

Social Work Practice with Individuals

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### Analysis Paper

- a. After reviewing yourself on the video, how well did you listen, affirm and validate the client during the session? Specify what you did to support your answer.
  - a. After reviewing the video, I noticed that I was able to listen to what was important to the client, affirm what the client felt and talked about and validated her experience and relationships. One of the first things that I learned from the client was how important soccer was to her. I also learned that the issue at hand seemed to stem from the client's mother. When the client mentioned how important soccer was to her and how good she was, I affirmed her for her skills, especially at such a young age. Later in the interview when going through the ecomap, the client mentioned a very close friendship of hers and I validated how important it was to her. Another validation that I gave to the client was the fact that she was not there voluntarily, she was there to get her mother "off her back."
- b. Assess your ability to be accepting, genuine and empathic during the interview. What were the challenging parts of the interview? Be specific and detailed.
  - a. My ability to be accepting and genuine was shown with how comfortable and relaxed I was in the interview. I had a calm and steady voice, was seated in an open and relaxed position and did not feel as if I was faking any emotions or reactions. My ability to be empathic could have been better. There was only one instance where I attempted to use empathy, but I felt that it came across as pity or

sympathy. What was challenging for me was finding times to say something empathic as well as the words for the situation. For me, the issue that the client had did not seem to be very drastic or important, so I believe that my focus was not on how to be empathic, but more on what to do in this situation. However, for the client, the situation was important to her and she felt that her mother did not understand her, and she was fighting an uphill battle. In future interviews, no matter how insignificant the issue seems to be for me, I need to focus on how the client is feeling and add genuine empathy.

- c. What were some ethical values/principles/standards that you demonstrated in the interview? Be specific and detailed.
  - a. Confidentiality was one of the values that I demonstrated and explained to the client. However, due to the client being a minor, it was done incorrectly. Had the client been an adult, the limitations of confidentiality would have worked. For a minor, I need to make sure that the client knows that their parents have access to what goes on in the session. Yet, even with the information regarding confidentiality, it would have been better had it be condensed rather than dragged out.
  - b. I also demonstrated the ethical principle of service by helping the client through her situation and addressing her needs. Another value is that of the importance of human relationships. During the interview, I was able to work with the client to create an ecomap to help the client see the important relationships around her. While the client was having conflict with her mother, she recognized that that relationship was strong and important to her.

- d. What were some of your own personal biases and values that may have impacted your work with this population? Specify a plan of action to enhance your ability to work within this area.
- a. I do not feel like I have any biases that would impact working with high school students. But, I did notice that I did not feel like the problem that the client brought to me (or her mother brought her to solve) was not very drastic to bring in a social worker. But I know that situations like the client's happen and can cause trauma to those involved. A good way to start working on enhancing working with such situations is to start seeing how the situation affects the client in other aspects of their life. As in this interview, the client's mother wanted her to stop playing sports because it was affecting her grades. While the face value of the situation to me seemed unimportant, the underlying situation was really the conflict between the mother and daughter which was causing a strain on their relationship. If I start focusing on the deeper implications that the seemingly "unimportant" problems bring up, I can start looking at the issues more seriously.
- e. What did you learn from the client regarding the number of ACE's and resiliencies? What were some take-aways from identifying these areas within your assessment.
- a. For this specific client and situation, I did not notice any ACE's present. There was conflict between the client and their mother, however, it was not an adverse childhood experience. As the client mentioned later in the interview, she and her mother used to be very close and spent a lot of time together. The conflict that was happening was a recent event and uncharacteristic of their relationship.

- b. As for resiliencies, one that I noticed was the client's strong connection with her soccer team and best friend Grace. Both relationships were very strong, and she was extremely invested in each of them. As was shown in the ecomap, the client had a strong social support network of friends and groups that helped and supported her.
- f. From your video, what specifically did you do to trauma informed care in your practice with the client?
  - a. When I learned that the client was there because she wanted to make her mother happy and to get it over with, I did my best to make our session inviting and validating to the client. While they felt like their mother was not listening to them or cared about how they felt, I tried to create an environment of trust and honesty so that the client could feel heard and not judged. As the book mentions, it is important to "acknowledge to yourself that the client is indeed involuntary" (Kirst-Ashman & Hull , 2017). In the beginning of the interview I was able to recognize this and confirmed with the client that this was the case. With this information, I was able to build rapport and help support the client.
- g. Based on the feedback received from your peer, what will you keep doing and what skills will you focus on developing for future interviews. Explain.
  - a. Based on the feedback I received, some of the skills that I will keep doing is maintain good body posture, eye contact and tone of voice. Also, summarizing and asking questions to further understand the client's situation are more skills that I will keep working on. Some of the skills I need to work on is empathy, reflection, and clarifying how I work. The easiest of these skills to work on would

be clarifying how I work. This is something that can be prepared ahead of time as a compact script which can be adapted to the client population (for instance, minors or adults). For reflection, I need to be more aware of what the client is saying and ask questions specifically about their feelings. This way it can help the client to name and label their own feelings and help them move forward. As for empathy, I need to be more deliberate in connecting with the client. I can work on this by practicing more, looking at several examples, and by placing myself in the client's shoes and see what I would want to hear in that moment.

- h. On a scale of 1-10, with 1 meaning “uncomfortable/ highly insecure in my skill level” and 10 meaning “fully comfortable/ highly secure in my skill level”, how would you rate your comfort level in using the specified list of skills for this particular video assignment?

Explain your reasoning for your rating

- a. For this video I felt I was at a 7 out of 10. I was confident with what I was supposed to do, but since I missed the class explaining the ecomap, I was somewhat hesitant moving forward with working with this assessment tool. For the other interviewing skills, I was very comfortable and felt that I had control of the situation and what to watch out for.

## References

Kirst-Ashman, K. K., & Hull, G. H. (2017). *Empowerment Series: Understanding Generalist Practice*. Cengage Learning.