

Bree Adams

Journal Week 3

3.15.2020 – 3.21.2020

Competency 1.3 and 6.2 have been demonstrated by practicing my interviewing skills through calling collaterals as well as communicating professionally and respectfully when calling collaterals. Through my time at DFCS, I have gotten the opportunity to call many different references, referred to as collaterals, for some of the different cases. This has given me a chance to develop my interviewing skills, and grow my use of empathy, reflection, and interpersonal skills. After talking with different individuals over the phone, I am able to document these collateral calls and send them to the case managers for review and also for their documentation. This has allowed me to gain experience in engaging with clients in other forms than just face-to-face. This also allows me to gain experience in not only engaging with individuals, but also families, groups and organizations as well. I have been able to learn what questions to ask, how to ask them, and how the questions differ from an individual such as a family friend and an organization such as a hospital. I feel that my skills as a professional social worker have grown and I feel confident in my abilities to effectively communicate and engage with individuals, groups, families, organizations, and communities.