

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



# PLAN FOR WEEK FIVE

## AGENDA

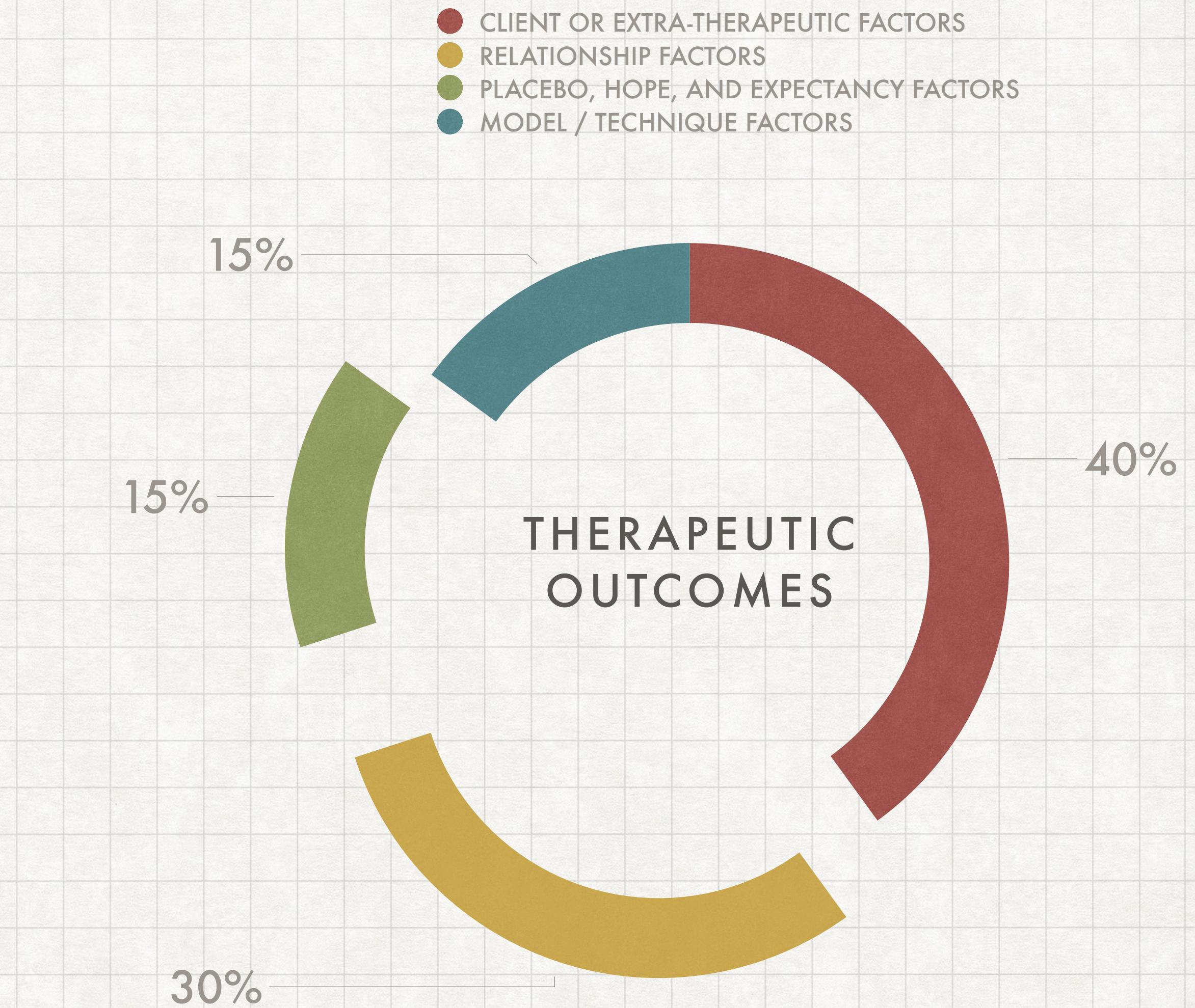
- The Facilitative Conditions
- Empathy
- Authenticity
- Praise

## LEARNING OBJECTIVES

- Demonstrate an understanding of the facilitative conditions (empathy, respect, authenticity) and their application in helping relationships.
- Practice recognizing and responding to client emotions using levels of empathic communication and reciprocal empathy strategies.
- Apply principles of authenticity to build trust and connection.

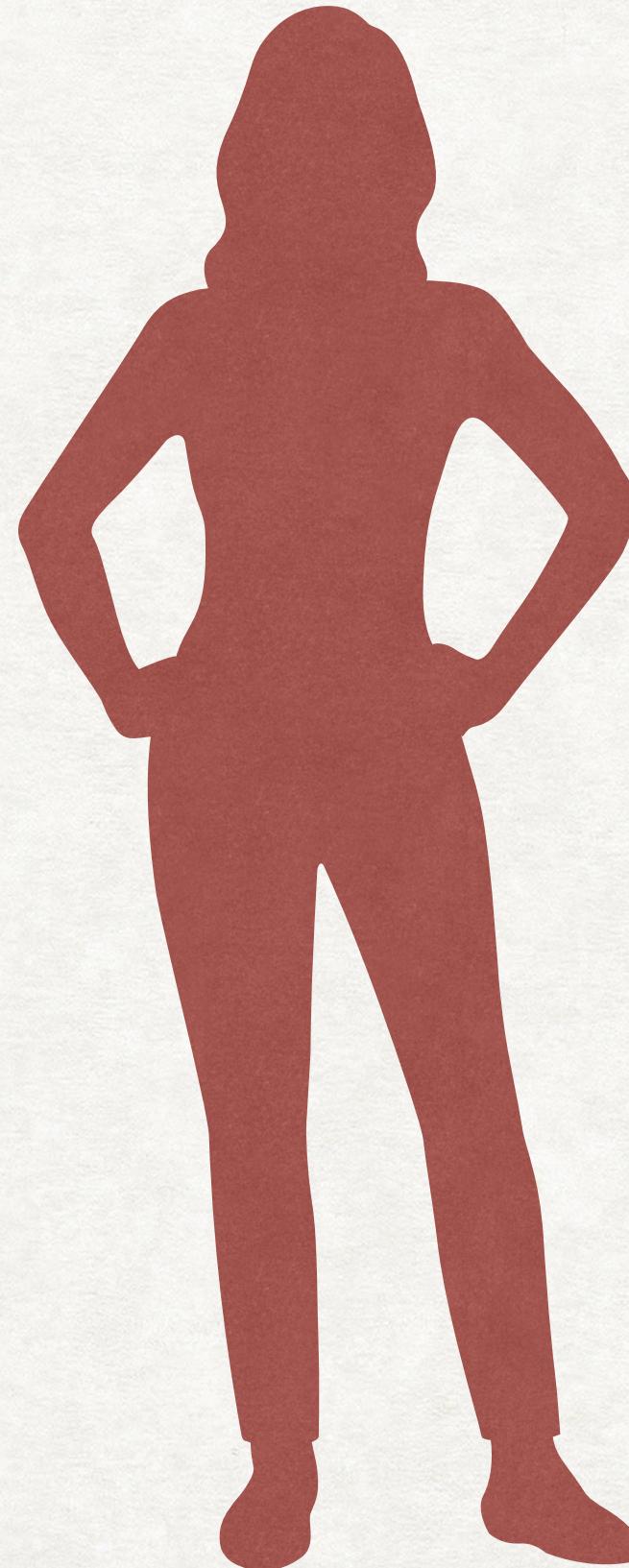
**NEARLY HALF OF THE OUTCOME RELIES ON FUNDAMENTAL SKILLS AND ABILITIES THAT SOCIAL WORKERS NEED TO LEARN, APART FROM THE TYPE OF TREATMENT OFFERED**

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



# ROLE CLARIFICATION

## HELPING CLIENTS HAVE AN IDEA WHAT TO EXPECT



(Hepworth, et al. 2023)

- DETERMINE YOUR CLIENT EXPECTATIONS
- EMPHASIZE CLIENT RESPONSIBILITY
- EMPHASIZE DIFFICULTIES INHERENT IN THE PROCESS
- CLARIFY YOUR OWN ROLE

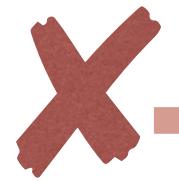


(Skinner, 1933)

# COMMUNICATING INFORMED CONSENT, CONFIDENTIALITY, AND AGENCY POLICIES

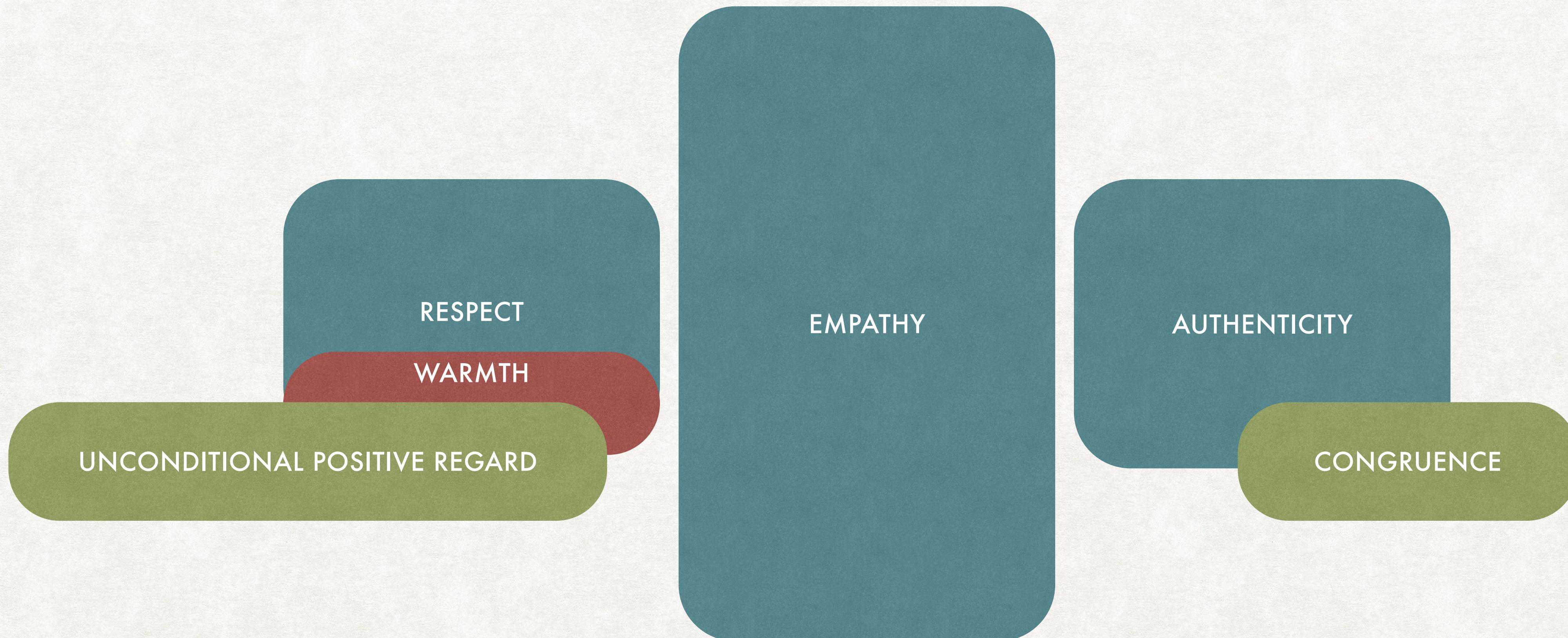
Talk about  
confidentiality and its  
limits

Informed Consent



# FACILITATIVE CONDITIONS

## BASIC HELPING ATTITUDES



(Rogers, 1979)

(Hepworth et al., 2023)

# EMPATHIC COMMUNICATION

BRENÉ BROWN – "THE POWER OF VULNERABILITY."

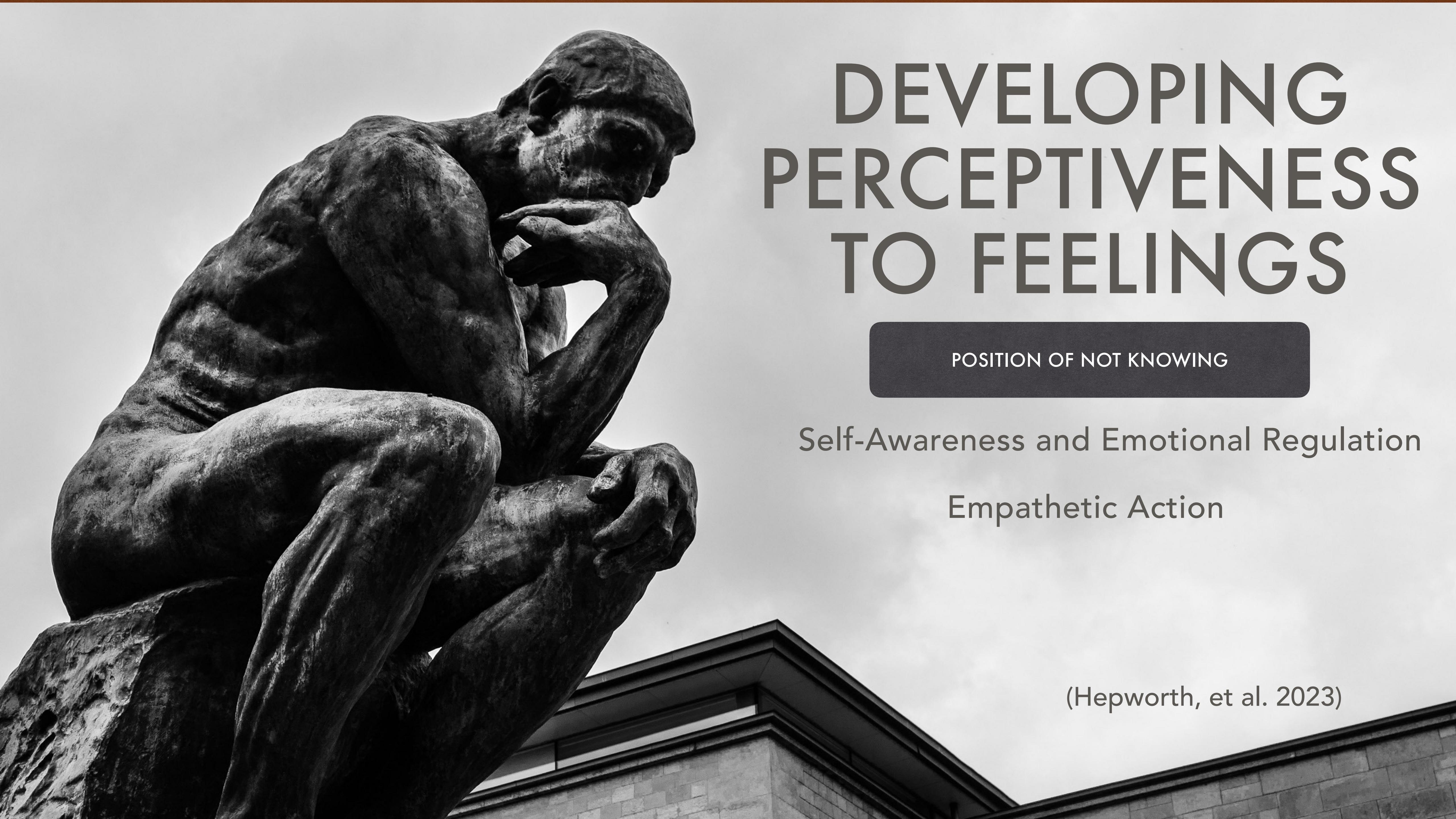


# EMPATHETIC COMMUNICATION

## 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

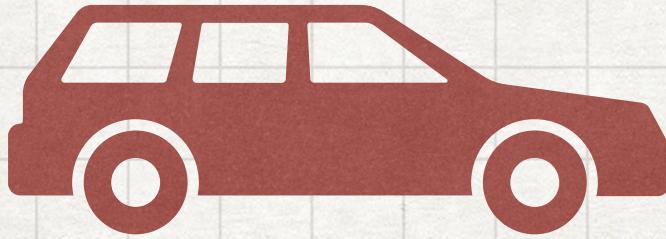
POSITION OF NOT KNOWING

Self-Awareness and Emotional Regulation

Empathetic Action

(Hepworth, et al. 2023)

# LEVELS OF EMPATHETIC RESPONDING



## SURFACE EMPATHY

Focus on the direct feelings that clients express to you, but extends perspective taking and speculate about feelings and emotions.

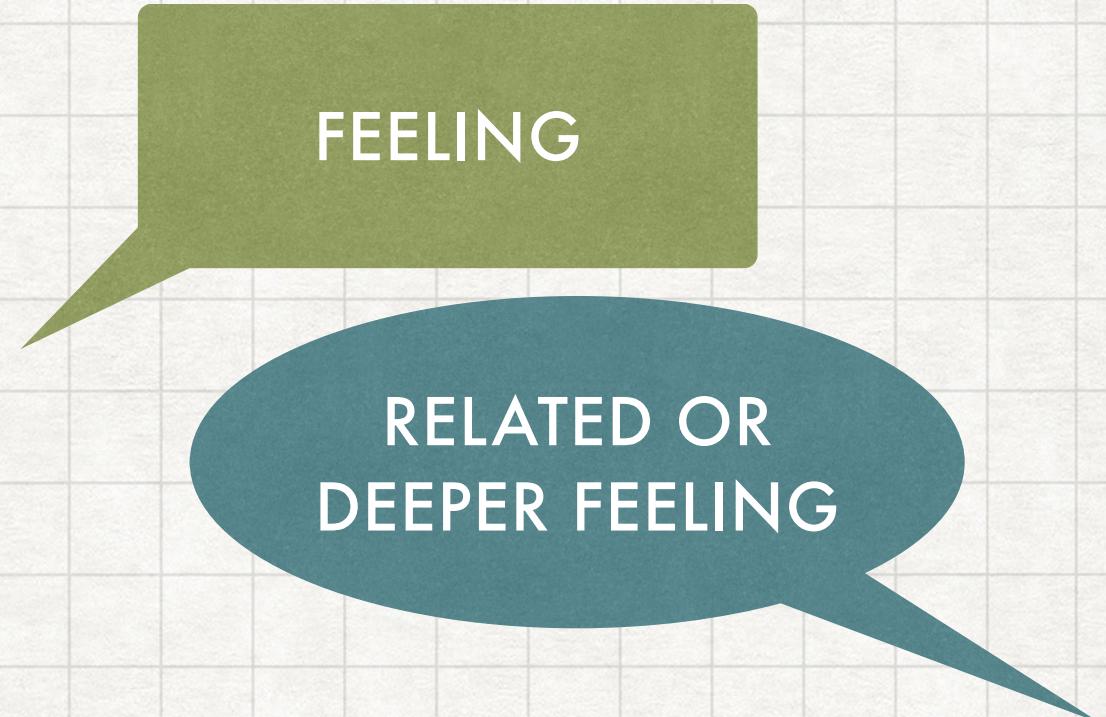


## ADDITIVE EMPATHY

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

## RECIPROCAL EMPATHY

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



(Hepworth et al., 2023)

# 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., 2023)

# 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.

# AUTHENTICITY

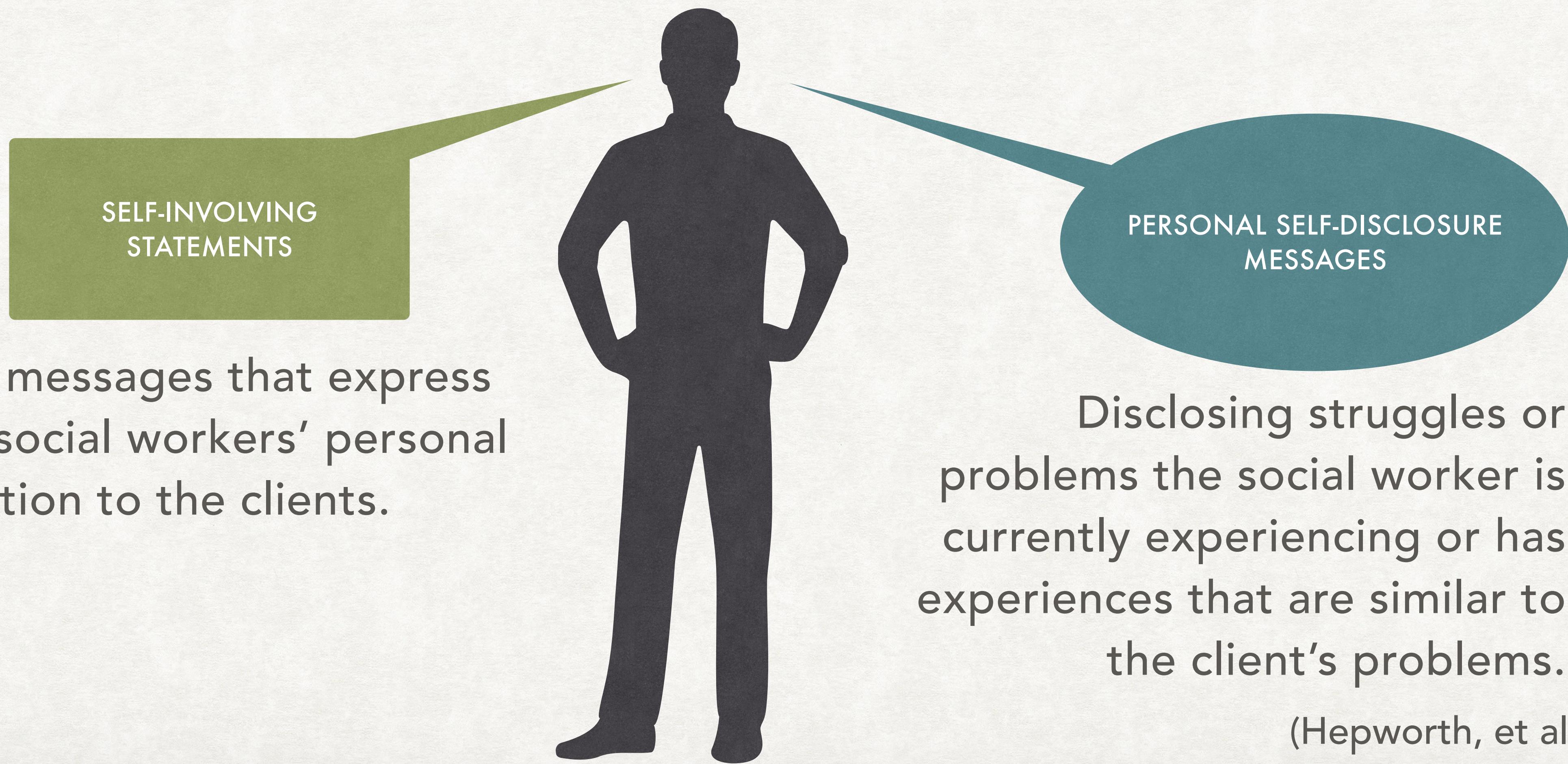
THE SHARING OF SELF  
BY RELATING IN A  
NATURAL, SINCERE,  
SPONTANEOUS, OPEN,  
AND GENUINE  
MANNER.



(Hepworth et al., 2023)

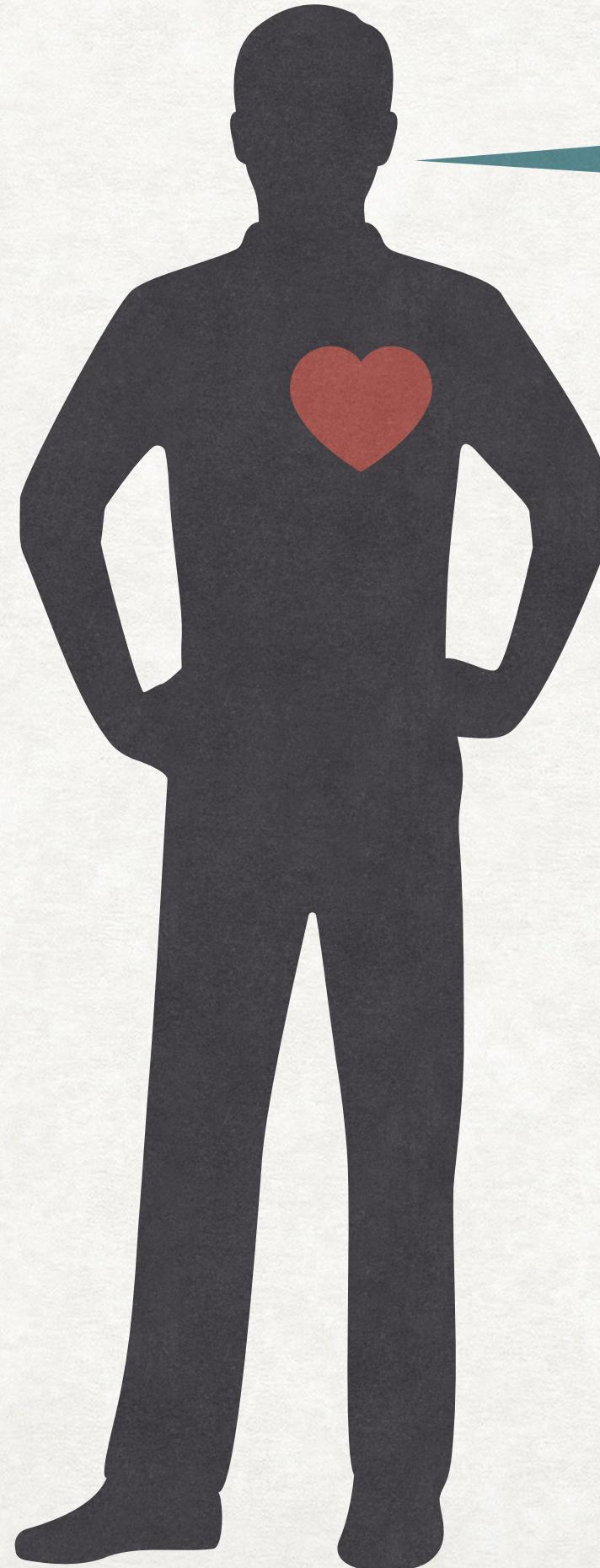
# TYPES OF SELF-DISCLOSURE

## ENCOURAGING TO RECIPROcate WITH TRUST & OPENNESS



# TYPES OF SELF-DISCLOSURE

## ENCOURAGING TO RECIPROcate WITH TRUST & OPENNESS



- 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**

# 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. 2023)

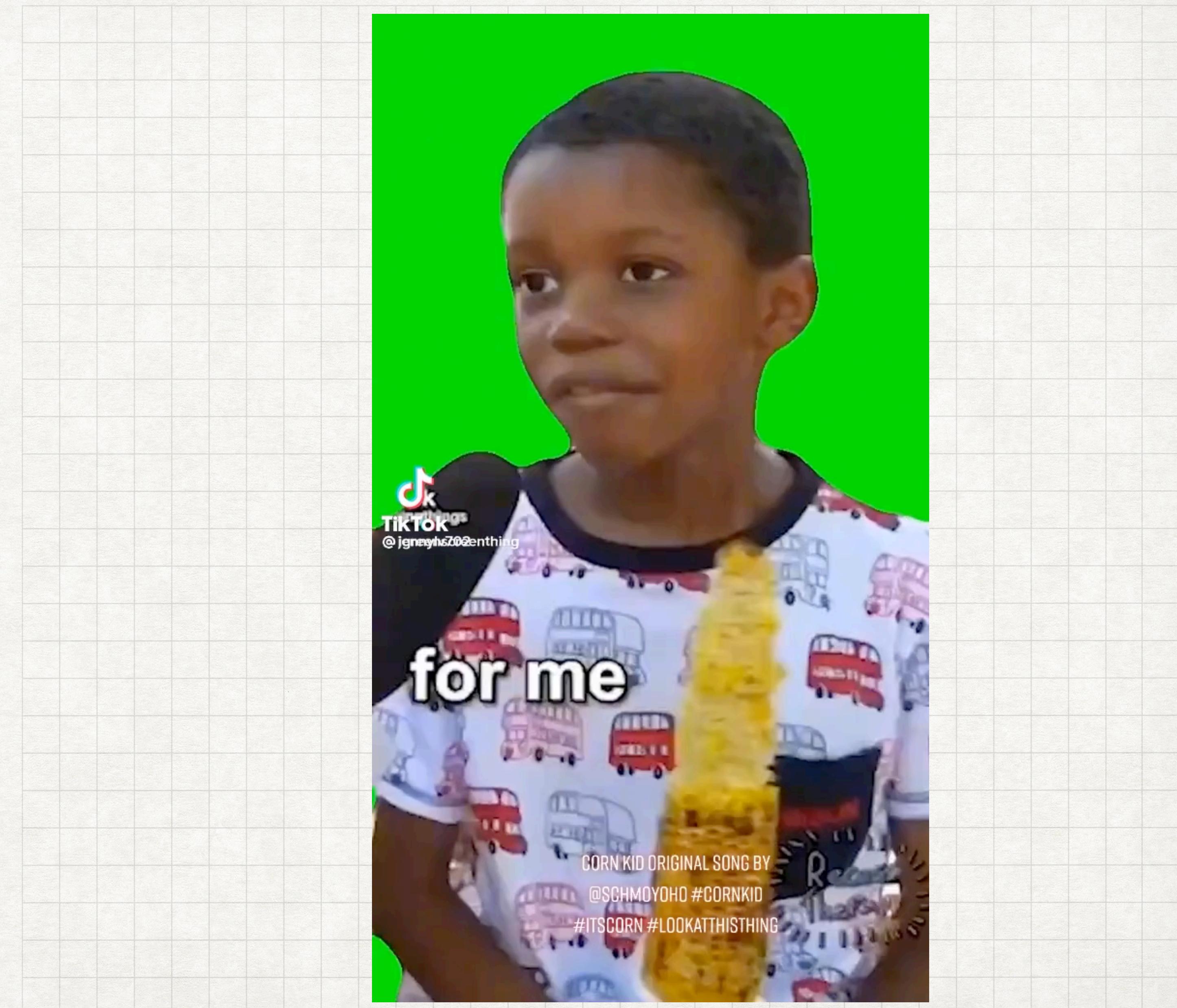
# A STUDY ON PRAISE AND MINDSETS

# 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. 2023)

## 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