

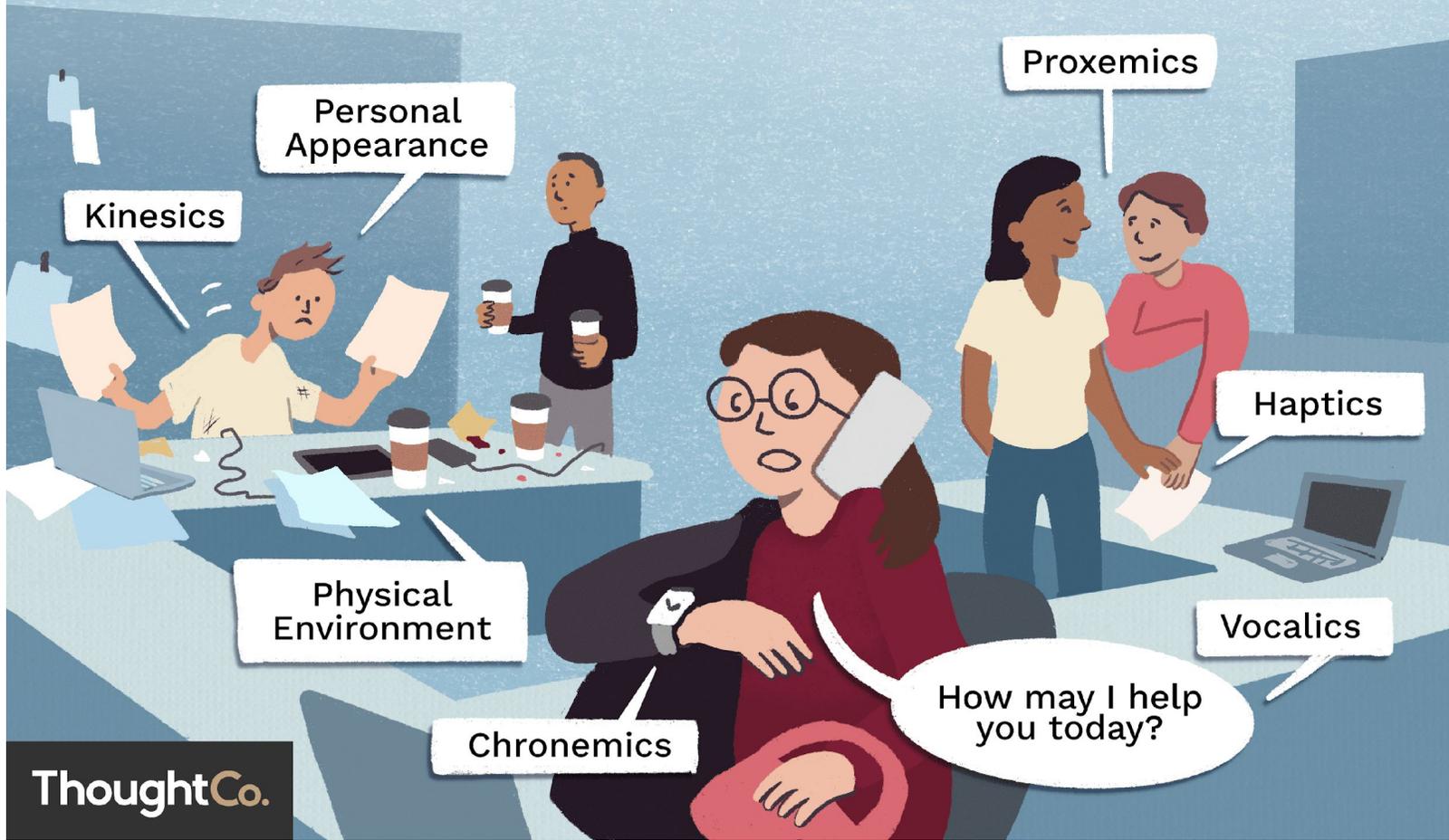


SWK456/556 GENERALIST
PRACTICE WITH GROUPS,
ORGANIZATIONS, AND
COMMUNITIES

Chapter 3: Communication, Interviewing, and Engagement at All Levels

- “The ability to create relationships is at the very heart of social work practice.”
Thoughts?
- Listening and questioning: Listen first (actively) and engage/assess using questioning (different types; balance; check-in)
- Verbal and non-verbal communication (both the social worker AND the client system)

7 TYPES OF NONVERBAL COMMUNICATION



Non-Verbal Communication

Pay attention to what is being said by what is not being said!

Chapter 8: Social Work Practice with Groups: Engagement, Assessment, and Planning

- Why groups? Group work is defined as “the active use of group process to bring a collection of individuals toward a common belonging and, usually but not always, a common purpose.” The group itself is the modality that brings about change.
- Benefits of groups:
 - Group members provide more resources and support
 - Feelings of safety, belonging, and commitment are encouraged
 - Group can be a replication of members’ everyday world so learning and feedback is safe and can be applied in their lives
 - Power is derived from having peers and giving and receiving help
 - More efficient use of social worker time and resources!

Chapter 8 continued

- Types of Groups:
 - Task groups/"working groups"
 - Social action or goals groups/empowerment (these are a type of task group)
 - Client groups/focus on mutual aid (sometimes called treatment groups and includes therapy groups)
- Examples from your work, field, or community experiences?

Chapter 8 continued: Assessment and Planning

- Assessment and Planning:
 - Begins during engagement;
 - Identify group member motivations to join the group;
 - Analyze data to set the agenda and priorities for the group (i.e., what do they need?);
 - Pay attention to group cohesion and group dynamics (i.e., how is the group process?);
 - Revisit assessment throughout intervention to revise as needed. Ongoing!
- Specific theoretical approaches will determine certain emphasis when engaging and assessing (i.e., narrative approach vs. a solution-focused approach)

Chapter 8 continued: Documentation

- Minutes/Note-Taking for task groups. Starts with an agenda; very large task groups may require the use of Robert's Rules of Order.
- Client groups: require the documentation of both *individual* and *group* experiences. Remember confidentiality and privacy when creating documentation for client groups!