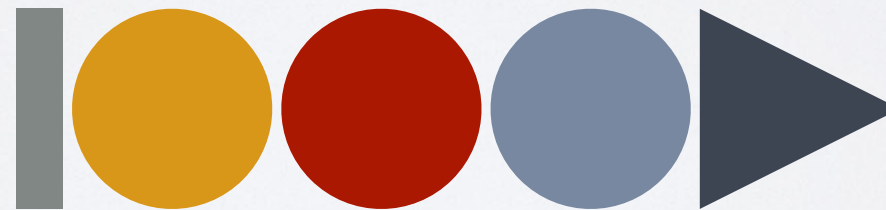


# OVERVIEW OF THE HELPING PROCESS

SOWK 486: Theories of Practice



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# 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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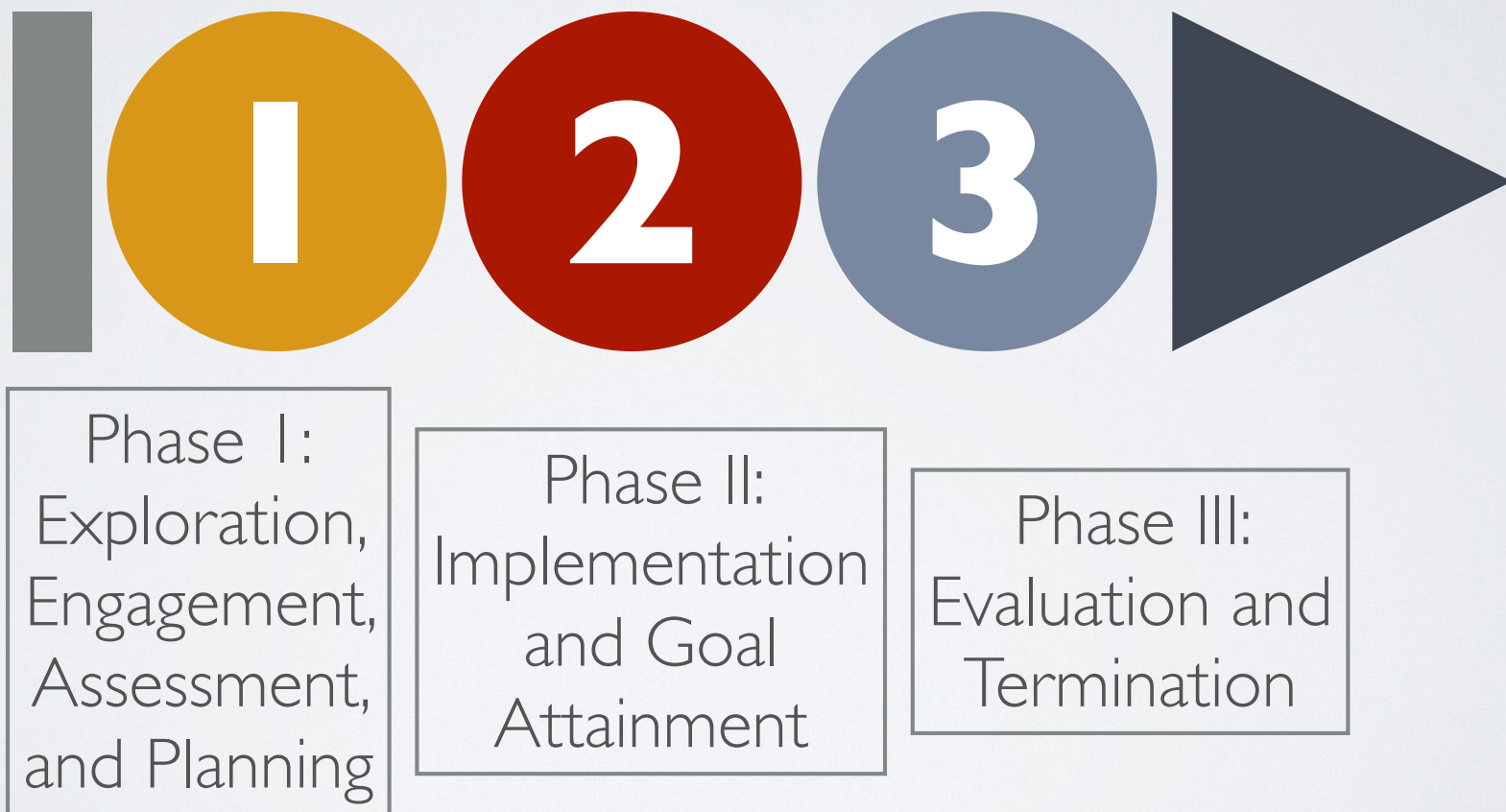
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Overview of the Helping Process

# AGENDA

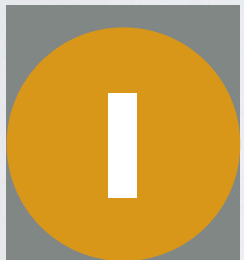
- Overview of the three phases of the the helping process
- Setting the environment
- Interviewing clients



# 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

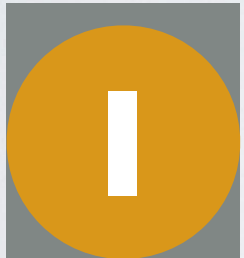


# PHASES OF THE HELPING PROCESS

## Rapport

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

Establishing rapport and enhancing motivation



Exploration,  
Engagement,  
Assessment,  
and Planning



# 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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# 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



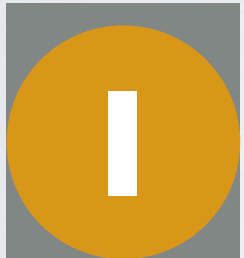
# PHASES OF THE HELPING PROCESS



- 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.



2

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



1

Exploration,  
Engagement,  
Assessment,  
and Planning

## Formulating a multidimensional assessment



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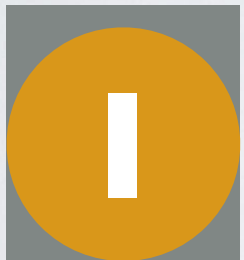
# PHASES OF THE HELPING PROCESS



- Behavior
- Thoughts



- Beliefs



- Emotions
- Information revealed

Exploration,  
Engagement,  
Assessment,  
and Planning

Formulating a multidimensional assessment



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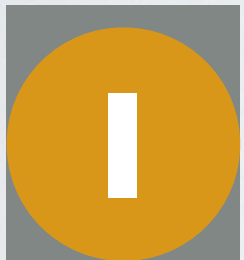
# PHASES OF THE HELPING PROCESS



- Formulating a contact



- Solution-focused approach



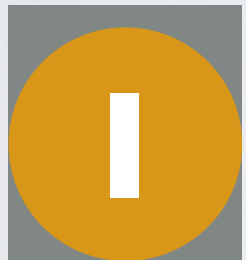
Exploration,  
Engagement,  
Assessment,  
and Planning

Goals





# PHASES OF THE HELPING PROCESS



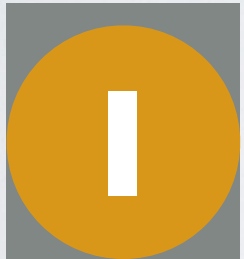
Exploration,  
Engagement,  
Assessment,  
and Planning

Goals

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



# PHASES OF THE HELPING PROCESS



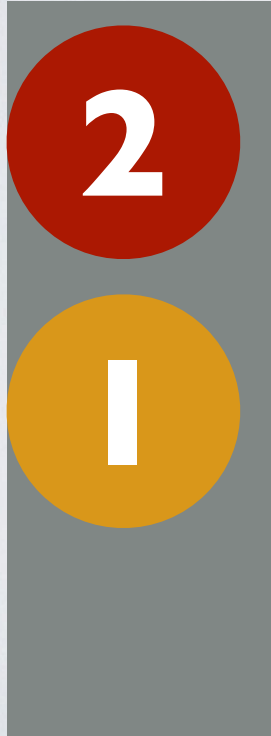
Exploration,  
Engagement,  
Assessment,  
and Planning

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



Successfully terminating the helping relationship

Planning change maintenance strategies

