SOW 5305.0002 - Social Work Practice I: General Practice

Course Description: Study of social work functions, knowledge, values, roles and skills; the use of a generalist model of practice.

Course Learning Objectives: By the end of the term, students should be able to:
1. **Apply** a generalist model of social work practice using competing theoretical perspectives, to given case materials.
2. **Utilize** a systems framework within given course assignments.
3. **Apply** a problem solving approach that emphasizes critical thinking skills, within given course assignments.
4. **Use** interpersonal skills in a manner that demonstrates professional attitudes and behaviors of practice, such as self-awareness, assertiveness, and self-discipline, in given course assignments.
5. **Demonstrate** professional attributes of altruism, accountability, self-awareness, and self-discipline, within given course assignments.
6. **Show** competence in using selected communication skills and tools necessary for social work practice with human systems, including case and class advocacy, interviewing individuals, families, and groups.
7. **Plan** interventions to combat social and economic injustice and to minimize their negative effects on clients, in given case situations.
8. **Show** sensitivity to cultural and/or social diversity in given case situations.
9. **Focus** concurrently on personal and social problems as well as on micro and macro interventions in course assignments.
10. **Utilize** a strengths perspective when working with clients.

Evaluation of Learning Process: Achievement of learning objectives will be measured as follows:
1. **Client interview assignment:** In pairs outside of class, students will conduct, videotape, and assess in writing a 10-15 minute therapeutic interview with a client in a preventative, developmental, supportive, or remedial context. The instructor will provide blank tapes, access to video equipment in the Social Work Skills Lab, and additional guidelines for this assignment. (30 points)
2. **Case Assessments:** Two (2) will be required over the semester. Guidelines will be provided by instructor. (60 points)
3. **Field & Practice Integration Assignment:** Two (2) will be required. Guidelines will be provided by instructor. (10 points)

A final course grade will be based upon the total number of points accumulated by a student on the above evaluations. Extra credit is not an option and will not be negotiated.

Grades: A+ = 95-100 (4.0)  A = 90-94 (3.75)  A- = 89-94 (3.75)  B+ = 87-89 (3.25)  B = 84-86 (3.00)  B- = 80-83 (2.75)  C+ = 77-79 (2.25)  C = 74-76 (2.00)  C- = 70-73 (1.75)  D+ = 67-69 (1.25)  D = 64-66 (1.00)  D- = 60-63 (.75)  F = 59 or less (0.00)

Absences are strongly discouraged: class attendance is essential in order to achieve maximum learning. If you are unable to attend a class I encouraged you to call or e-mail me and let me know prior to the
absence. After 3 absences you will automatically be withdrawn from the class and you will not receive credit. A doctor’s note is acceptable as reason for missing class and would be appreciated. Please take class attendance seriously, I do.

Texts: Required

Course Learning Methods: The instructor will use a variety of teaching strategies including: Lecture/discussion; case analysis; and small group activity. Video and audio illustrations will also be provided to spark student discussion.

Course Policies: See *Social Work Student Handbook* and *The Golden Rule Handbook for UCF Students*

Course Outline and Schedule

Aug. 27 - Values and Ethics
Content:
1. Values
2. Personal value inventory
3. Worker preferences and style
4. Professional values
5. Professional Codes of Ethics
6. Cultural and human diversity
7. Shared responsibility in generalist practice
8. Value dilemmas and problems in professional ethics
9. Client strengths
Readings: Kadushin. Ch. 12, Cross Cultural Interviewing"

Sept. 3 - The Nature of Social Work Practice
Content:
1. The focus and purpose of social work and this course
2. The functions of the social work practitioner
3. Levels of social work practice: technicians, generalists, and specialists
4. Interventive stages and activities of social work
5. The generalist method: micro, mezzo, and macro interventions
6. The strengths perspective

Sept. 10 - Intervention Systems and Relationships
Content:
1. Intervention systems in social work
2. Social work relationships: micro, mezzo, macro
3. The interview and interpersonal relationships components
   a. Individualization (individualized respect)
   b. Purposeful expression of feelings
   c. Controlled emotional involvement (empathy, interest, warmth, trust, genuineness, authenticity)
   d. Acceptance
4. Impact of oppression on interventive systems and relationships

Readings:
1. Kadushin. Ch. 5, “Establishing a Relationship”
2. Kirst-Ashman and Hull. Ch. 12, "Ethnically and Racially Sensitive Social Work Practice"
3. Kirst-Ashman and Hull. Ch. 13, "Gender Sensitive Social Work Practice"

Field integration assignment: “Client diversity.”

Sept. 17/Sept. 24 - Initiating Contact and Engaging Clients
Content:
1. Engaging clients as the first step in the problem solving process
2. Reasons for initiating contact
3. Types of initial contact; client initiated, agency initiated, other initiated
4. Practice principles for contact and engagement
5. Interview conditions, setting, problems, and obstacles
   a. Purpose of interview: actual and perceived
   b. Contract as a goal of initial and subsequent interviews
   c. Location, in-person or electronic, persons and things present
   d. Background, attitudes, strengths and behavior of client and/or worker
   e. Power struggles; empowerment
   f. Preferences and styles
   g. Agency limitations and requirements
   h. Dress
   i. Note taking
   j. Forms
   k. Use of first name, last name, title
6. Guiding and structuring interviews
   a. Scheduling the interview
   b. Setting the stage and preparing for the interview
   c. Pre-interview observing and conversing
   d. Inducting the interviews
   e. Clarifying the purpose of the interview
7. Critical assessment of client strengths and needs
8. Contact and engagement with resistant and/or non-verbal clients
9. Effectively addressing diversity issues

Readings:
1. Kadushin. Ch. 5, "Introductory Phase," pp. 89 - 122
2. Kirst-Ashman, Ch 2 "Micro Practice - Working with Individuals."

Oct. 1/Oct. 8 - Problem Identification
Content:
1. Types of problems
   a. Presenting
   b. Precipitating
   c. Avowed and unavowed
   d. Underlying
   e. Pressing
   f. Problem to be worked
   g. Resources, including client strengths
2. Institutional discrimination in the macro system: racism, sexism, heterosexism
3. Practice principles for problem identification
4. Steps in problem identification
5. Focusing the interview (micro and mezzo)
   a. Keeping it going
   b. Generating and processing information
   c. Managing interaction
   d. Use of interviewing techniques
   e. Demonstrating understanding of client and situation
   f. Joint summarizing
   g. Contracting for future work
   h. Terminating
   i. Post interview conversing
   j. Evaluating

5. Recording
6. Recording in problem identification
7. Documentation as a strategy for macro-level change

Reading:
2. Kirst-Ashman and Hull. Ch. 5, "Assessment in Generalist Practice."

Case assessment #1.

Oct. 15/Oct. 22 - Data Collection

Content:
1. Considerations in data collection
2. Types of data (e.g., longitudinal, cross-sectional)
3. Methods of data collection
   a. Questioning
   b. Observational techniques
   d. Using existing records or documents
4. Interview techniques of Kadushin
   a. Attending
   b. Minimal encouraging
   c. Paraphrasing
   d. Summarizing and recapitalizing
   e. Changing topics and interrupting
   f. Reestablishing interview roles.
   g. Identifying and calling attention to feelings
   h. Sanctioning feelings
   i. Reflecting on feelings
   j. Using euphemisms
   k. Clarifying
   l. Interpreting
   m. Confronting
   n. Sharing information
   o. Giving advice
   p. Supporting
   q. Questioning
5. Data collection with groups and families
6. Data collection with communities and organizations

Readings:
1. Kadushin. Ch. 8, "Developmental Phase: Questions and Techniques of Questioning"
2. Kirst-Ashman and Hull. Ch. 16, "Recording in Generalist Social Work Practice."

Field integration assignment #2 "Data Collection"

Oct. 29/Nov. 5 - Assessments
Content:
1. Purpose, process and product of assessment
2. Types of assessment
3. Things to look for in interviews
   a. Association of ideas/shifts in conversation
   b. Opening and closing statements
   c. Recurrent references
   d. Inconsistencies and gaps
   e. Concealed meaning
4. Using force field analysis to identify problems, resources, and strengths
5. Employ the assessment process as a means for reducing gender/cultural bias.

Readings: Kirst-Ashman and Hull, Ch. 9, "Understanding Families."

Client Interview Assignment

Nov. 12 - Planning
Content:
1. Goals: options, purposes, and types
2. Formulating goals and specifying measurable objectives
3. Critical thinking: reviewing options with the client
4. Designing an action plan for micro, mezzo and macro situations

Readings: Kirst-Ashman and Hull, Ch. 6, "Planning in Generalist Practice."

Nov. 19 - Implementation
Content:
1. Implementing the action plan
2. Bases of influence
3. Assessing intervention options
4. Providing resources: using client strengths
5. Obtaining resources: micro/macro approaches
6. Developing resources: advocating for social and economic justice

Readings:
1. Kirst-Ashman and Hull. Ch. 7, "Intervention

Case assessment #2

Nov. 26 – NO CLASS – THANKSGIVING HOLIDAY

Dec. 3 - Evaluation and Termination
Content:
1. Introduction to the process of evaluation
2. Relationship of evaluation procedures to research and problem solving processes.
3. Comparison of evaluation concepts to research terminology and designs: 0-X-0 versus ABA; variables; intervention hypotheses (if action plan, then objective achieved); units of measurement and indicators.
4. Formative and summative evaluations.
5. Problems and issues in micro and macro social work evaluation.
6. Introduction to case studies and single case evaluation designs: B; AB; BA; ABA; ABAA; ABAB.
7. Validity and reliability in measurement.
8. Problems in evaluation (culture/gender bias, the limitations, reliability, validity)
9. Disengaging from the change process
10. Reasons for termination
11. Stages and reactions

**Readings:**
1. Kadushin. Ch. 9, "Termination and Recording."
2. Kirst-Ashman and Hull. Ch. 8, "Evaluation, Termination and Follow-up in Generalist Practice."

**Bibliography**


