

TOOLS AND TECHNIQUES OF SOCIAL CASE WORK SWRK4009

BY- Dr. M. VIJAY KUMAR SHARMA
Associate Professor
Dept. Of Social Work
MGCU, Bihar

SOCIAL WORK

METHODS

- Case Work
- Group Work
- Community Organization
- Social action
- Social Work Administration
- Social Research

TOOLS

- Use of self
- Use of Programmes
- Use of relationship
- Use of interaction
- Use of common sense
- Available resources

TECHNIQUES

- Interviewing
- Listening
- Observing
- Questioning
- Supporting
- Educating
- Explaining
- Advocating
- Agreeing
- Counseling
- Mobilizing
- Sensitizing
- Organizing

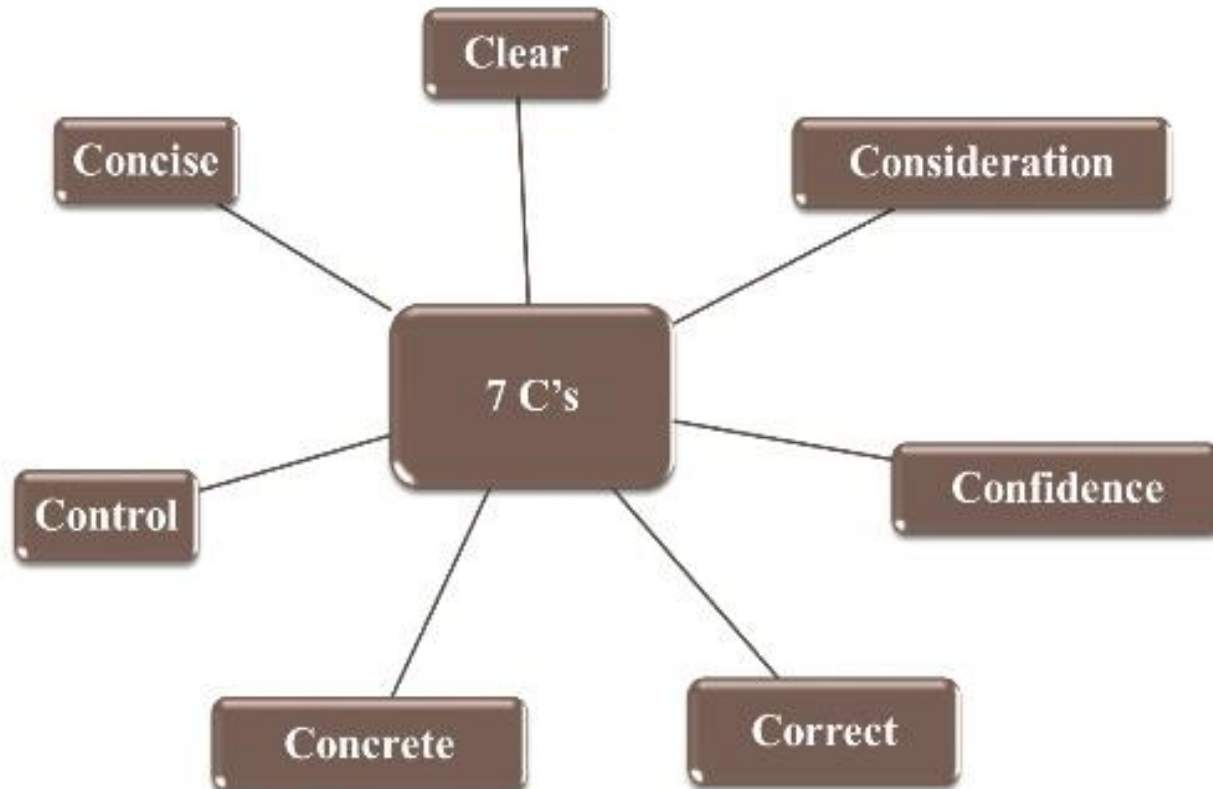
COUNSELLING

- The term "counselling" is of American origin, coined by Rogers
- Counselling is indeed a 'helping relationship'.
- It changes are brought or suitable choices are made that otherwise are difficult to be handled by the person concerned.
- It is to remember that both case work and counselling.
- It seeks to help people to solve their psychosocial problems .
- It resume back social functioning.



7 C's of communication:

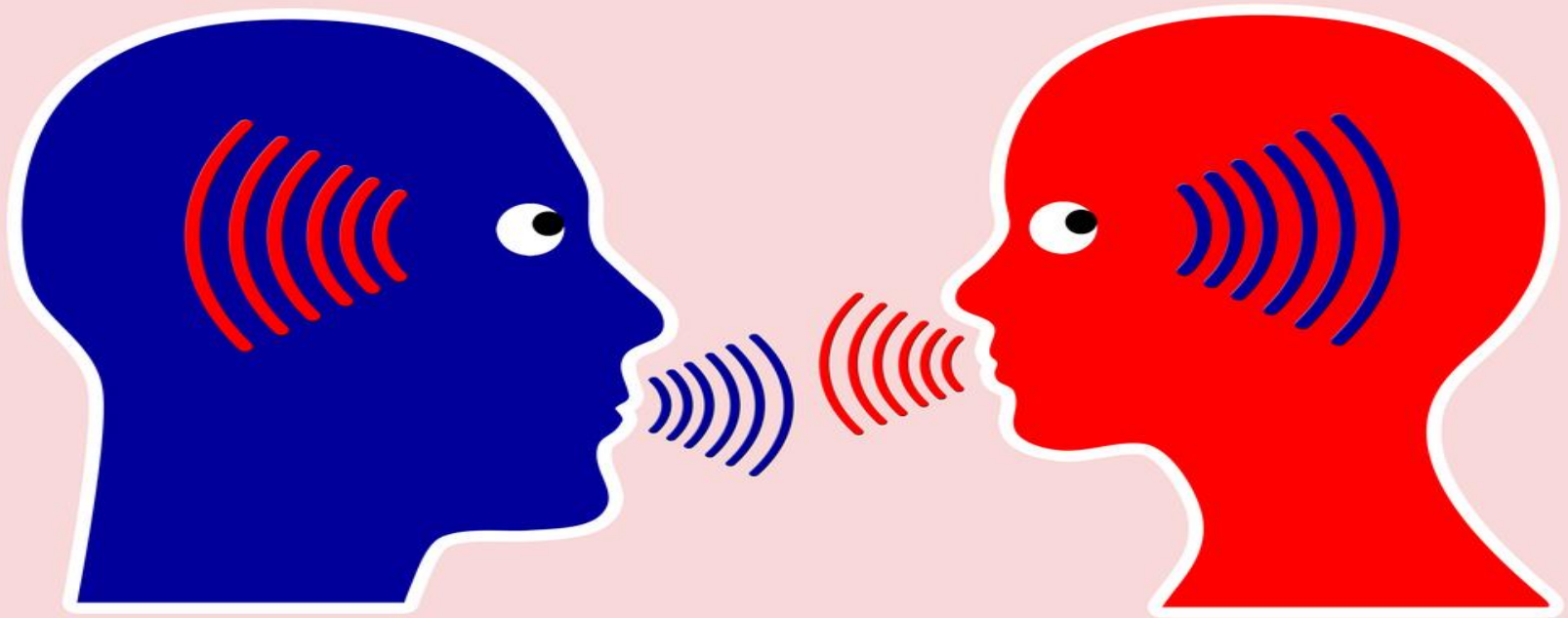
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LISTENING

- Listening is a basic skill and technique of case work.**
- The purpose is to understand the speaker's words and feelings .
mental concentration is pre-requisite.**
- Listener has to pay attention to what is said, what is not said and what is suggested and is known as active listening.**
- Listening therefore is a consciously performed activity for the social worker.**
- Maintain eye contact with the clients during conversations as it helps in directing physical and mental attention towards the client.**
- Use body language to show interest and understanding. It will include nodding the head and turning the body to face the person speaking.**
- Listen to how things are said by paying attention to a speakers body language and tone of voice**

ACTIVE LISTENING



Active Listening Skills



Eye Contact

Eye contact during the conversation shows the speaker that you give him your attention and that you really care about what he says.



Avoid Distractions

There are so many examples of distractions such as our thoughts, mobile phones, gadgets, music, side activities, other people and more. Learn to avoid these distractions otherwise they can destroy your conversation.



Body Gestures

Body gestures and language are a whole science. Your body gestures tell the speaker whether you listen carefully or not.



Give Feedback

Ask questions to clarify certain points, tell your opinions, summarize the speaker's comments.



Show That You're Listening

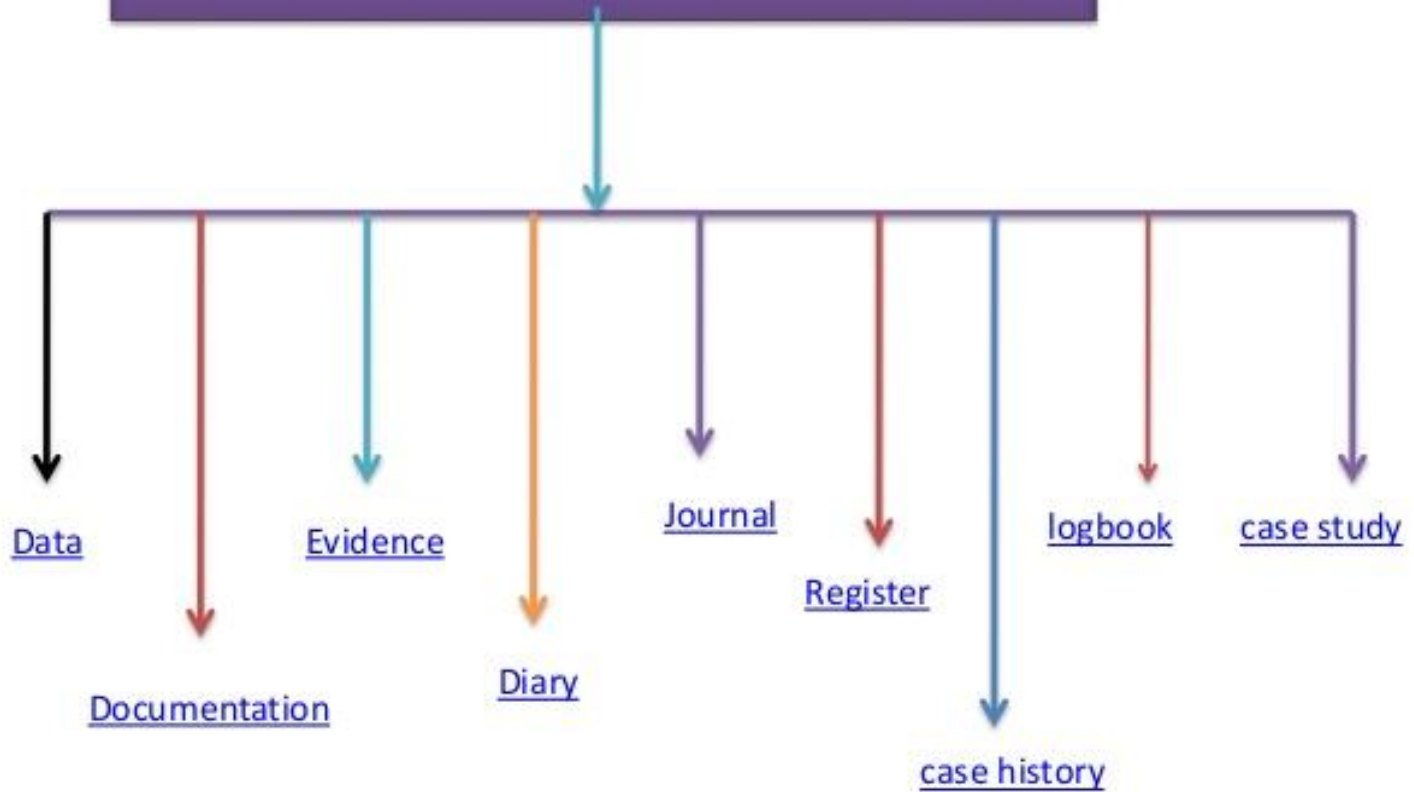
Use facial expressions such as smile, note your posture, encourage the speaker to share and to continue.

Listening allows you to learn, to have relationships, to plan, to develop, to be the part of something, to create, to think.... and much more!

RECORDING

- ❑ Recording is highly important technique in social work.**
- ❑ The case worker has to know many clients intimately it is essential that interviews and details should be recorded for all clients with their individual differences.**
- ❑ Records identify the areas of strength and weakness .**
- ❑ Recording can be used as a therapeutic tool.**
- ❑ It helps to client for treatment.**
- ❑ The records are written in many forms.**

Record



HOME VISIT

- **The home visitor must be a patient listener**
- **The home visitor must be sensitive to verbal and non-verbal communication from the family about its desires and goals.**
- **The home visitor must be able to assess difficulties being encountered by the family.**

HOME VISIT



HOME VISITING

Supporting Parents and Child Development



A knock on the front door can bring parents the support they need to nurture their young child's healthy development. Home visiting reaches families where they live by delivering parent support and child development services directly to the home environment.

Developmental Screenings

Information on child development and early learning

Social Support

Referrals to ancillary community services

Linkages for enrollment in public benefits



Learn more: www.zerotothree.org/homevisiting

Citation: Adapted from Deanna S. Gombay, *Home Visitation in 2005: Outcomes for Children and Parents*. Invest in Kids Working Paper No. 7. Committee for Economic Development, Invest in Kids Working Group, 2005. www.ced.org.



Observation

- ❑ **Observation is a skill of noticing features about people, things or situation**
- ❑ **Observation helps in understanding the relationship of the client.**
- ❑ **It is a skill of identifying Facial expression, posture, gestures etc**
- ❑ **It helps to understand of expression and feelings.**
- ❑ **The message of information is mostly about feelings.**

Observation



Interview

- ❑ The interview is the most frequently used social work.
- ❑ It is the structured interaction between a worker and client.
- ❑ It is the main medium of help without which the social casework process will never be possible.
- ❑ Interviewing is one of the important casework technique.

What makes a good interview?

- Clear objective
- Well researched and well prepared
- Develops logically
- Keeps the audience involved (when reading in the paper/listening to the radio/watching the TV)
- Is conducted impartially
- Is under the control of the interviewer
- Appears spontaneous - fresh energetic - interesting

Good Qualities of the Casework Interviewer

- Self-understanding**
- Self-control**
- Understanding of social work values and ethics**
- Professional social work knowledge**
- Empathy**
- Respect**
- Authenticity**

Some Others Techniques

- Reassurance**
- Support**
- Suggestion**
- Guidance and direction**
- Clarification**
- Interpretation**

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THANK YOU