

Discussion 2

Student Name

Institution

Course

Instructor

Date

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First impression is crucial in social work because the relationship between the social worker and the client is based on trust. Such verbal activities include, for instance, active listening and use of clear and empathetic language. Empathy, where the social worker pays close attention to the client without interrupting them, is significant in making the client feel valued (Gasker, 2023). Speaking plainly and avoiding terms that alienate or intimidate will prevent misunderstandings and foster positive working relationships. As for nonverbal cues, eye contact and the position of the body also show attentiveness and friendliness (Gasker, 2023). These cues make the client feel at ease and secure. The environment should be as personal as possible to ensure that the participants feel comfortable and establish trust. Interview skills include using open-ended questions to let the client have a chance to express themselves as they want to. It also demonstrates to the speaker that you are listening and actively paying attention to their responses through paraphrasing and summarization. These skills, as well as the friendly atmosphere, make the client feel that the professional truly wants to assist them.

Reference

Gasker, J. (2023). *Generalist social work practice* (2nd ed.). SAGE Publications.

Chapter 10, “Roles and Skills in Work With Individuals” (pp. 347–376)