## Contents

| About the authors                 | VII | D                                     |     |
|-----------------------------------|-----|---------------------------------------|-----|
| About this book                   | ix  | Dealing with hostility and aggression | 63  |
|                                   |     | Dealing with resistance               | 66  |
| A                                 |     |                                       |     |
| Active listening                  | i   | E                                     |     |
| Advocacy                          | 4   | Ecomapping                            | 69  |
| Anti-discriminatory practice      | 6   | Email communication                   | 71  |
| Anti-oppressive practice          | 9   | Emotional intelligence                | 73  |
| Appreciative inquiry              | 12  | Empathy                               | 76  |
| Assertiveness                     | 14  | Empowerment and enabling              | 79  |
| Assessment                        | 16  | Endings                               | 81  |
|                                   |     | Ethical practice                      | 82  |
| B                                 |     | Evidence-informed practice            | 85  |
| Breaking bad news                 | 20  |                                       |     |
| Building resilience               | 23  | G                                     |     |
|                                   |     | Genograms                             | 88  |
|                                   | 626 | Giving and receiving feedback         | 89  |
| Case recording                    | 26  | Grief and loss                        | 91  |
| Chairing meetings                 | 27  | Group work                            | 94  |
| Challenging skills                | 29  |                                       | 8   |
| Chronologies                      | 31  | H                                     |     |
| Collaboration: working with       | Ď   | Home visits                           | 97  |
| experts by experience             | 33  |                                       |     |
| Communicating with children and   |     |                                       |     |
| young people                      | 35  | Interpreters                          | 100 |
| Communicating with people         |     | Interprofessional practice            | 101 |
| with lived experience of learning |     | Interviewing                          | 104 |
| disabilities                      | 38  |                                       |     |
| Conflict management and           |     | <b>L</b>                              |     |
| resolution                        | 41  | Life story work                       | 107 |
| Containing anxiety                | 44  |                                       |     |
| Counselling skills                | 47  | M                                     |     |
| Court skills                      | 50  | Managing stress                       | 110 |
| Critical incident analysis        | 53  | Managing supervision                  | 111 |
| Critical thinking and analysis    | 56  | Mediation                             | 114 |
| Cross-cultural practice           | 59  | Motivational interviewing             | 116 |

## An A-Z of Social Work Skills

| N                              |     | Risk assessment              | 162 |
|--------------------------------|-----|------------------------------|-----|
| Non-verbal communication       | 120 | Root cause analysis          | 165 |
| 0                              |     | S                            |     |
| Observational skills           | 123 | Safeguarding                 | 167 |
|                                |     | Setting and maintaining      |     |
| P                              |     | professional boundaries      | 170 |
| Person-centred communication   | 125 | Solution-focused practice    | 171 |
| Person-centred planning        | 127 | Systemic practice techniques | 174 |
| Presentation skills            | 130 |                              | 3   |
| Professional challenge         | 132 | T                            |     |
| Professional development       | 135 | Task-centred practice        | 178 |
| Professional judgement and     |     | Telephone skills             | 180 |
| decision-making                | 138 | Time management              | 182 |
| Professional values and ethics | 141 |                              | 6   |
|                                |     | U                            |     |
| Q                              |     | Use of self and reflexivity  | 186 |
| Questioning                    | 144 | Using humour                 | 188 |
|                                |     | V                            |     |
| R Padical social work          | 147 | Valuing diversity            | 191 |
| Radical social work            |     |                              |     |
| Rapport building               | 149 | W                            | 5   |
| Reflective practice            | 151 | Working with protected       |     |
| Reflective writing             | 153 | characteristics              | 194 |
| Report writing                 | 155 |                              |     |
| Respecting confidentiality     | 157 | References                   | 198 |
| Restorative practice           | 159 | Index                        | 207 |