

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



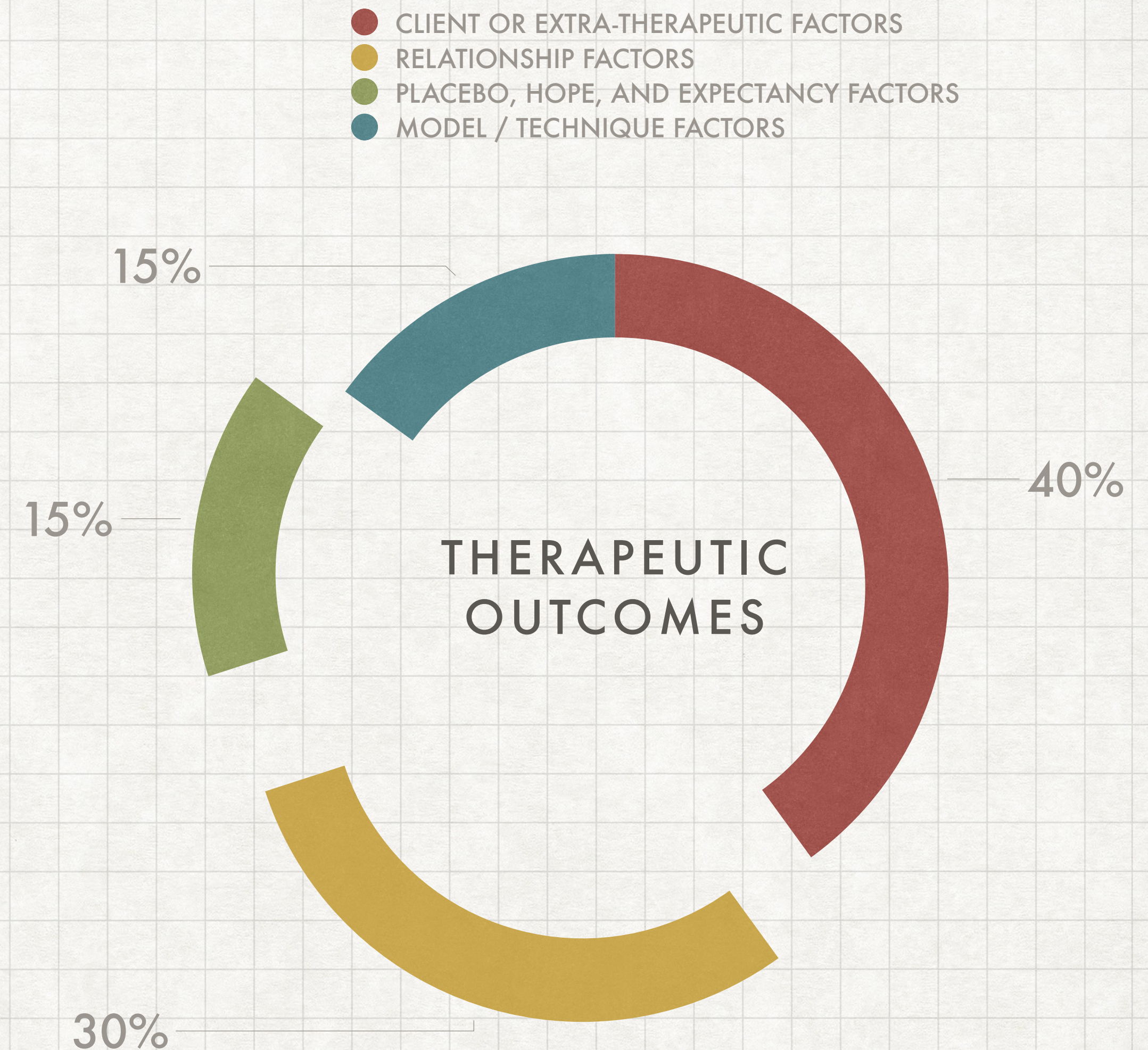
# AGENDA

## OUR TENTATIVE PLAN FOR WEEK FIVE

- The Facilitative conditions
- Empathy
- Authenticity
- Praise

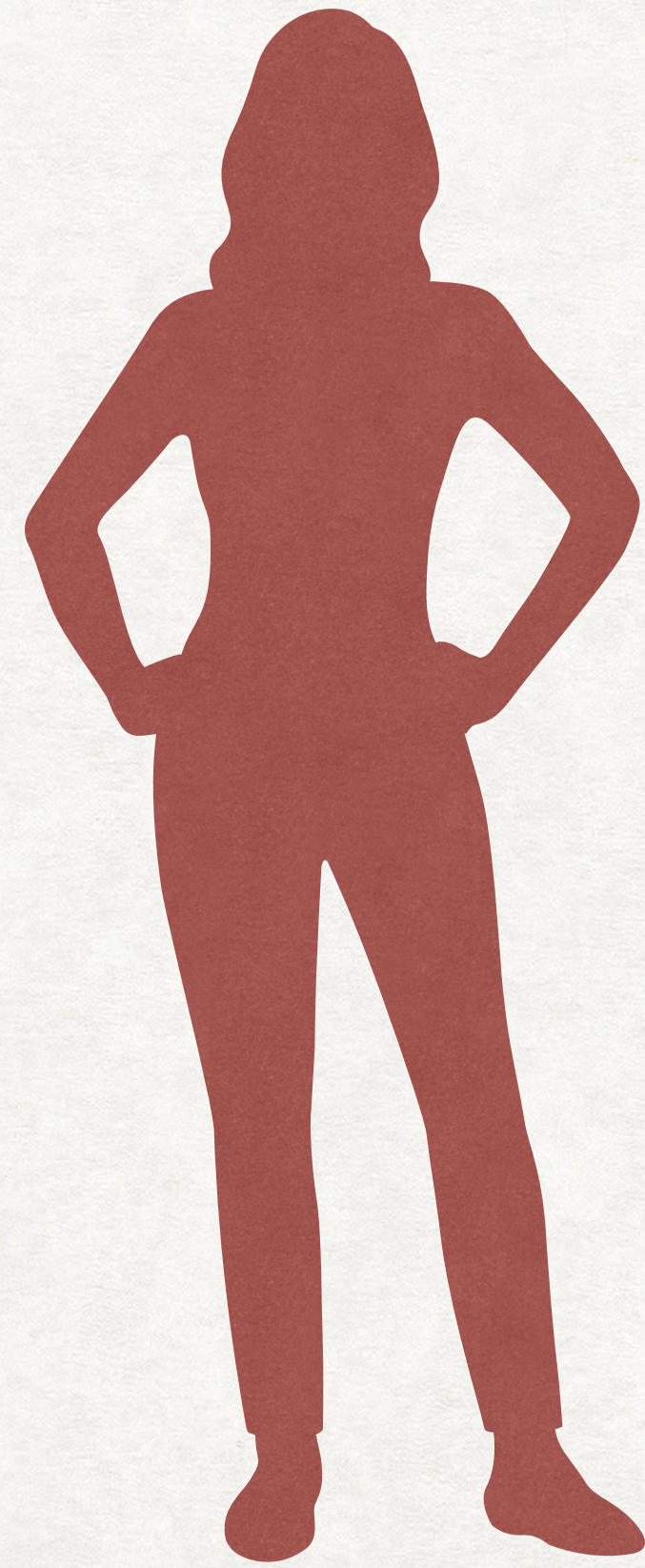
NEARLY HALF OF THE  
OUTCOME RELIES ON  
FUNDAMENTAL SKILLS  
AND ABILITIES THAT  
SOCIAL WORKERS  
NEED TO LEARN,  
APART FROM THE TYPE  
OF TREATMENT  
OFFERED

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



# ROLE CLARIFICATION

HELPING CLIENTS HAVE AN IDEA WHAT TO EXPECT



(Hepworth, et al. 2022)

DETERMINE YOUR CLIENT EXPECTATIONS

EMPHASIZE CLIENT RESPONSIBILITY

EMPHASIZE DIFFICULTIES INHERENT IN THE PROCESS

CLARIFY YOUR OWN ROLE



(Skinner, 1933)

# COMMUNICATING

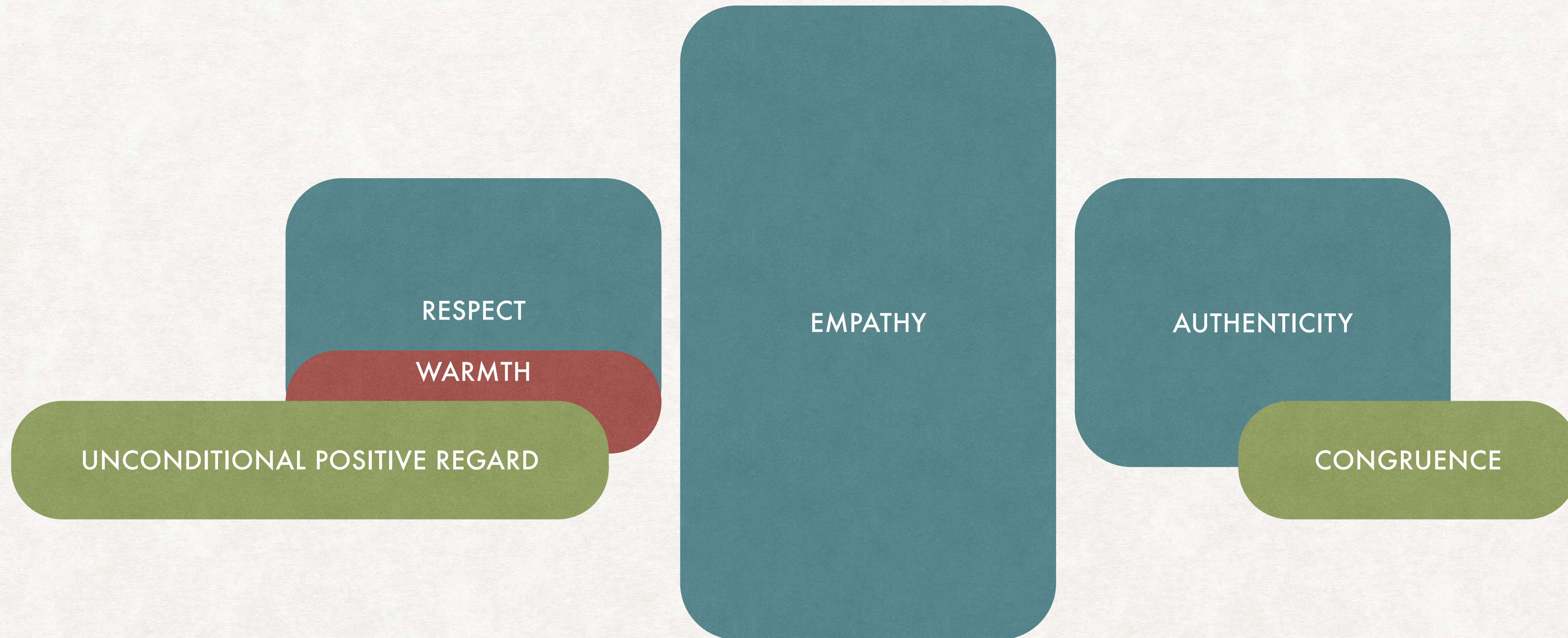
## INFORMED CONSENT, CONFIDENTIALITY, AND AGENCY POLICIES

Talk about  
confidentiality and its  
limits



# FACILITATIVE CONDITIONS

## BASIC HELPING ATTITUDES



(Rogers, 1957)  
(Hepworth et al., 2022)

# 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. 2022)

# LEVELS OF EMPATHETIC RESPONDING



## ADDITIVE EMPATHY

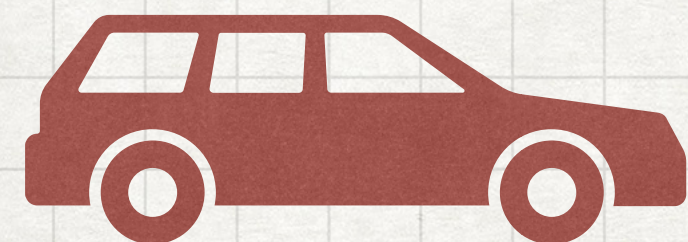
The process of reflecting the full range and intensity of the surface and underlying feelings that a client conveys through verbal and nonverbal communication

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



## SURFACE EMPATHY

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

(Hepworth et al., 2022)

# 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's job is to draw out the details of the event and find opportunities to respond empathetically.

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

(Hepworth et al., 2022)

# AUTHENTICITY

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



(Hepworth et al., 2022)

# 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. 2022)

# 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**

(Hepworth, et al. 2022)

# 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. 2022)

# 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. 2022)

## 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
- Shareing feelings of frustration, anger, and hurt
- Responding to positive feedback
- Giving positive feedback
- Saying no and setting limits

# OBSERVATION YOUR CONVERSATIONS THIS WEEK



- A. As you interact with others and observe others' interactions during the week, notice how frequently infrequently people send empathic messages. Also, observe the types of messages that are sent and how these messages 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.