

Analysis Paper for Case Manager Interview Project #2

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## **Assessment of the Therapeutic Relationship and Communication Skills**

My assessment of the therapeutic relationship was that I provided an open, safe, supportive atmosphere for my client. He was able to open up to talk to me and maintained eye contact. Some areas of strength and growth in which I used empathy, warmth, and other interpersonal skills were shown throughout the interview with my client. From the start, I used the skill of active listening and empathy to tune into what the client had to say about how his week was. However, I would say I should have been more sensitive to how I addressed the loss and continue showing empathy. I gave him an opportunity to simply talk about his week, which helped him reflect on his feelings concerning his recently deceased daughter. I clarified what the goal was for the session, which was to create a S.M.A.R.T goal and evaluate his support systems. I also made sure the client was on board with the process of moving past the death of his daughter.

## **Purpose of Interview**

After reviewing myself on the video, I believe the purpose of the therapy session was clear. I was direct with what I was looking to do throughout the session. However, I believe that the flow of the interview was choppy at times because the client needed time for reflection. I tried directing towards him reflecting on his feelings, mainly because –as I mention in the interview- his is in a process of grief, so it is important to analyze internal thoughts.

## **Social Worker's Consistency with Client's Needs**

As the social worker, I tried to be consistent with the expressed needs of the client. As mentioned in the interview, the session recorded was the third session, therefore I wanted to begin a plan that would allow the client to move forward with his life without his daughter. To achieve the client's needs, I asked him to describe and reflect on how he was coping with the

loss of his daughter. I gave him an opportunity begin to attempt living a life without his daughter. He stated he was not going to work and as he is the primary breadwinner for the family, it was in his best interest to begin setting a S.M.A.R.T goal to return working at his job.

### **Other Risk Factors Contributing to Client's Problem**

The client does have a current experience that is prohibiting him from coping and moving through the grieving process smoothly. The client mentioned that he feels as though his wife is receiving appropriate amounts of emotional support from him, but he feels as though she is neglecting his own needs by not meeting his expectations of receiving emotional support. I tried to explore the relationship the client had with his wife, however the session was focused on the loss of his daughter, so the matrimonial relationship is an area I would suggest I explore.

### **Ethical Values/Principles/Standards Demonstrated**

Some ethical values that I demonstrated were providing services to my client that elevated him into a process of healing in his time of distress. I proved that I was competent enough to handle the client's situation by informing him of the stages of grief many individuals undergo after experiencing the loss of a loved one. In addition to mentioning the process of grief, I wanted to normalize his concern of continuously feeling unhappy and unmotivated after the death of his daughter, because it is not uncommon for people to be put in the state of grief after getting the news that a loved one has passed away.

### **Attention to Diversity**

One way that I showed attention to diversity was asking open-ended questions that allowed the client to answer according to his given situation. For example, I asked him about what methods he used for coping with the loss of this daughter. When creating a S.M.A.R.T goal, I did not want to assume that I knew what the client needed to do, instead I asked him what

would be a realistic goal for him to begin implementing. I paid attention to diversity by not putting my client in a box where I thought he was in, in the grieving process.

### **Personal Biases and Values**

Some of my personal biases and values that may have impacted my work with individuals who have lost a loved one, was that their progress was going to be moving just as fast as another client. However, everyone is different when dealing with the passing of a relative, close friend, or partner and I will need to plan to keep that in mind. I would like to continue learning about the grieving processes and gain knowledge on how it may be shown across various personalities and individuals.

### **Strengths and Weaknesses**

After completing my process recording, a few strengths that stood out to me according to the planning portion of the wheel was my ability to commend my client into getting enough energy to come the session. I wanted him to recognize the fact that he was able to obtain the motivation into completing a task, such as attending a therapy session, which is needed when planning possible goals. A major weakness of mine was being too doubtful to ask questions that could possibly make the client feel like I was rushing him. I did not get the chance to ask the research questions because of my uncertainty.

### **Skills to Focus on**

Based on the feedback received from my peer, I should continue with my eye-contact, proper body posture, affirming the client's strengths, and allowing the client to talk without talking over him. A few things that I will focus on in future interviews is giving my client room for reflection, and diving deeper into what the client says. I missed when my client mentioned his

parents were abusive, I do not remember hearing that, however that would have been a detail to explore further.

### **Rating Skills**

On a scale of 1 to 10, to rate my confidence level regarding my skills. 1 meaning “Not confident at all” and 10 meaning “fully confident/ highly secure in my skill level.” After reviewing all of my videos, I would rate my skill level a 7. I believe I have demonstrated the basic skills required for interviews adequately. Although, I do not think this was my best video, I did learn to listen and affirm the client when he or she mention positive and healthy habits. I still need practice with this particular population because this was the first time I attempted to interview a grieving client.