

Screenshot From Tevera Journal

6.2 Use empathy, reflection, and interpersonal skills to engage in culturally responsive practice with clients and constituencies. (CSWE, 2022, p. 11):

This week presented several instances where clients reached out to our hotline seeking assistance due to experiencing domestic violence. In response, I guided them through our intake process, navigating discussions about their challenging circumstances. I used empathy when I engaged with each client, offering a supportive presence through their distressing situations. During our conversations, I made it a priority to truly connect with them, utilizing reflective listening to demonstrate genuine understanding and concern for their experiences. It was a great opportunity to engage with these clients and help them on their healing journeys. 🗝️