OVERVIEW OF THE HELPING PROCESS

SOWK 486: Theories of Practice

Jacob Campbell, LICSW
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.)

Jacob Campbell, LICSW
Heritage University

AGENDA

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

PHASES OF THE HELPING PROCESS

Phase I: Exploration, Engagement, Assessment, and Planning

Phase II: Implementation and Goal Attainment

Phase III: Evaluation and Termination

Jacob Campbell, LICSW
Heritage University

(Hepworth et al., 2017)

PHASES OF THE HELPING PROCESS

3

2

1

Exploration, Engagement, Assessment, and Planning

- Explaining the process, the services, and yourself

Exploring Clients' Problems

PHASES OF THE HELPING PROCESS

3

2

1

Exploration, Engagement, Assessment, and Planning

Rapport

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

Establishing rapport and enhancing motivation

Jacob Campbell, LICSW
Heritage University

(Hepworth et al., 2017)

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?

Jacob Campbell, LICSW
Heritage University

SOWK 486 — Fall 2020
Overview of the Helping Process

(Kirst-Ashman and Hull, 2015)

STARTING THE INTERVIEW

Purpose

Setting

Preparedness

Starting

Jacob Campbell, LICSW
Heritage University

(Kirst-Ashman and Hull, 2015)

STARTING THE INTERVIEW

- Purpose
- Setting
- Preparedness
- Starting

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

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

(Kirst-Ashman and Hull, 2015)

STARTING THE INTERVIEW

Purpose

Setting

Preparedness

Starting

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

Office Setup Feng Shui

(Kirst-Ashman and Hull, 2015)

STARTING THE INTERVIEW

Purpose

Setting

Preparedness

Starting

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

(Kirst-Ashman and Hull, 2015)

STARTING THE INTERVIEW

Purpose

Setting

Preparedness

Starting

- Greetings
- Alleviate clients anxiety

THE INITIAL INTERVIEW

(Kirst-Ashman and Hull, 2015)

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

3

2

1

Exploration, Engagement, Assessment, and Planning

- Strengths-based approach
- Stages of change

Establishing rapport and enhancing motivation

PHASES OF THE HELPING PROCESS

3

2

1

Exploration, Engagement, Assessment, and Planning

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

Formulating a multidimensional assessment

Jacob Campbell, LICSW
Heritage University

PHASES OF THE HELPING PROCESS

3

- Behavior
- Thoughts

2

- Beliefs

I

- Emotions
- Information revealed

Exploration, Engagement, Assessment, and Planning

Formulating a multidimensional assessment

PHASES OF THE HELPING PROCESS

3

- Formulating a contact

2

- Solution-focused approach

1

Exploration, Engagement, Assessment, and Planning

Goals

PHASES OF THE HELPING PROCESS

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

PHASES OF THE HELPING PROCESS

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

3

2

1

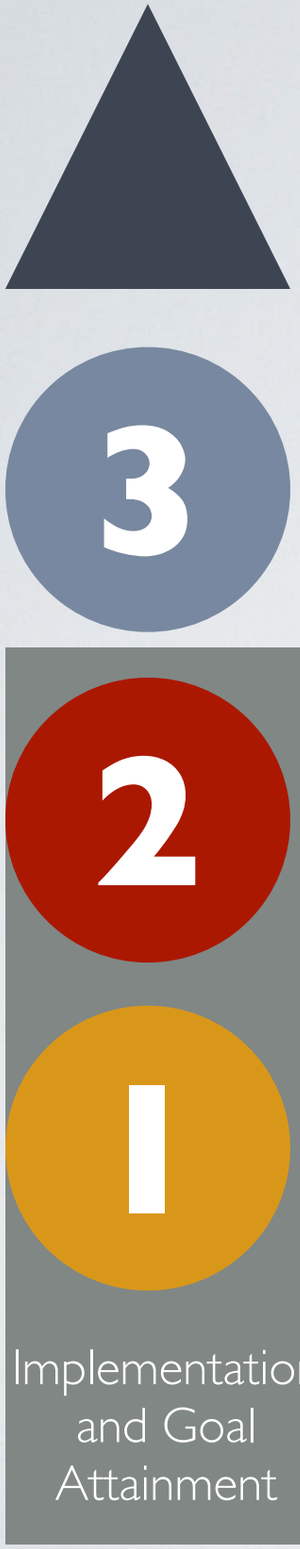
Implementation and Goal Attainment

Jacob Campbell, LICSW
Heritage University

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

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

PHASES OF THE HELPING PROCESS

- Enhancing self-efficacy
- Monitoring progress
- Barriers to goal attainment
- Relational reactions
- Enhancing clients' self awareness
- Use of of self

PHASES OF THE HELPING PROCESS

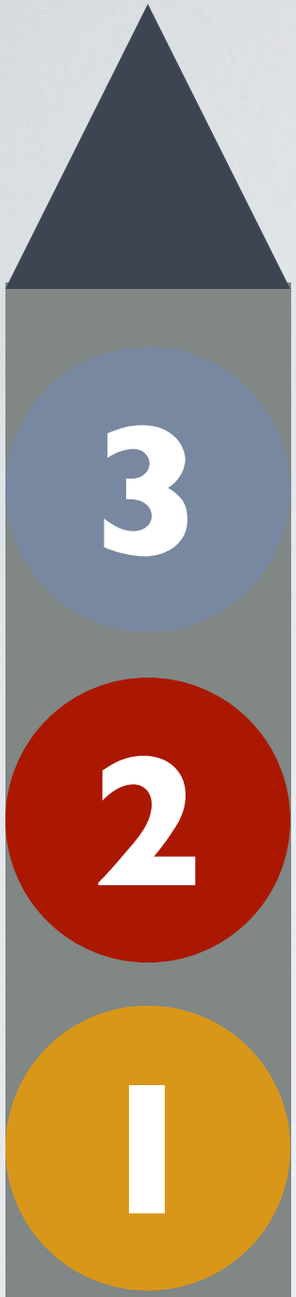
- Assessing when client goals have been satisfactorily attained

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

- Successfully terminating the helping relationship

Tasks

PHASES OF THE HELPING PROCESS



Successfully terminating the helping relationship

Planning change maintenance strategies

Considerations