

CONVEYING EMPATHY & AUTHENTICITY
VERBAL FOLLOWING, EXPLORING, & FOCUSING SKILLS

COMMUNICATION SKILLS



AGENDA

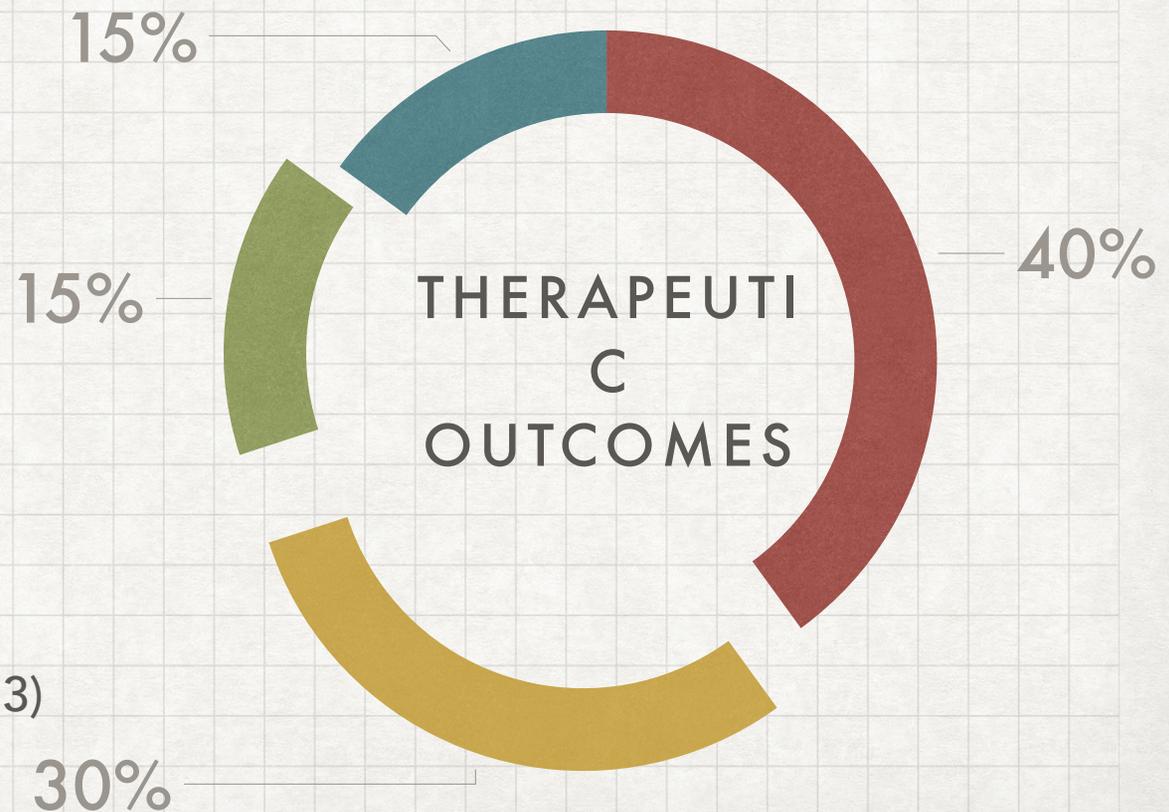
TENTATIVE PLAN

- The Facilitative conditions
- Empathy
- Authenticity
- The Empathic Communication Scale



NEARLY HALF OF
THE OUTCOME
RELIES ON
FUNDAMENTAL
SKILLS AND
ABILITIES THAT
SOCIAL WORKERS
NEED TO LEARN,
APART FROM THE
TYPE OF
TREATMENT
OFFERED

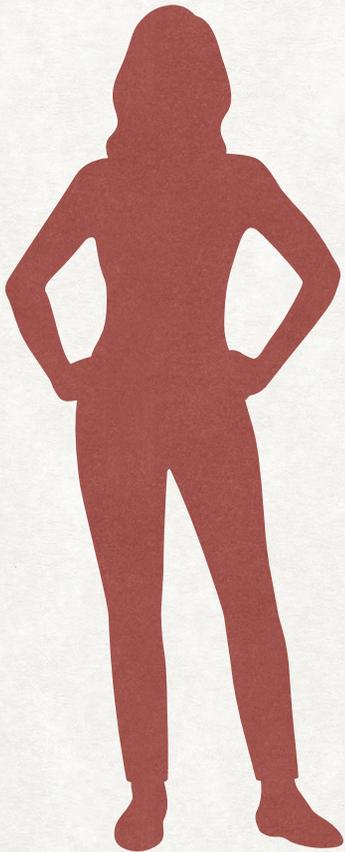
- CLIENT OR EXTRA-THERAPEUTIC FACTORS
- RELATIONSHIP FACTORS
- PLACEBO, HOPE, AND EXPECTANCY FACTORS
- MODEL / TECHNIQUE FACTORS



(Adams et al., 2008; Miller et al., 2013)

ROLE CLARIFICATION

HELPING CLIENTS HAVE AN IDEA WHAT TO EXPECT



DETERMINE YOUR CLIENT EXPECTATIONS

EMPHASIZE CLIENT RESPONSIBILITY

EMPHASIZE DIFFICULTIES INHERENT IN THE PROCESS

CLARIFY YOUR OWN ROLE



(Skinner, 1933)

(Hepworth, et al. 2017)



COMMUNICATING ABOUT

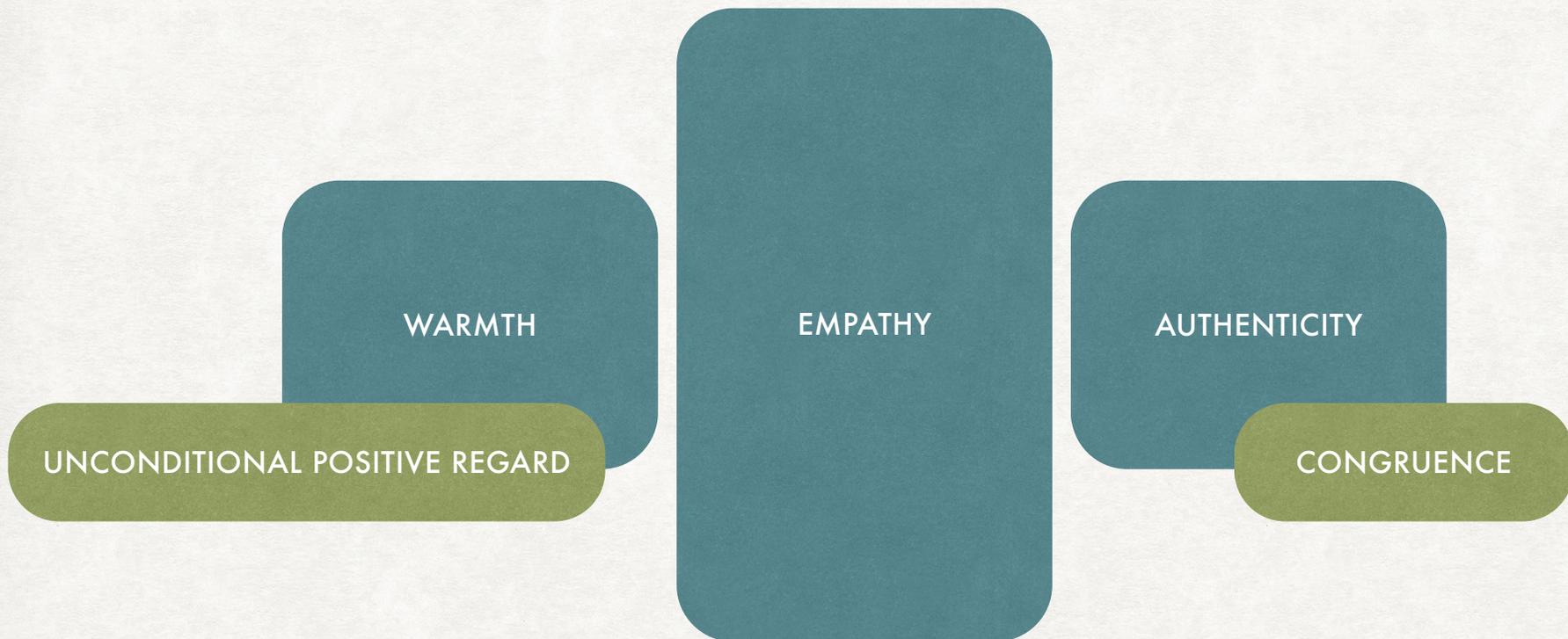
INFORMED CONSENT, CONFIDENTIALITY, AND AGENCY POLICIES



(Hepworth, et al. 2017)

FACILITATIVE CONDITIONS

BASIC HELPING ATTITUDES



EMPATHIC COMMUNICATION

BRENÉ BROWN – "THE POWER OF VULNERABILITY."

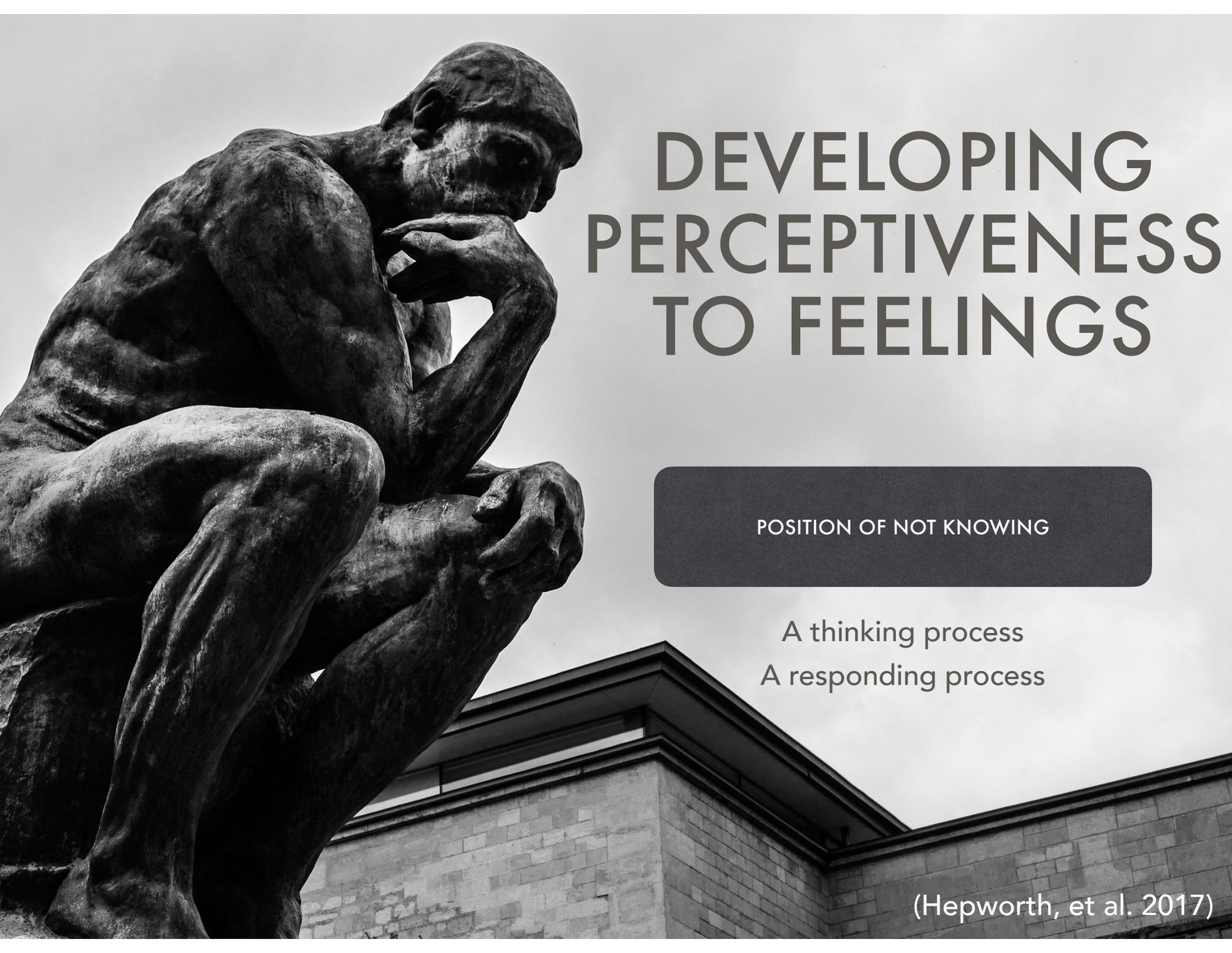


EMPATHIC COMMUNICATION

BRENÉ BROWN – "THE POWER OF VULNERABILITY."

1. PERSPECTIVE TAKING AND RECOGNIZING THEIR PERSPECTIVE AS TRUTH
2. STAYING OUT OF JUDGMENT
3. RECOGNIZING EMOTION IN OTHER PEOPLE
4. COMMUNICATING EMOTION WITH PEOPLE

(Wiseman, 2007)



DEVELOPING PERCEPTIVENESS TO FEELINGS

POSITION OF NOT KNOWING

A thinking process
A responding process

(Hepworth, et al. 2017)

RESPONDING WITH RECIPROCAL EMPATHY

You feel _____ about _____ because _____

You feel _____, yet you also feel _____

(Hepworth, et al. 2017)



RESPONDING WITH EMPATHY

WHY AND WHEN

- Establishing relationships with clients in initial sessions
- Staying in touch with clients
- Accurately assessing client problems
- Responding to clients' nonverbal messages

(Hepworth, et al. 2017)



RESPONDING WITH EMPATHY

WHY AND WHEN

- Making confrontations more palatable
- Handling obstacles presented by clients
- Managing anger and patterns of violence
- Utilizing empathic responses to facilitate group discussions

(Hepworth, et al. 2017)



AUTHENTICITY

THE SHARING OF SELF
BY RELATING IN A
NATURAL, SINCERE,
SPONTANEOUS, OPEN,
AND GENUINE
MANNER.

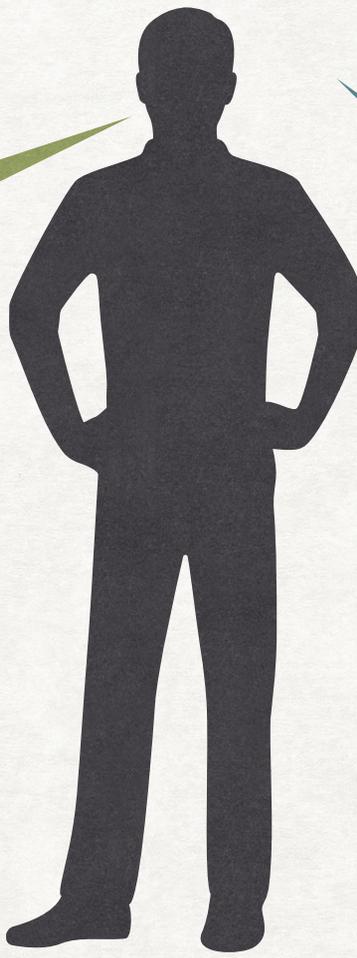


(Hepworth, et al. 2017)



TYPES OF SELF-DISCLOSURE

ENCOURAGING TO RECIPROCATE WITH TRUST & OPENNESS



SELF-INVOLVING STATEMENTS

messages that express the social worker's personal reaction to the client during the course of a session

PERSONAL SELF-DISCLOSURE MESSAGES

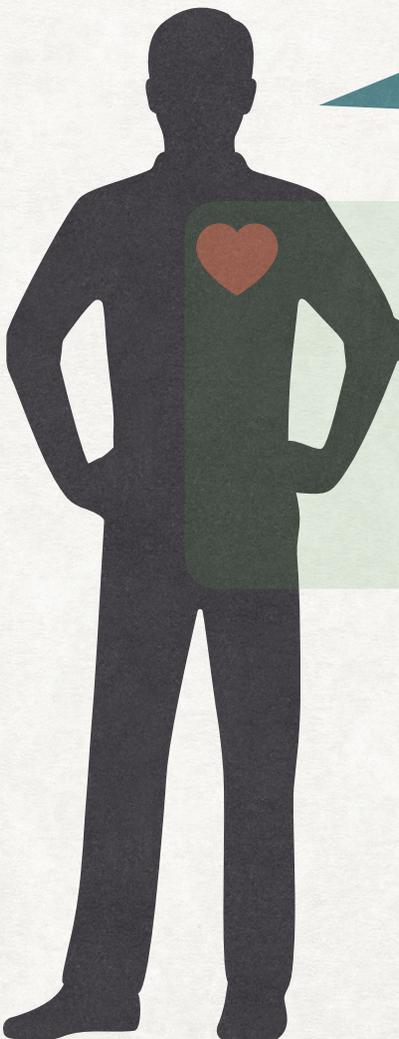
struggles or problems the social worker is currently experiencing or has experienced that are similar to the client's problems

(Hepworth, et al. 2017)



TYPES OF SELF-DISCLOSURE

ENCOURAGING TO RECIPROCATE WITH TRUST & OPENNESS



PERSONAL SELF-DISCLOSURE MESSAGES

Considerations to have

- Done for the client, **purposefully**
- Enough details to provide connection and understanding, but **limited**
- Focus on other forms to demonstrating authenticity, use **sparingly**

(Hepworth, et al. 2017)



AUTHENTICITY

FOUR ELEMENTS OF AN AUTHENTIC MESSAGE

- Personalize messages with the pronoun "I."
- Share feelings that lie at varying depths.
- Describe the situation or targeted behavior in neutral or descriptive terms.
- Identify the specific impact of the problem situation or behavior of others.

(Hepworth, et al. 2017)



CAROL DWECK

A STUDY ON PRAISE AND MINDSETS

2. PRAISED IN ONE OF TWO WAYS

YOU MUST BE SMART AT THIS



intelligence

YOU MUST HAVE WORKED HARD



effort



AUTHENTIC RESPONDING

CLIENT AND WORKER INITIATED

- Requests from Clients for Personal Information
- Questions That Solicit the Social Worker's Perceptions
- Disclosing Past Experiences
- Sharing Perceptions, Ideas, Reactions, and Formulations
- Openly (and Tactfully) Sharing Reactions When Put on the Spot
- Experiencing Discomfort in Sessions
- Sharing Feelings When Clients' Behavior Is Unreasonable or Distressing
- Sharing Feelings When Clients Give Positive Feedback



RELATING ASSERTIVELY TO CLIENTS

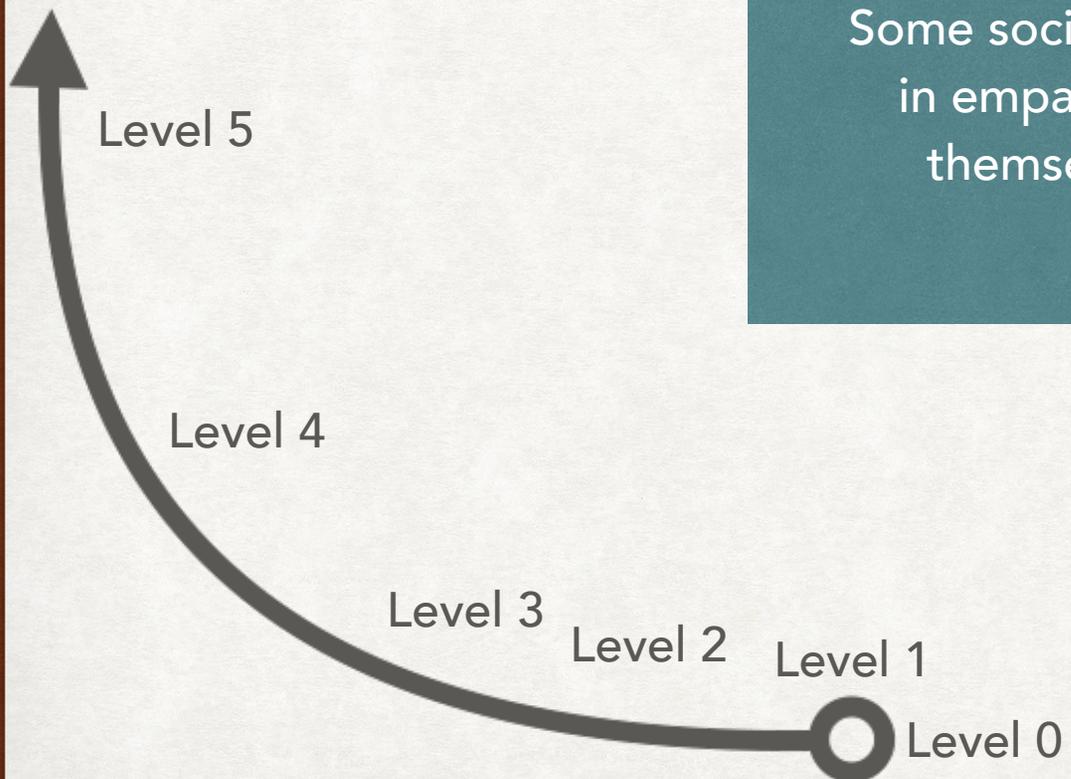
WHEN NECESSARY



THE EMPATHIC COMMUNICATION SCALE

HOW DO YOU COMMUNICATE?

Some social workers dismiss the need for training in empathic responding, mistakenly believing themselves to already be empathic in their contacts with clients.



THE EMPATHIC COMMUNICATION SCALE

HOW DO YOU COMMUNICATE?

LACK OF EMPATHIC
RESPONDING

Level 5

It is actively judgmental and inappropriately confrontational

Level 4

Level 3

Level 2

Level 1

Level 0

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THE EMPATHIC COMMUNICATION SCALE

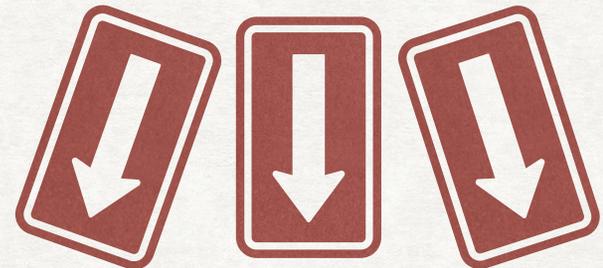
HOW DO YOU COMMUNICATE?

LOW

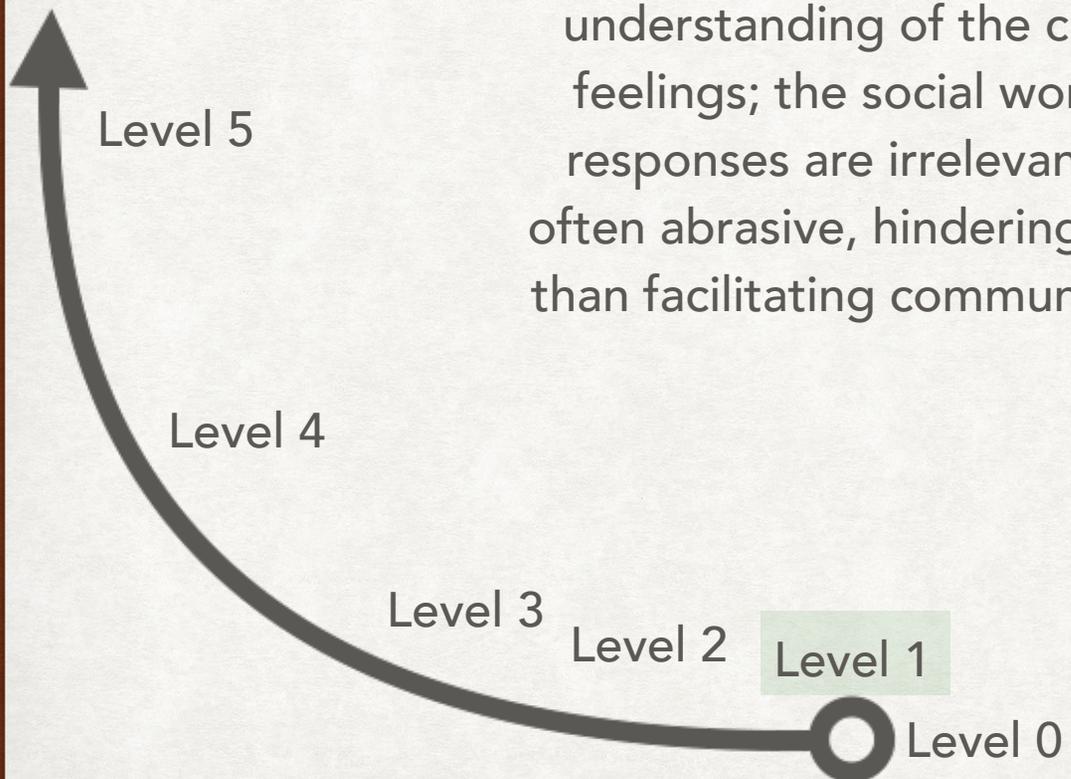
level of empathic responding

Limited awareness or understanding of the client's feelings; the social worker's responses are irrelevant and often abrasive, hindering rather than facilitating communication

COMMON PROBLEMS



GIVING ADVICE
PERSUADING WITH LOGICAL ARGUMENT
NEGATIVITY EVALUATING THE CLIENT
CHANGING THE SUBJECT
LEADING QUESTIONS
UNTIMELY REASSURANCE



THE EMPATHIC COMMUNICATION SCALE

HOW DO YOU COMMUNICATE?

MODERATELY
LOW level of empathic
responding

Responding to client's surface
message but omitting feelings or
factual aspects

Level 5

Level 4

Level 3

Level 2

Level 1

Level 0

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THE EMPATHIC COMMUNICATION SCALE

HOW DO YOU COMMUNICATE?

INTERCHANGEABLE
OR RECIPROCAL

level of empathic
responding

Convey understanding and are essentially interchangeable with the client's obvious expressions, accurately reflecting factual aspects of the client's messages and surface feelings or state of being

Level 5

Level 4

Level 3

Level 2

Level 1

Level 0

EXPLORE PROBLEMS
IMMEDIATELY APPARENT EMOTIONS

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THE EMPATHIC COMMUNICATION SCALE

HOW DO YOU COMMUNICATE?

MODERATELY
HIGH level of empathic
responding

Somewhat additive, accurately identifying
the client's implicit underlying feelings and
or aspects of the problem

Level 5

Level 4

Level 3

Level 2

Level 1

Level 0

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THE EMPATHIC COMMUNICATION SCALE

HOW DO YOU COMMUNICATE?

HIGH

level of empathic responding

Reflecting each emotional nuance and using voice and intensity of expressions finely attuned to the client's moment-by-moment experiencing, the social worker accurately responds to the full range and intensity of both surface and underlying feelings and meanings at Level 5.

Level 5

Level 4

Level 3

Level 2

Level 1

Level 0

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THE EMPATHIC COMMUNICATION SCALE

HOW DO YOU COMMUNICATE?

WHERE DO YOU FIND YOURSELF

