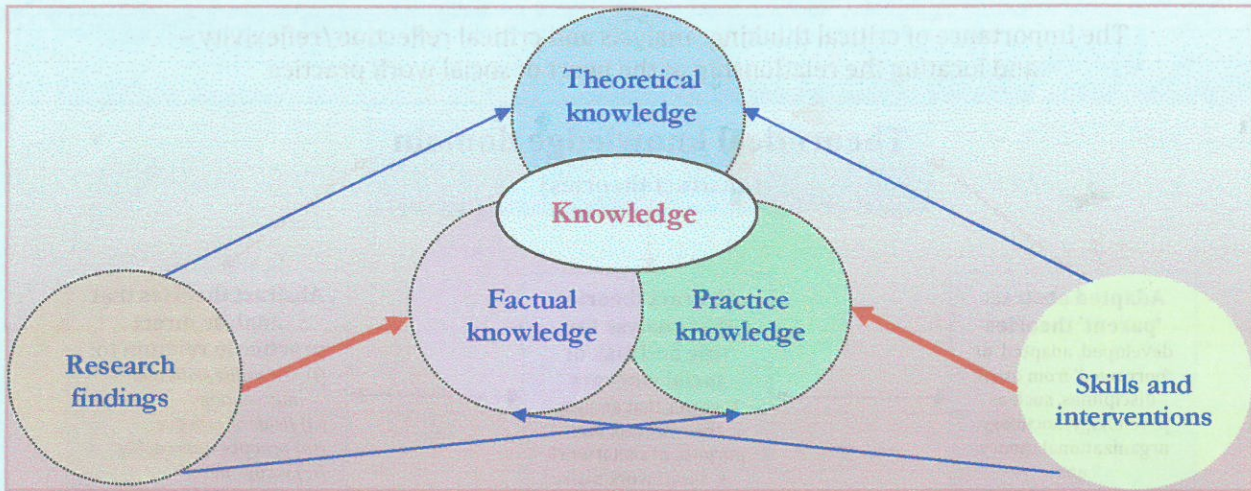


A lexicon of 80 social work skills and interventions



Practice framework: the diagram above describes the integration of theory and practice in social work.

Relationship-based practice: locating the relationships we build at the centre of practice renders the following skills and interventions more effective.

1. the ability to create a rapport, connection and a relationship in ways that aid communication/ understanding in assessment and intervention processes
2. interpersonal skills: an awareness of how we come across and how our own 'use of self' shapes our communication with others
3. welcoming skills: the ability to offer a warm greeting/clear introduction
4. communication/language skills: articulating an appropriate choice of words and vocabulary when communicating with others
5. non-verbal communication skills: taking account of body language in relation to oneself and others
6. observation skills/using the 5 senses: what we see, hear, smell, taste, touch to aid understanding
7. active listening skills: noting the factual/ emotional content of what is being said/not said/use of active responses ('minimum encouragers')
8. memory skills: actively recalling and linking key facts/ information
9. capacity to engage with others and the task/the ability to be open and changed by the encounter
10. emotional attunement skills: responding to the meaning/quality of feelings being expressed/shared
11. demonstrating sympathy
12. demonstrating empathy
13. use of intuition/intuitive reasoning
14. information gathering skills: asking good questions/importance of gathering baseline data
15. use of open questions
16. use of closed questions
17. use of *what* questions
18. use of *why* questions
19. use of circular questions
20. use of hypothetical questions
21. use of paraphrasing
22. use of clarifying
23. use of summarising
24. giving feedback thoughtfully
25. inviting feedback openly
26. appropriate use of self-disclosure
27. use of prompting/probing
28. allowing/using silences
29. skilled ability to end a meeting/ interview/future contact
30. providing help: communicating, emotional warmth, interest, care, concern for others
31. providing practical/hands-on assistance
32. providing emotional support
33. giving advice (cautiously)
34. providing information clearly
35. providing explanations clearly
36. providing encouragement: inspiring /motivating others to take action
37. offering affirmation/praise
38. providing appropriate reassurance
39. using persuasion/being directive
40. demonstrating leadership skills/ initiative/taking decisive action
41. breaking 'bad news' sensitively
42. social skills training (modeling/ demonstrating constructive responses)
43. use of reframing
44. offering interpretations
45. skillfully adapting to need
46. use of counselling skills
47. containing the anxiety of others
48. skills central to self-care/managing our emotional responses
49. use of negotiating skills
50. use of contracting skills
51. networking skills (formal/informal)
52. working in partnership with others in ways that are collaborative, inclusive, unifying and empowering
53. use of mediation skills
54. use of advocacy skills
55. use of assertiveness skills
56. challenging/ confrontational skills
57. dealing with hostility/aggression
58. managing potentially explosive/ violent encounters
59. managing professional boundaries and confidentiality requirements
60. conveying an appropriate sense of authority/self-confidence and professional accountability in ways that give confidence
61. recording/form filling skills
62. note taking/minute-taking skills
63. report writing skills
64. letter writing skills
65. computer skills/ proficiency in information technology (IT)
66. use of telephone skills
67. skilled use of mobile phones/text messaging
68. presentation skills: presenting a talk/discussion/public address
69. chairing skills: guiding/facilitating contributions from others
70. using supervision creatively
71. organisational/administrative skills: prioritising, planning, monitoring, and preparing the work at hand
72. reading/comprehension skills
73. use of critical thinking/analytic skills to unravel complexity
74. use of reflection/reflexivity to ensure judicial problem-solving, decision making and action skills
75. skilled use of interventions targeted at wider structural, organisational and systemic barriers to progress
76. courtroom skills
77. skilled use of diplomacy
78. skilled use of touch (e.g. handshake)
79. skilled use of humour
80. skilled use of social media

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