Skills and Attitudes Required to Work Effectively with Individuals

(Cell summary)

Be Aware of the different perspectives and theories and their strengths and weaknesses. By being aware of these, we might be better able to understand client systems and their thought processes, which may be able to help us to serve our clients better.

Be an Active Listener, this skill is needed to be able to serve the client and understand their needs, concerns, and wants.

Be Able to develop social relationships with individuals through good listening, questioning, communicating on the clients level. This also involves being trustworthy and respectful of client. Don’t look down on clients and serve the client to the best of your ability.

Understand the varied roles occupied by the client. By doing this we will be better able to understand the complexity of the clients situation to better serve the client (and not create more problems!)

Be Assertive enough to relay your own thoughts and help the client reframe their situation (see from a new perspective).

Be Aware of the cultural, multiracial, ethnic, and religious values that the client holds and how these things may affect the situation and how they should be considered when looking for solutions to problems.

Be Aware of personal biases and how they might affect how you see the client and their situation. Keep biases from effecting decisions made by being aware of them!

Serve client needs, NOT self-needs and be aware of the differences between the two!

Be ethical in all dealings (especially with clients!).

Understand how client resources affect the clients’ situation and be knowledgeable and able to obtain required resources.

Be Compassionate.

Be Trustworthy

Take Initiatives to serve clients better, and to help change policies that hurt clients.

Be Aware of self needs in order to do needed self care and avoid burnout (which hurts both self and clients!).

Be Open to new experiences in order to always find the best ways to serve clients. If we are not open to new things we may over look potentially beneficial ideas that might help clients.
Be Able to recognize strengths in all clients along with the weaknesses. Each should be assessed and used to better serve the client and avoid hurting them.

Be Resourceful and knowledgeable on ways to help the client reinforce their strengths, create new strengths, and deal/cope with weaknesses.

Be Able to adapt, assimilate and accommodate, to new knowledge and experiences in order to learn new and improve on skills beneficial to working with clients.

Coping Skills are necessary for both self-care and being able to teach clients new and more beneficial coping skills (in order to better serve the clients).

Be Aware of clients’ personal goals for themselves and try to help them along in this and avoid holding them back. (As long as these are not unhealthy goals such as suicide, violence to self or others and the like.)

Be Respectful of client and their goals, and be a model someone deserving of respect and how to give respect.

Role Modeling – model good moral and ethical and respectful behaviors. (If the client does not no what these are, or has never seen these in use than to expect them to trust us and work with us to help themselves will be very hard for them. This makes it easier for them and for us to serve them.)

Validate client’s feelings and emotions.

Be Genuine when expressing thoughts and feelings with clients or dealing with them in anyway.

Be Knowledgeable of what resources are available for the client and know how to access these resources.

Be Aware of appropriate boundaries and stick to them when working with clients.

Be Prepared to deal with the client and their questions. This will help to serve them and their needs quicker. The less time they have to go without their needs being met the better!

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10-14-2003