

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

COMMUNICATION SKILLS



AGENDA

TENTATIVE PLAN

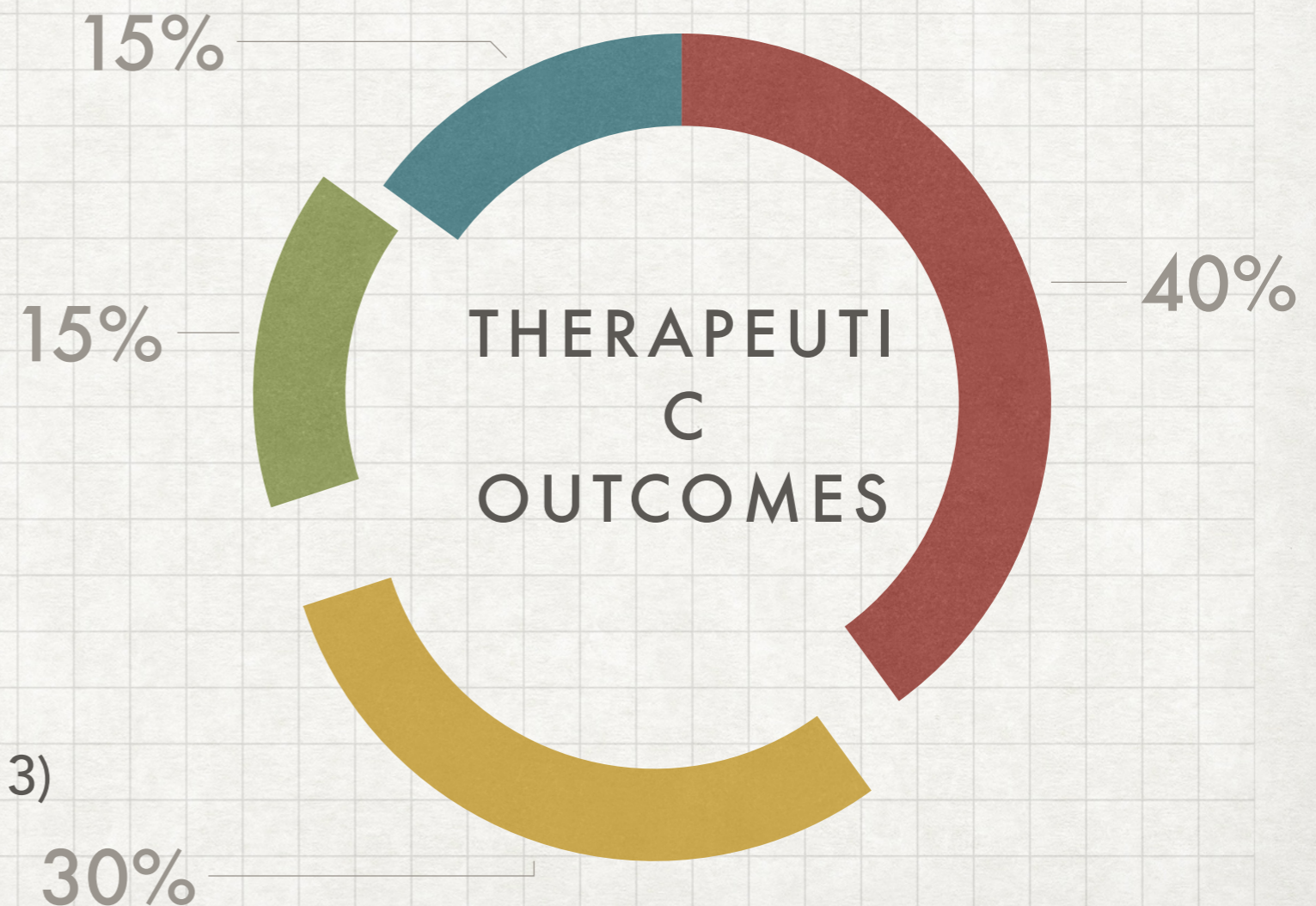
- The Facilitative conditions
- Empathy
- Authenticity
- Discrete verbal following skills



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)

- CLIENT OR EXTRA-THERAPEUTIC FACTORS
- RELATIONSHIP FACTORS
- PLACEBO, HOPE, AND EXPECTANCY FACTORS
- MODEL / TECHNIQUE FACTORS



ROLE CLARIFICATION

HELPING CLIENTS HAVE AN IDEA WHAT TO EXPECT



DETERMINE YOUR CLIENT EXPECTATIONS

EMPHASIZE CLIENT RESPONSIBILITY

EMPHASIZE DIFFICULTIES INHERENT IN THE PROCESS

CLARIFY YOUR OWN ROLE



(Skinner, 1933)

(Hepworth, et al. 2017)



COMMUNICATING ABOUT

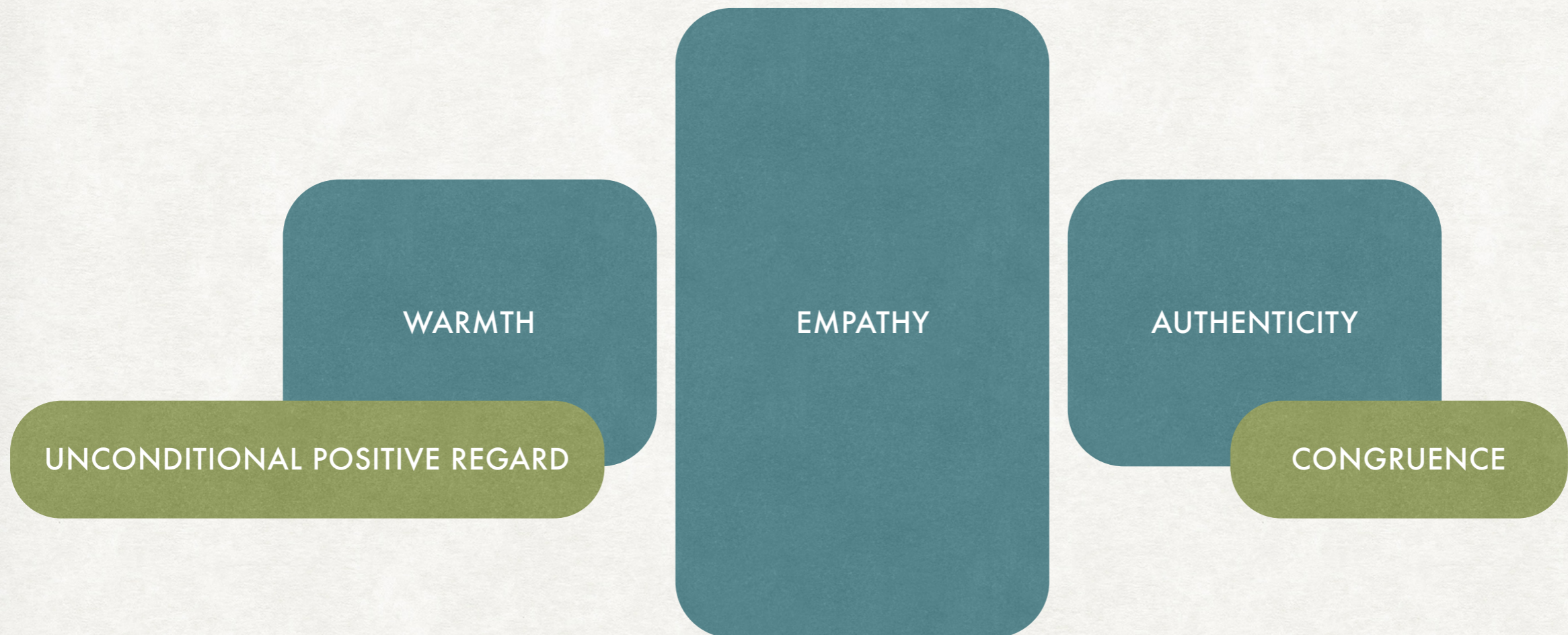
INFORMED CONSENT, CONFIDENTIALITY, AND AGENCY POLICIES



(Hepworth, et al. 2017)

FACILITATIVE CONDITIONS

BASIC HELPING ATTITUDES



(Rogers, 1957)



EMPATHIC COMMUNICATION

BRENÉ BROWN – "THE POWER OF VULNERABILITY."



EMPATHIC COMMUNICATION

BRENÉ BROWN – "THE POWER OF VULNERABILITY."

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

A thinking process
A responding process

(Hepworth, et al. 2017)

RESPONDING WITH RECIPROCAL EMPATHY

You feel _____ about _____ because _____

You feel _____, yet you also feel _____

(Hepworth, et al. 2017)



RESPONDING WITH EMPATHY

WHY AND WHEN

- Establishing relationships with clients in initial sessions
- Staying in touch with clients
- Accurately assessing client problems
- Responding to clients' nonverbal messages

(Hepworth, et al. 2017)



RESPONDING WITH EMPATHY

WHY AND WHEN

- Making confrontations more palatable
- Handling obstacles presented by clients
- Managing anger and patterns of violence
- Utilizing empathic responses to facilitate group discussions

(Hepworth, et al. 2017)



AUTHENTICITY

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



(Hepworth, et al. 2017)



TYPES OF SELF-DISCLOSURE

ENCOURAGING TO RECIPROCATE WITH TRUST & OPENNESS



SELF-INVOLVING
STATEMENTS

messages that express the social worker's personal reaction to the client during the course of a session

PERSONAL SELF-
DISCLOSURE MESSAGES

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

(Hepworth, et al. 2017)



AUTHENTICITY

FOUR ELEMENTS OF AN AUTHENTIC MESSAGE

- 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. 2017)



CAROL DWECK

A STUDY ON PRAISE AND MINDSETS

2. PRAISED IN ONE OF TWO WAYS



AUTHENTIC RESPONDING

CLIENT AND WORKER INITIATED

- Requests from Clients for Personal Information
- Questions That Solicit the Social Worker's Perceptions
- Disclosing Past Experiences
- Sharing Perceptions, Ideas, Reactions, and Formulations
- Openly (and Tactfully) Sharing Reactions When Put on the Spot
- Experiencing Discomfort in Sessions
- Sharing Feelings When Clients' Behavior Is Unreasonable or Distressing
- Sharing Feelings When Clients Give Positive Feedback



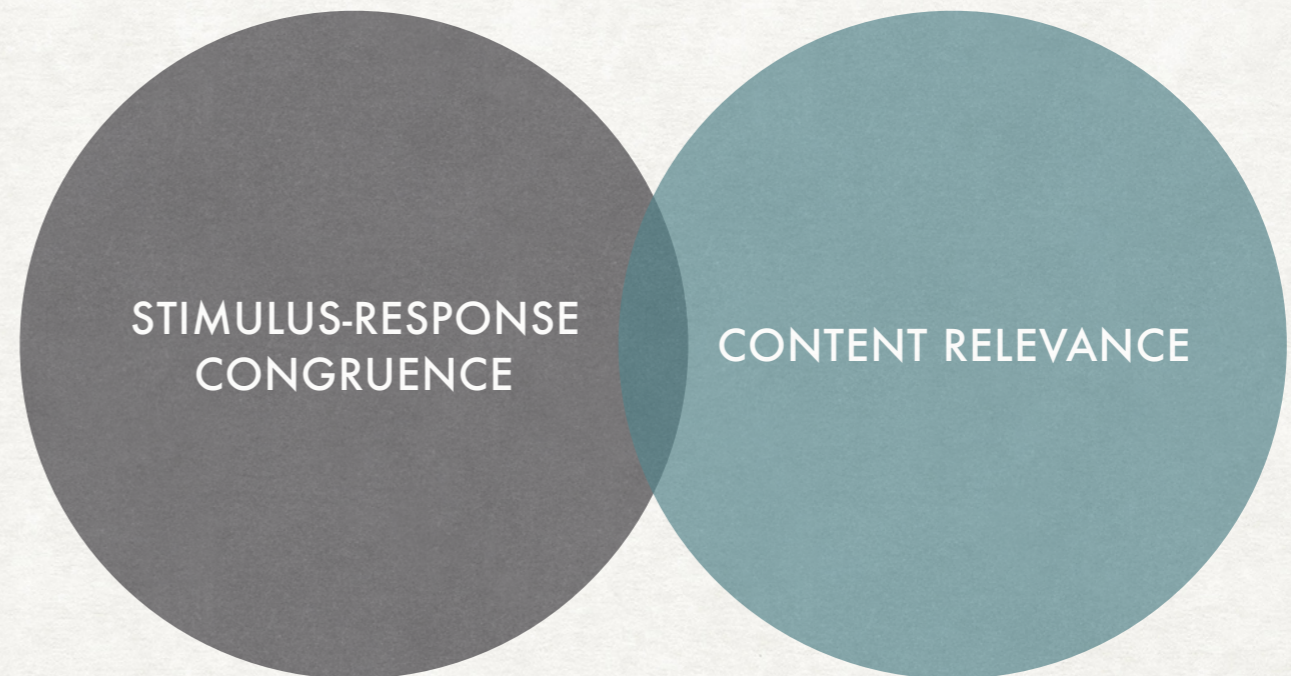
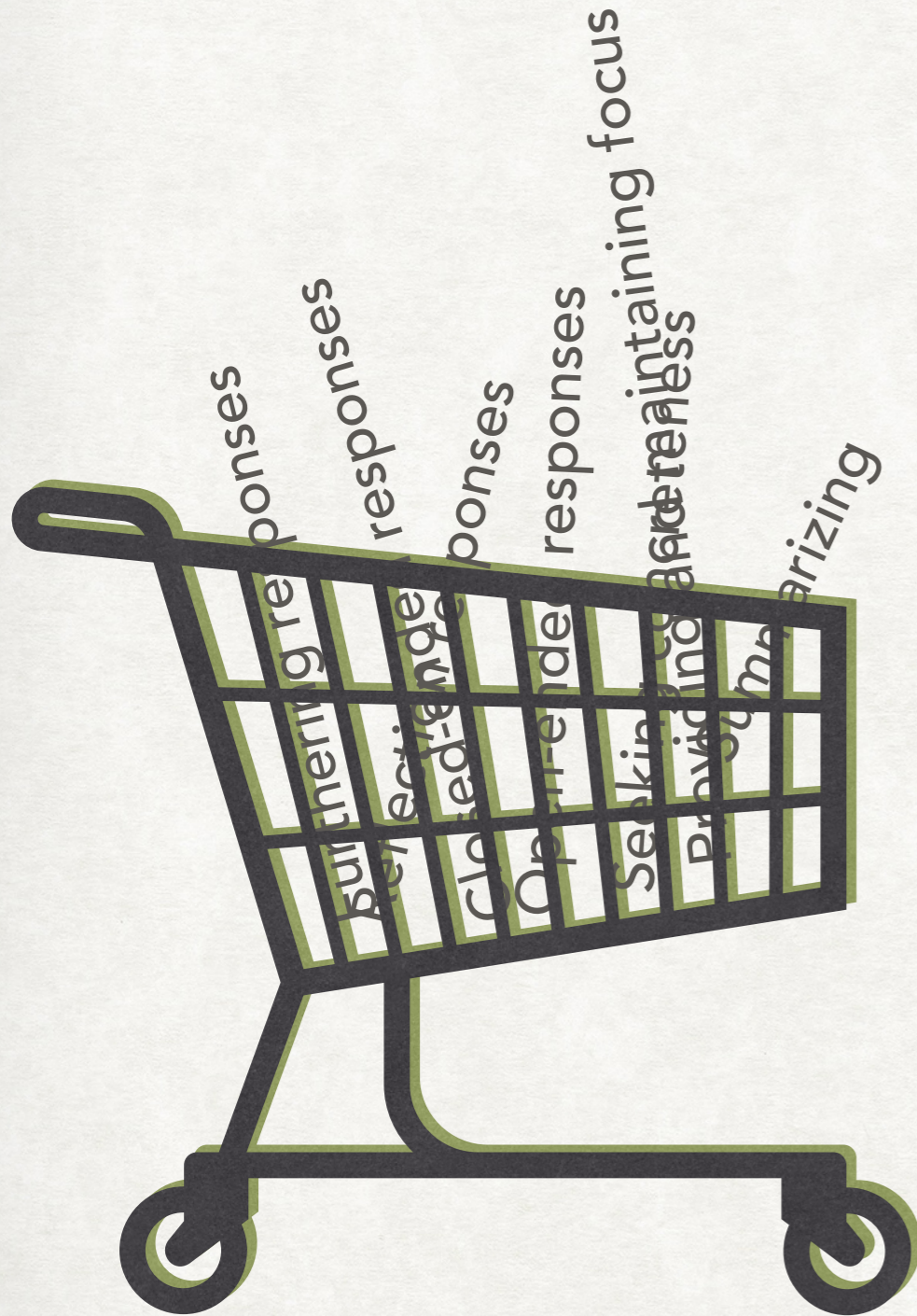
RELATING ASSERTIVELY TO CLIENTS

WHEN NECESSARY



DISCRETE VERBAL FOLLOWING SKILLS

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

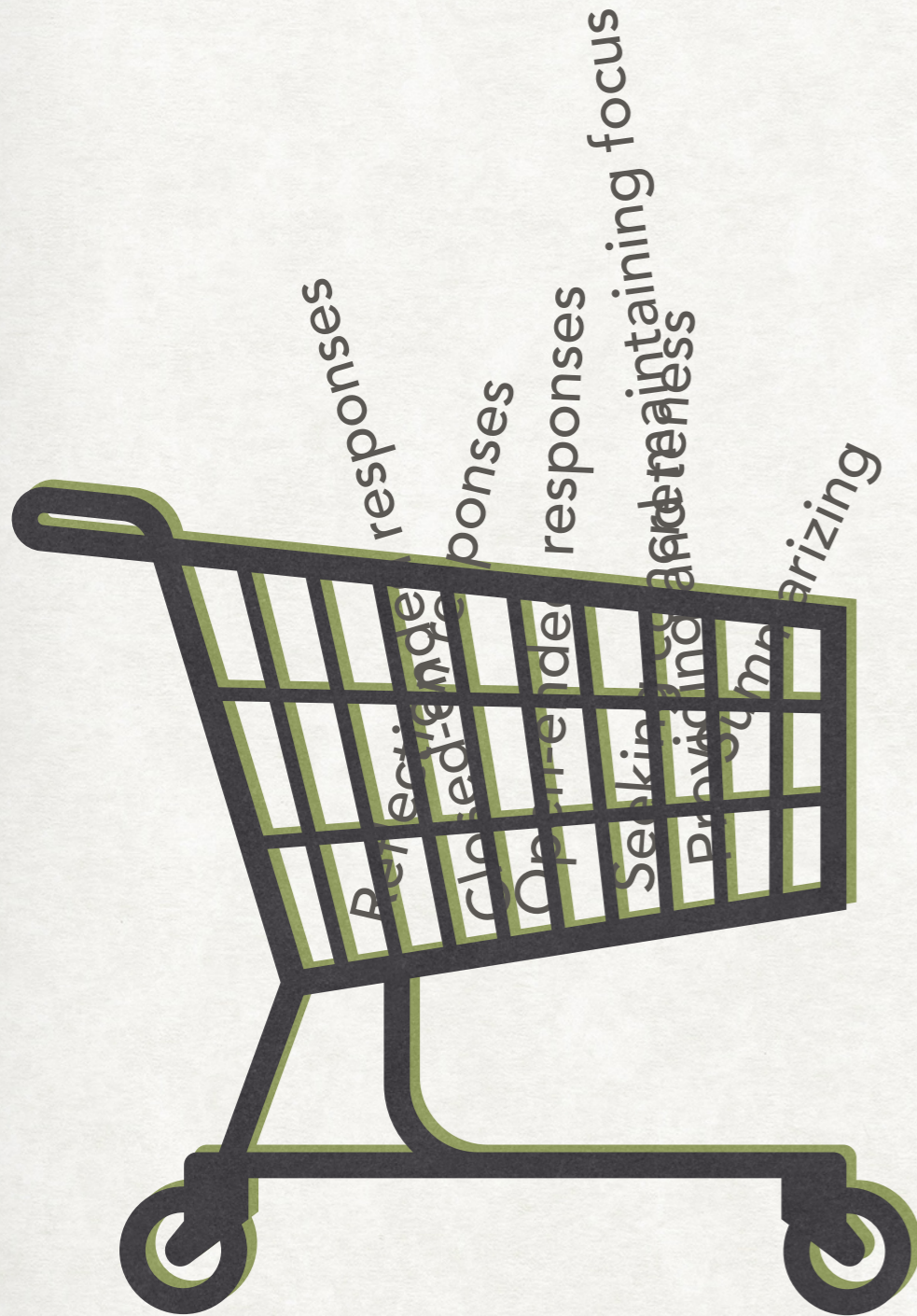


The extent to which the content of social workers' responses is perceived by clients as relevant to their substantive concerns.



DISCRETE VERBAL FOLLOWING SKILLS

FURTHERING RESPONSES



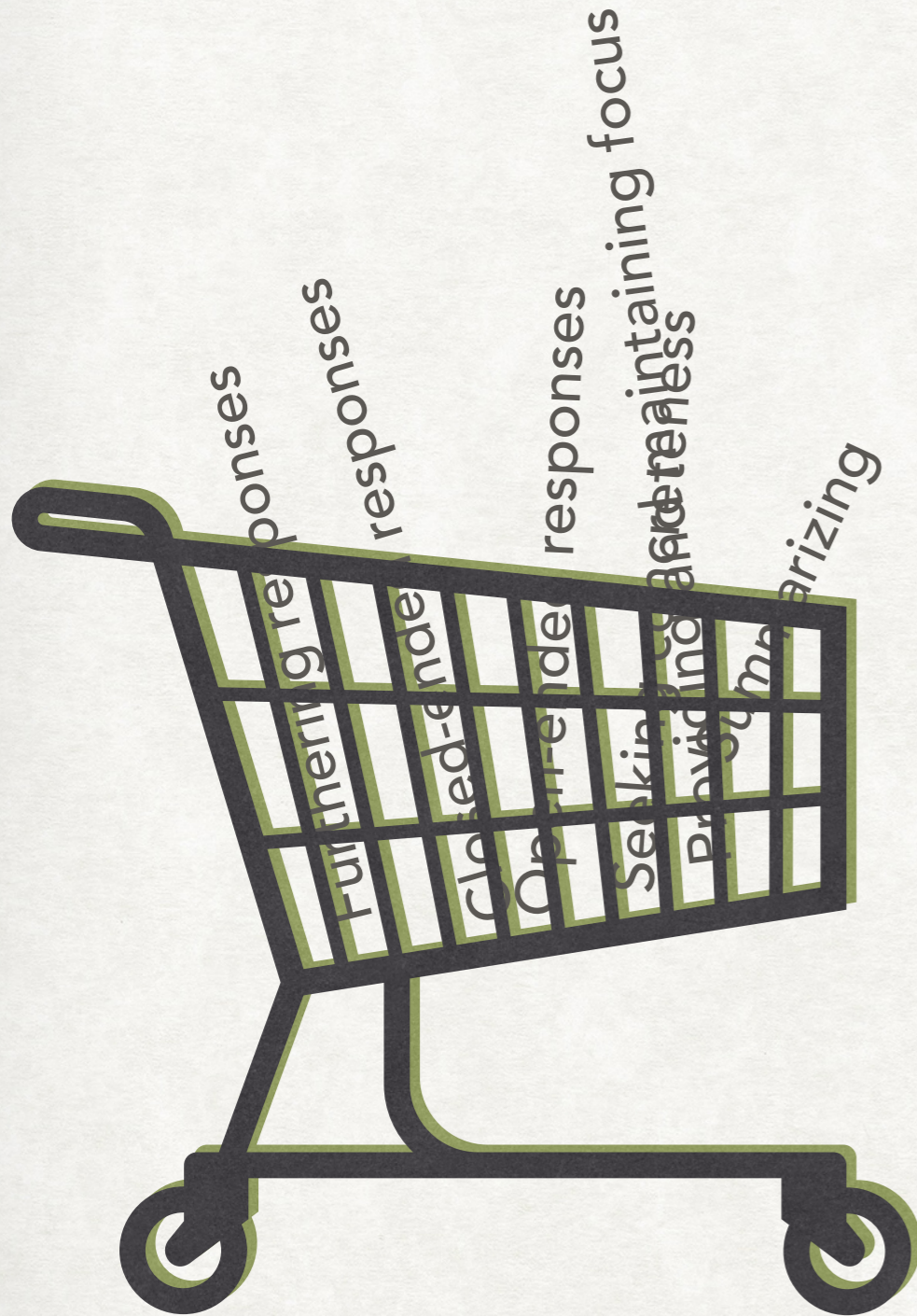
- Nonverbal minimal prompts
- Verbal minimal prompts
- Accent responses



DISCRETE VERBAL FOLLOWING SKILLS

REFLECTION

RESPONSES



REFLECTION OF CONTENT

REFLECTION OF AFFECT

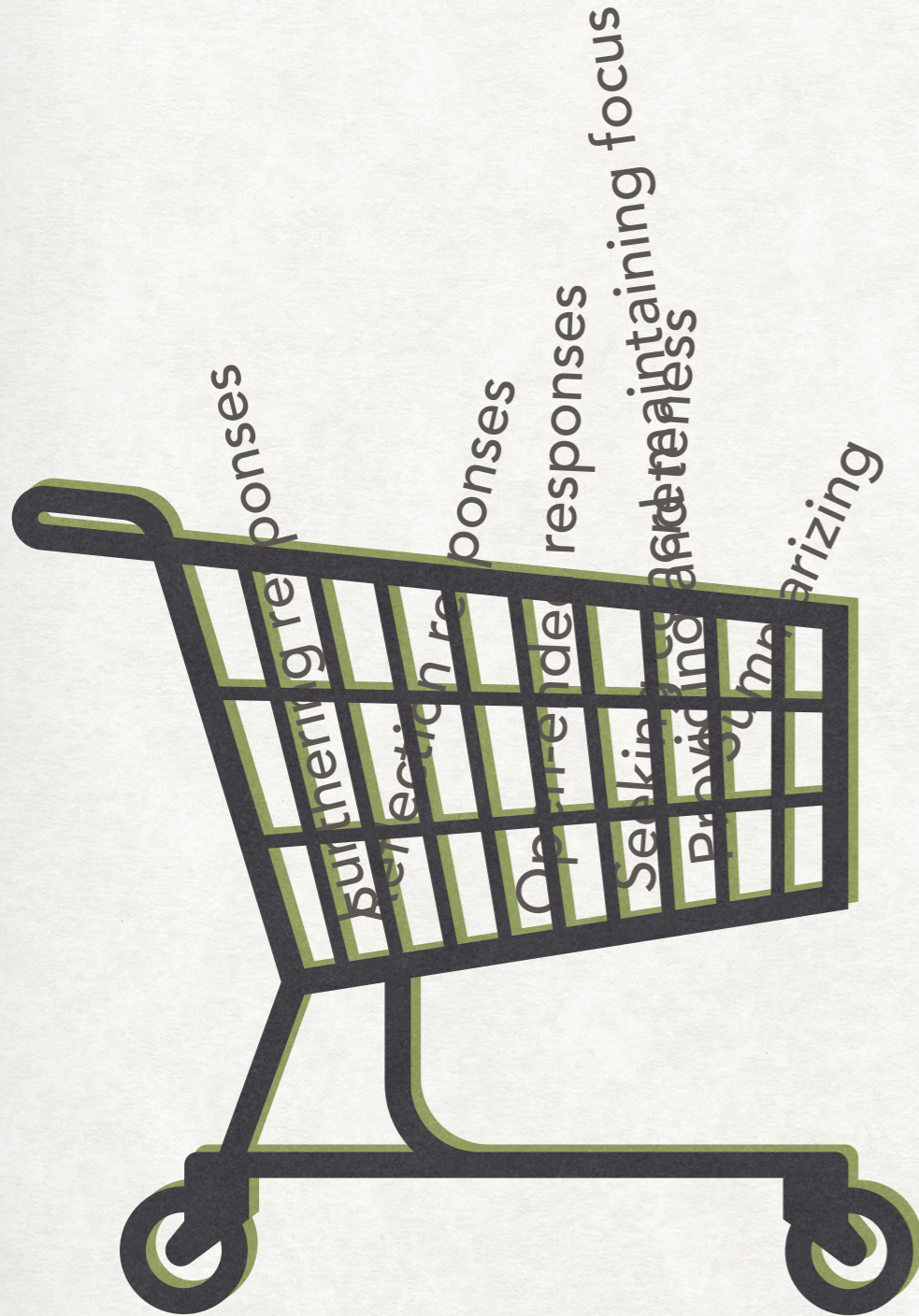
- Nonverbal minimal prompts
- Complex reflections
- Double-sided reflection
- Reflections with a twist

Reframing



DISCRETE VERBAL FOLLOWING SKILLS

CLOSED-ENDED RESPONSES

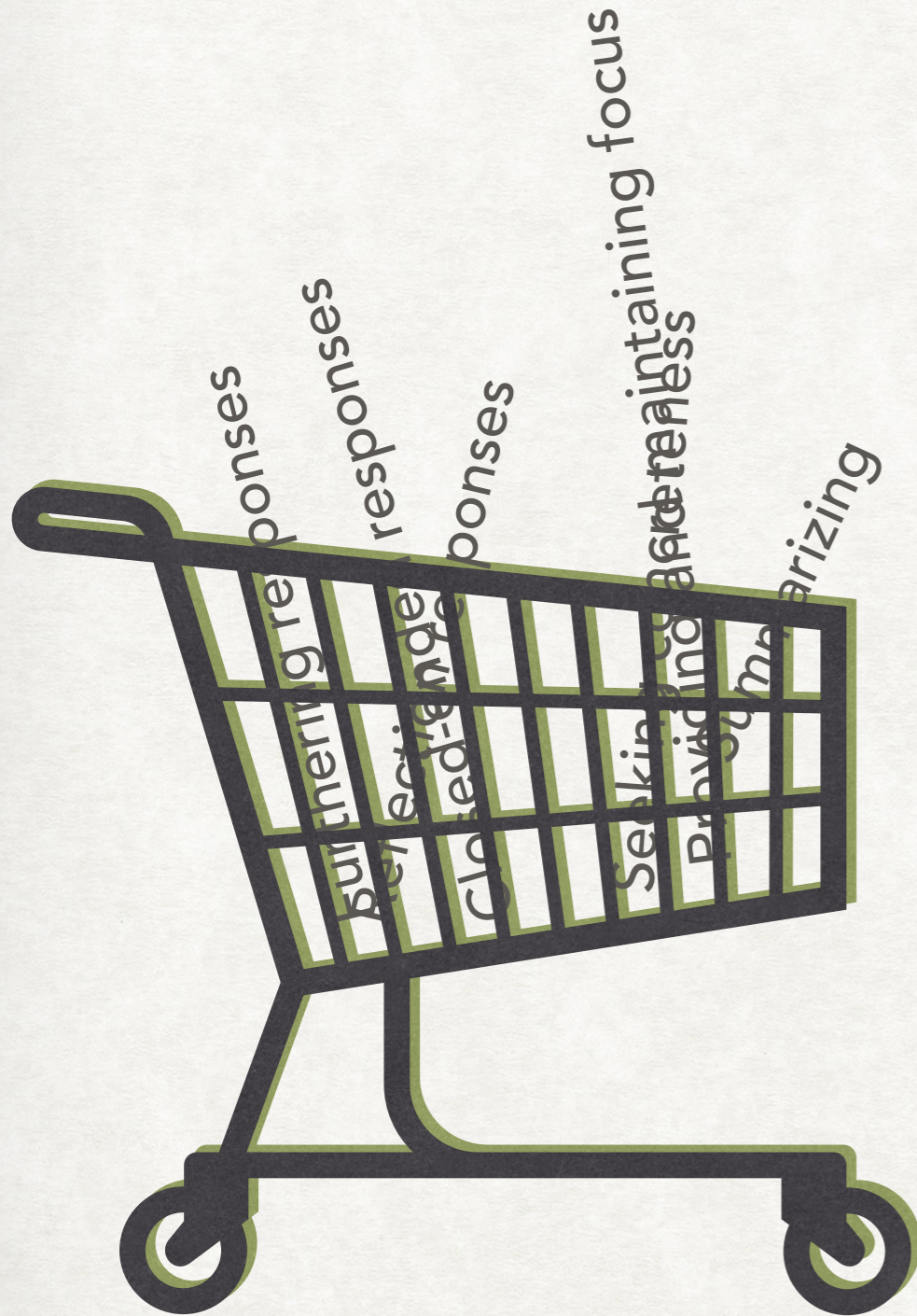


Define a topic and restrict the client's response to a few words or a simple yes or no answer.



DISCRETE VERBAL FOLLOWING SKILLS

OPEN-ENDED RESPONSES

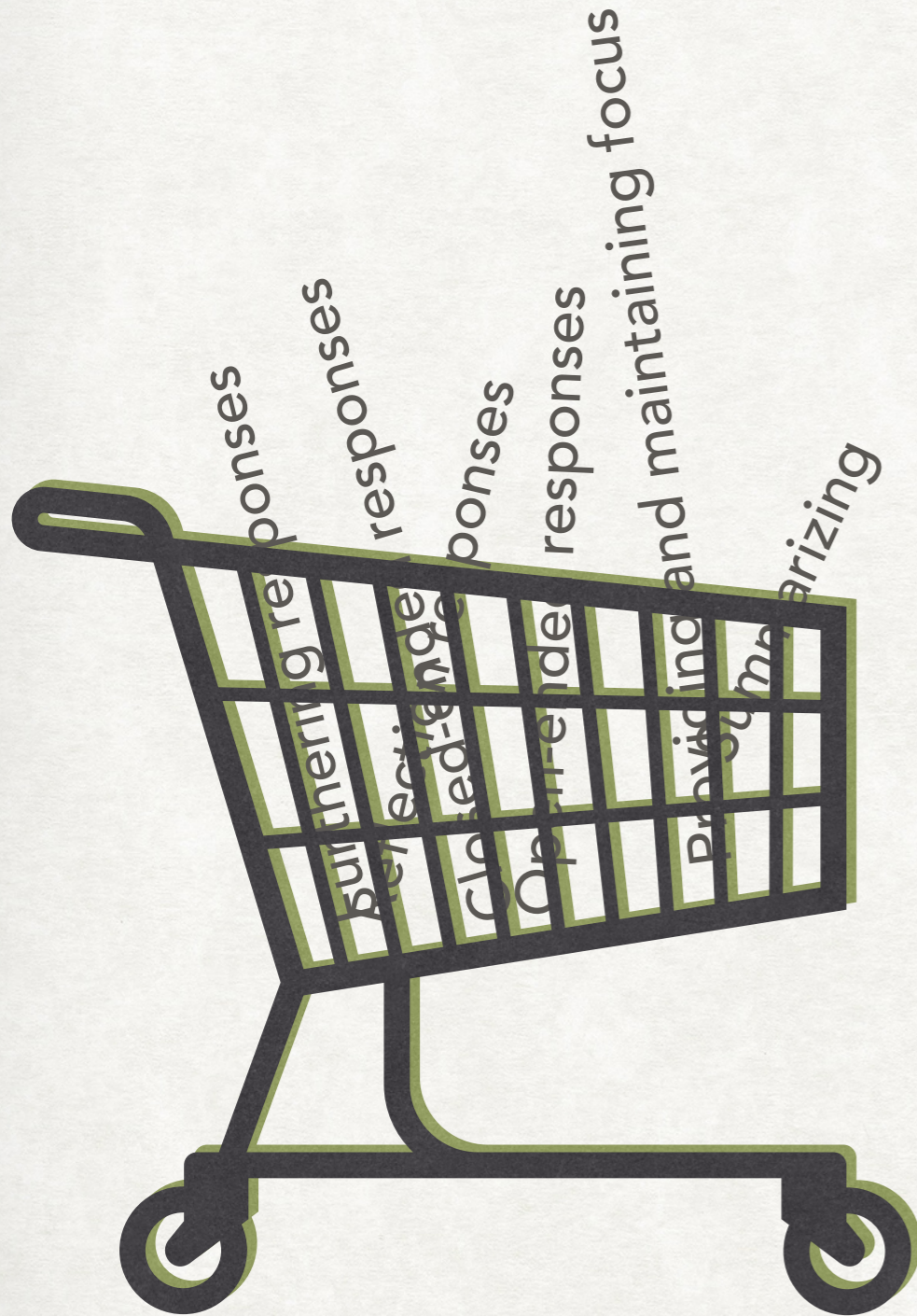


Invite expanded expression and leave the client free to express what seems most relevant and important.



DISCRETE VERBAL FOLLOWING SKILLS

SEEKING CONCRETENESS



- 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

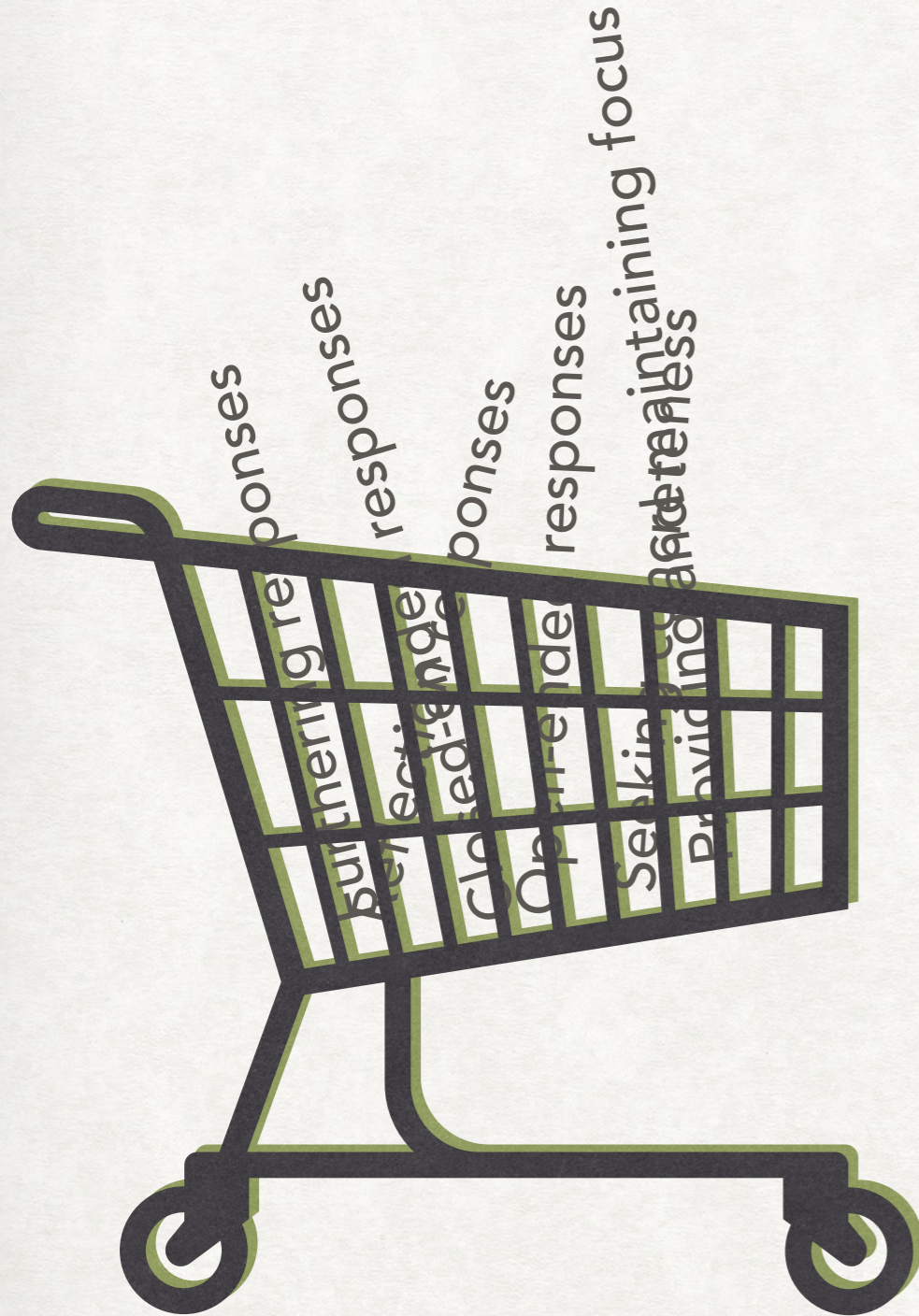


1. Selecting topics for exploration
2. Exploring topics in depth
3. Managing obstacles to focusing



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

