

HBSE
Skills Required to Work Effectively with Families Cell
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Skills Required to Work Effectively with Families

The worker should be aware of:

- Traditional and alternative definitions of family
- Racial, cultural and ethnic identity and background of the family
- The role spirituality and religion may play in the family
- The effects of racism, power and privilege on the family
- Traditional and alternative family development theories
- How families change and resist change
- Personal values and biases so as to not let them interfere with working effectively with clients who are different from the worker
- His or her own limitations

The worker should be skilled in:

- Building trust and connection with family members
- Active listening
- Tuning in to what family members are thinking, feeling and doing.
- Reflecting accurately what a family member is saying
- Clarifying, helping family members sort out feelings
- Modeling healthy interpersonal communication
- Helping the family determine goals and desired outcomes
- Facilitating desired change within the family

The worker should always:

- Practice professional and ethical behavior according to the NASW code of ethics
- Engage in professional and personal development