

A lexicon of 80 social work skills and interventions

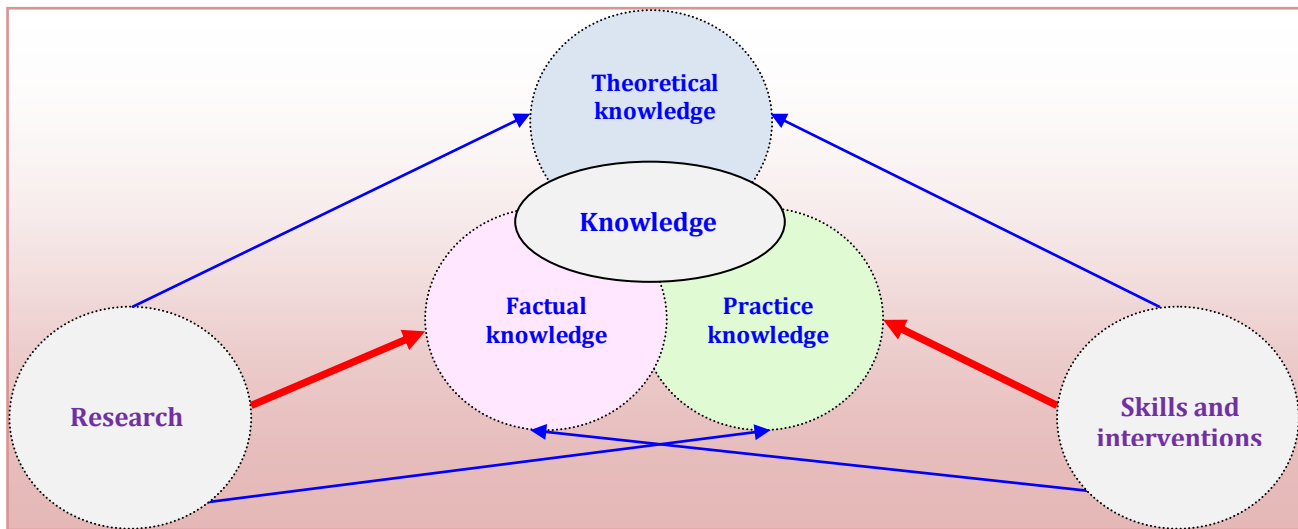


Diagram: A conceptual map of practice integrating theory and practice in social work

1. interpersonal skills/'use of self' (communicating an interest, warmth, care, concern for others)
2. verbal communication skills/language skills
3. non-verbal communication skills – taking account of body language in relation to self and others
4. observation skills
5. listening skills
6. memory skills: actively remembering/linking key facts/information
7. engagement skills/being open to engaging with others/the task/the point and purpose of the interaction/work at hand
8. problem-solving, decision making and action skills
9. creating a rapport
10. establishing a relationship that gives confidence
11. welcoming skills/offering helpful introductions and the rationale underpinning the work/encounter
12. demonstrating sympathy
13. demonstrating empathy
14. using intuition/intuitive reasoning
15. information gathering/baseline gathering skills
16. using open questions
17. using closed questions
18. using *what* questions
19. using *why* questions
20. using circular questions
21. hypothetical questions
22. paraphrasing
23. clarifying
24. summarising
25. active listening responses ('minimum encouragers')
26. giving feedback thoughtfully
27. inviting feedback openly
28. remaining focused/sticking to the point and purpose of the work with courage/diplomacy
29. prompting
30. probing
31. allowing/using silences
32. signalling the feelings and meanings being expressed
33. using self-disclosure
34. ending an interview
35. closing the case/ending the relationship
36. providing help
37. giving advice
38. providing information
39. providing explanations
40. offering encouragement/validation
41. providing reassurance
42. using persuasion/being directive
43. providing practical/material assistance
44. providing support
45. providing care
46. breaking 'bad news'
47. social skills training (modeling/demonstrating constructive responses)
48. reframing
49. offering interpretations
50. recognising & adapting to need
51. counselling skills
52. containing anxiety
53. enabling skills/'empowering'/inspiring others
54. negotiating skills
55. contracting skills
56. networking skills
57. working in collaboration/partnership with others
58. mediation skills
59. advocacy skills
60. assertiveness skills
61. being challenging
62. being confrontational
63. dealing with/managing hostility/aggression/violence
64. managing professional boundaries/confidentiality
65. recording/form filling skills
66. note taking/minute-taking skills
67. report writing skills
68. letter writing skills
69. computer/IT skills
70. telephone skills
71. skilled use of mobile phones/text messaging
72. presentation skills (presenting in court/giving a talk/address)
73. chairing skills/facilitating contributions from others
74. using supervision creatively
75. organizational/administrative skills - prioritising, planning and preparing the work at hand
76. reading/comprehension skills
77. thinking skills (critical thinking/critical reflection/evaluating events/evidence)
78. skilled application and communication of knowledge and research
79. skilled identification and use of interventions targeted at wider structural, organisational and systemic barriers to progress
80. skilled use of humour

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2012

From: Trevithick, P. (2012) *Social Work Skills and Knowledge: A Practice Handbook*, 3rd edn. Open Univ. Press.