major goal of any interview is effective communication with the client.

Setting

Interviews make use of communication with clients to solve problems, encourage positive change and promote clients well being.

Preparedness

Starting



STARTING THE INTERVIEW

Purpose

Setting

Preparedness

Starting

- Variety of Setting
- How do we present ourselves?
- Timeliness





OFFICE SETUP
FENG SHUI

STARTING THE INTERVIEW

Purpose

Setting

Preparedness

Starting

- What information do you need to gather
- How long is the interview time frame
- Identify the purpose



STARTING THE INTERVIEW

Purpose

Setting

Preparedness

Starting

- Greetings
- Alleviate clients anxiety



THE INITIAL INTERVIEW



INTERVIEW STRUCTURE

- Rapport
- Starting with client motivation
- Use of an interpreter



DISCUSSING PROBLEMATIC SITUATIONS

- Determine clients' expectations
- Cultural differences
- Assesses the significance of information



FOCUSING IN DEPTH

- Outlines
- Moment-to-moment emotional reactions
- Clients' opinions and interpretations
- Substance abuse, violence, and sexual abuse



PROCESS OF GOAL NEGOTIATION

- Ending the interview process
- Continued use of interviewing skills



PHASES OF THE HELPING PROCESS



- Strengths-based approach

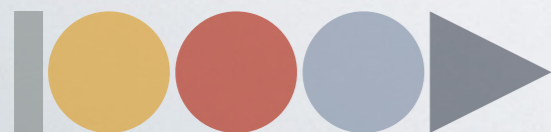


- Stages of change



Exploration,
Engagement,
Assessment,
and Planning

Establishing rapport and enhancing motivation





PHASES OF THE HELPING PROCESS



3

Exploration begins by attending to the emotional states and immediate concerns manifested by the client. Gradually, the social worker broadens the exploration to encompass relevant systems (individual, interpersonal, and environmental) and explores the most critical aspects of the problem in depth.

— Hepworth , et al., p. 40



2



1

Exploration,
Engagement,
Assessment,
and Planning

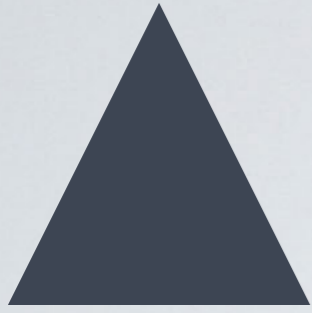
Formulating a multidimensional assessment



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Overview of the Helping Process

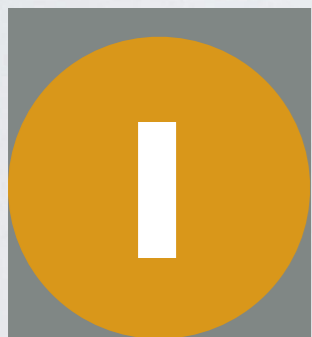
PHASES OF THE HELPING PROCESS



- Behavior
- Thoughts



- Beliefs



- Emotions
- Information revealed

Exploration,
Engagement,
Assessment,
and Planning

Formulating a multidimensional assessment



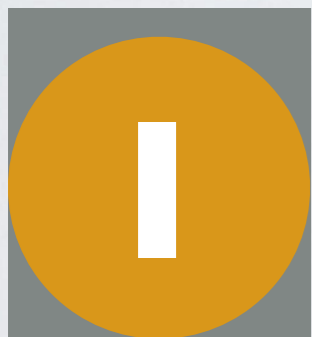
PHASES OF THE HELPING PROCESS



- Formulating a contact



- Solution-focused approach

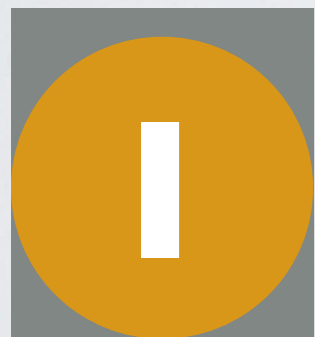
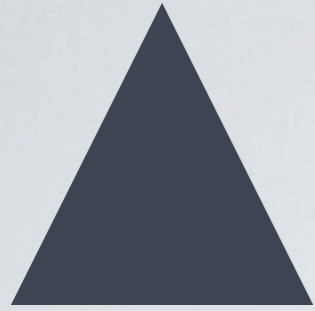


Exploration,
Engagement,
Assessment,
and Planning

Goals



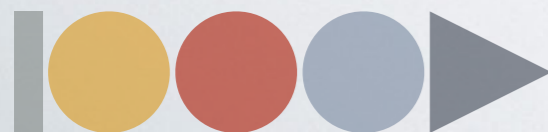
PHASES OF THE HELPING PROCESS



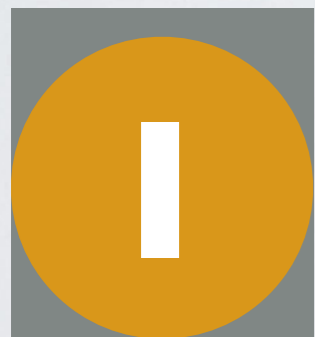
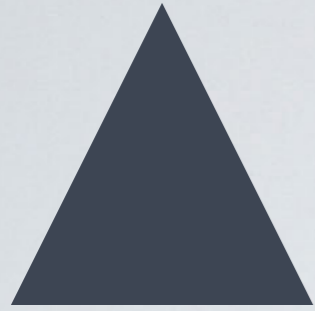
Exploration,
Engagement,
Assessment,
and Planning

Goals

...we do not assume that all clients have within them the solutions to all of their concerns



PHASES OF THE HELPING PROCESS



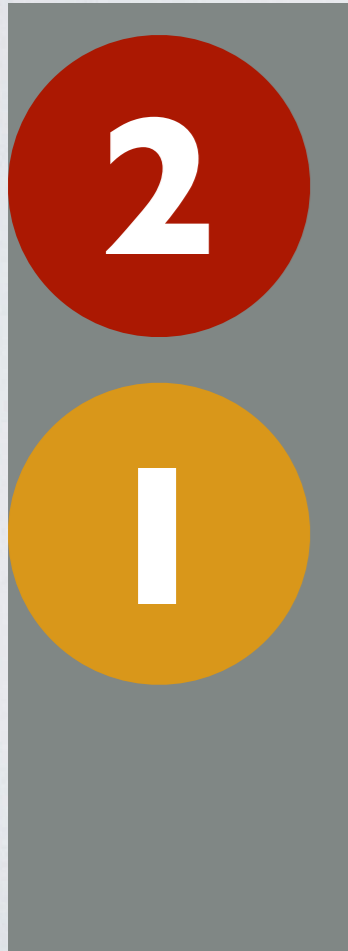
Exploration,
Engagement,
Assessment,
and Planning

Goals

Linking clients to other resource systems requires careful handling if clients are to follow through in seeking and obtaining essential resources.



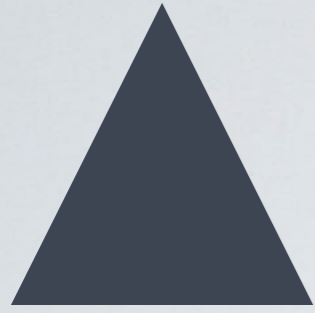
PHASES OF THE HELPING PROCESS



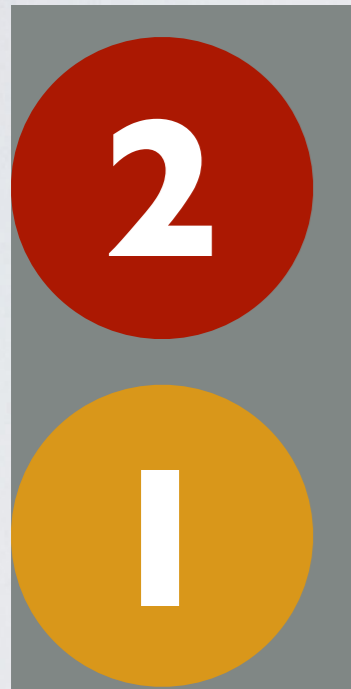
**Implementation and
Goal Attainment**



PHASES OF THE HELPING PROCESS

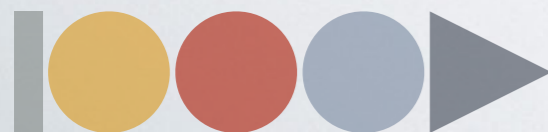


- Prioritize goals into general and specific tasks
- Select and implement interventions
- Plan task implementation, enhancing self-efficacy
- Maintain focus within sessions



Implementation
and Goal
Attainment

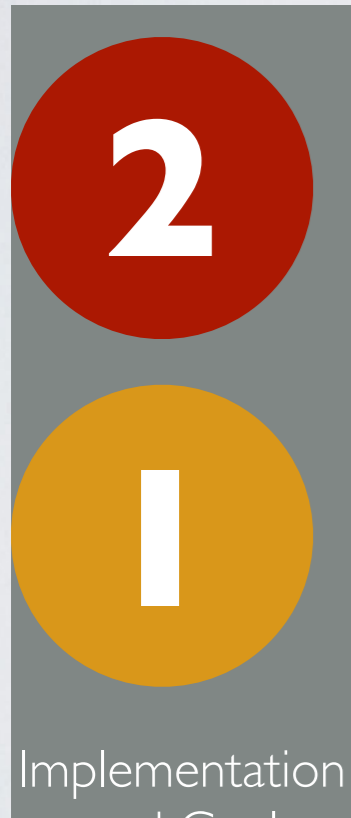
Tasks



PHASES OF THE HELPING PROCESS



- Maintain continuity between sessions
- Monitor progress
- Identify and address barriers to change
- Employ appropriate self-disclosure and assertiveness to facilitate change



Implementation
and Goal
Attainment

Tasks



PHASES OF THE HELPING PROCESS



- Enhancing self-efficacy
- Relational reactions



- Monitoring progress
- Enhancing clients' self awareness



- Barriers to goal attainment
- Use of of self

Implementation
and Goal
Attainment

Consideration



PHASES OF THE HELPING PROCESS

3

- Assessing when client goals have been satisfactorily attained

2

- Helping the client develop strategies that maintain change and continue growth following the termination

1

- Successfully terminating the helping relationship

Evaluation
and
Termination

Tasks



PHASES OF THE HELPING PROCESS

3

Successfully terminating the helping relationship

Planning change maintenance strategies

2

1

Evaluation and Termination

Considerations

