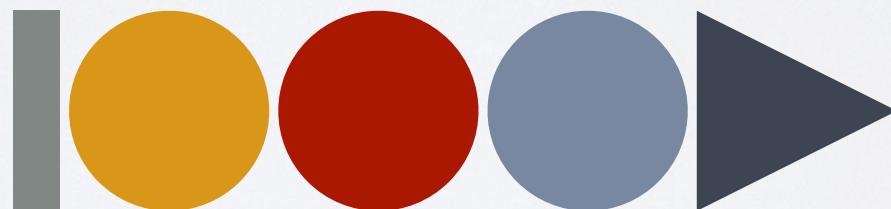


OVERVIEW OF THE HELPING PROCESS

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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Overview of the Helping Process

AGENDA

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



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PHASES OF THE HELPING PROCESS

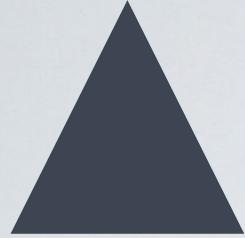


Phase I:
Exploration,
Engagement,
Assessment,
and Planning

Phase II:
Implementation
and Goal
Attainment

Phase III:
Evaluation and
Termination





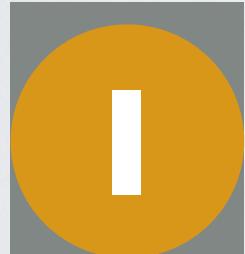
PHASES OF THE HELPING PROCESS



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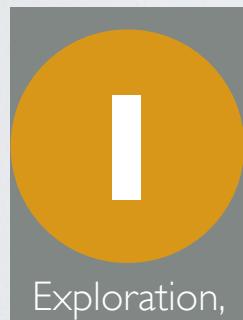
Exploration,
Engagement,
Assessment,
and Planning

Exploring Clients' Problems



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PHASES OF THE HELPING PROCESS



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



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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

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.



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



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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



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PHASES OF THE HELPING PROCESS



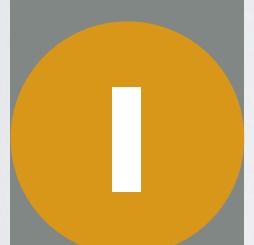
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- Strengths-based approach



2

- Stages of change



1

Exploration,
Engagement,
Assessment,
and Planning

Establishing rapport and enhancing motivation



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PHASES OF THE HELPING PROCESS



3

Exploration begins by attending to the emotional states and immediate concerns manifested by the client.



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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.



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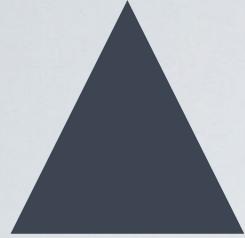
Exploration,
Engagement,
Assessment,
and Planning

Formulating a multidimensional assessment



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PHASES OF THE HELPING PROCESS



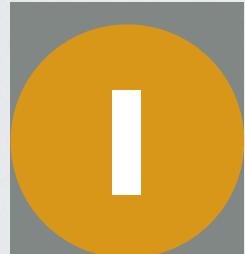
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- Behavior
- Thoughts



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- Beliefs
- Emotions
- Information revealed



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Exploration,
Engagement,
Assessment,
and Planning

Formulating a multidimensional assessment



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PHASES OF THE HELPING PROCESS



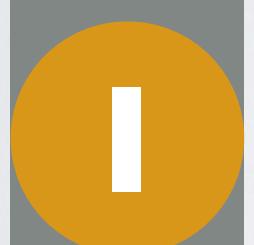
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- Formulating a contact



2

- Solution-focused approach



1

Exploration,
Engagement,
Assessment,
and Planning

Goals



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PHASES OF THE HELPING PROCESS



Exploration,
Engagement,
Assessment,
and Planning

Goals



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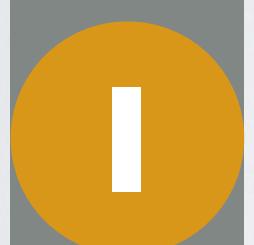
PHASES OF THE HELPING PROCESS



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Exploration,
Engagement,
Assessment,
and Planning

Goals



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Overview of the Helping Process



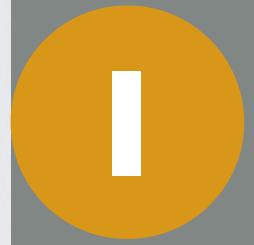
PHASES OF THE HELPING PROCESS



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Implementation and Goal Attainment



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PHASES OF THE HELPING PROCESS

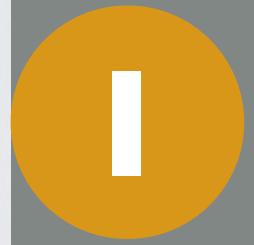


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- Prioritize goals into general and specific tasks
- Select and implement interventions
- Plan task implementation, enhancing self-efficacy
- Maintain focus within sessions



2



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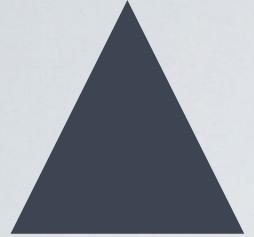
Implementation
and Goal
Attainment

Tasks



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PHASES OF THE HELPING PROCESS



3

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



2



1

Implementation
and Goal
Attainment

Tasks



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PHASES OF THE HELPING PROCESS



3

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



2



1

Implementation
and Goal
Attainment

Consideration



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PHASES OF THE HELPING PROCESS

3

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Evaluation
and
Termination

Tasks

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- 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

PHASES OF THE HELPING PROCESS

3

2

1

Evaluation
and
Termination

Successfully
terminating the
helping
relationship

Planning change
maintenance
strategies

Considerations



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