

## Social Work Skills in Social Services (2017)

Assessment skills	Empathy skills	Reframing skills
<b>Social workers applying conventional ecological, cognitive &amp; systems perspectives</b>		
<p>Use ecological, cognitive &amp; systems theory:</p> <ol style="list-style-type: none"> <li>1. to analyze dysfunctional interactions among individuals, families, groups, communities &amp; formal systems;</li> <li>2. to identify areas for new beliefs, new behaviour, new services &amp; new policies;</li> <li>3. to prioritize professional interventions appropriate to meeting client needs.</li> </ol>	<ul style="list-style-type: none"> <li>• Communicate an understanding &amp; appreciation of the client's feelings, subjective experience &amp; narratives (as part of developing trust within a professional relationship).</li> <li>• Use these skills in working directly with individuals, as well as with individuals in families, groups &amp; communities.</li> <li>• Develop anticipatory empathy by tuning in, as part of preparing to work with specific client systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Aim to reduce clients' sense of hopelessness by encouraging new, more hopeful ways of thinking about &amp; re-storying the situation.</li> <li>• Congratulate clients for achievements that are ignored or devalued by others.</li> <li>• Invite clients to identify unrecognized strengths within themselves &amp; in their interactions with other systems.</li> <li>• Help empower alternative, harm reduction responses that contribute to emotional growth &amp; systems change.</li> </ul>
<b>Social workers applying anti-racist, anti-oppressive, structural &amp; critical perspectives</b>		
<p>Use structural, critical &amp; liberation narratives:</p> <ol style="list-style-type: none"> <li>1. to analyze power &amp; privilege associated with colonialism, whiteness, patriarchal capitalism, racism, heterosexism, ableism, &amp; other systemic oppressions &amp; their intersections with each other &amp; with environmental contamination;</li> <li>2. to identify urgent survival needs &amp; next steps toward goals of emancipation.</li> </ol>	<ul style="list-style-type: none"> <li>• Communicate efforts to learn about &amp; appreciate the service users' feelings &amp; meanings (as part of trust evolving within a non-elitist professional relationship).</li> <li>• Honour individuality but not individualism.</li> <li>• Widen focus on emancipatory empathy: i.e., dialogue about subjective &amp; systemic barriers faced by others similarly oppressed &amp; about the courage to name &amp; to address such barriers.</li> </ul>	<ul style="list-style-type: none"> <li>• Aim to reduce self-blame by co-investigating with service users:               <ol style="list-style-type: none"> <li>1. external &amp; internalized oppression;</li> <li>2. external &amp; internalized privilege;</li> <li>3. systemic change &amp; service users' growth.</li> </ol> </li> <li>• Facilitate new, more hopeful (e.g., decolonized, feminist) ways to build on service users' resilience in light of social justice inspirations &amp; initiatives &amp; solidarities.</li> </ul>
Communication Skills	Spiritual Sensitivity Skills	Advocacy Skills
<b>Social workers applying conventional ecological, cognitive &amp; systems perspectives</b>		
<ul style="list-style-type: none"> <li>• Listen.</li> <li>• Encourage options for crisis dissipation &amp; stress reduction.</li> <li>• Explore ways that clients could function better with family members &amp; others.</li> <li>• Focus on access to available services / resources, while affirming client strengths.</li> <li>• Offer respect &amp; support client self-determination.</li> <li>• Mediate / guide client systems into problem-solving &amp; solution-finding processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Validate religious / meditative / spiritual pluralism.</li> <li>• Support spirituality by clients as a strength to cope with stress (e.g., life transitions, trauma &amp; crises caused by painful losses).</li> <li>• Honour / appeal to spiritual / meditative / religious values including compassion, charity &amp; generosity of spirit to support clients &amp; others within / across multicultural communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Work at convincing formal &amp; informal systems to better meet client needs, by urging more generosity &amp; goodwill toward disadvantaged populations.</li> <li>• Be active with others in lobbying governments for better policies, co-ordination, integration &amp; delivery of social programs.</li> <li>• Seek support from private, public &amp; charitable sectors for additional resources to alleviate social problems.</li> </ul>
<b>Social workers applying anti-racist, anti-oppressive, structural &amp; critical perspectives</b>		
<ul style="list-style-type: none"> <li>• Listen.</li> <li>• Encourage options for crisis dissipation &amp; stress reduction, using narratives that explore ways in which clients may be victims &amp; survivors of oppression.</li> <li>• Model power-sharing with service users.</li> <li>• Focus on unmasking illegitimate privilege.</li> <li>• Support &amp; suggest narratives pointing to personal &amp; political emancipation.</li> </ul>	<ul style="list-style-type: none"> <li>• Validate religious / meditative / spiritual diversity.</li> <li>• Oppose religious beliefs &amp; practices that are oppressive.</li> <li>• Learn about / honour spirituality rooted in diverse cultures, including its role in Indigenous people's helping &amp; healing.</li> <li>• Find spiritual / meditative / religious inspiration for personal / political / economic / global liberation.</li> </ul>	<ul style="list-style-type: none"> <li>• Become allies with Indigenous people &amp; other oppressed populations, including service users in challenging:               <ol style="list-style-type: none"> <li>1. neoliberalism, colonialism, racism &amp; other systemic oppression;</li> <li>2. environmental decisions that harm people, communities &amp; the land.</li> </ol> </li> <li>• Participate in social movements that demand local / global human rights &amp; justice &amp; democracy.</li> </ul>