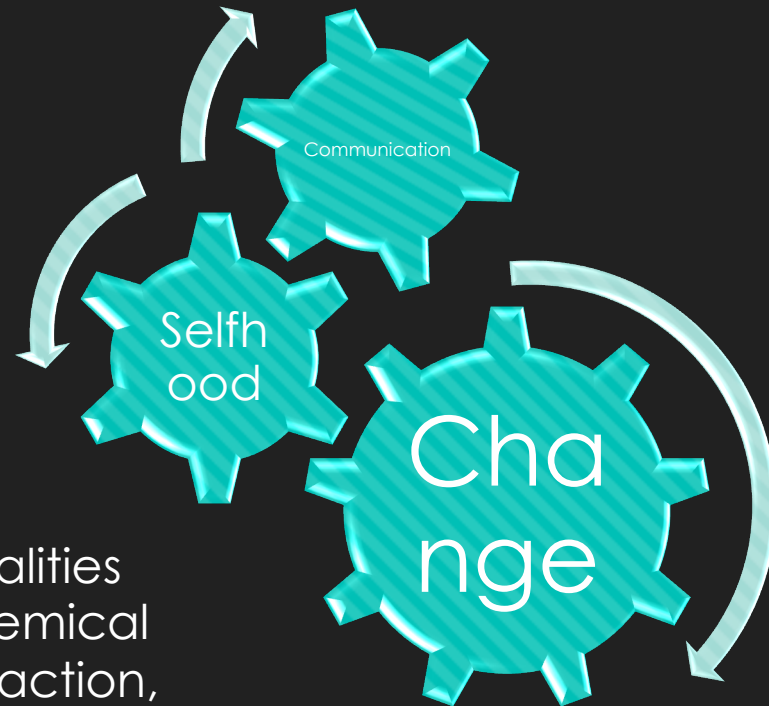


The background features a complex network of thin, red lines connecting various dark, 3D rectangular blocks of different sizes and orientations. The blocks are scattered across the frame, creating a sense of depth and connectivity. The overall color palette is dark, with the red lines providing a sharp contrast.

# Communication: Next Steps

# Impact – why communicate



“The meeting of two personalities is like the contact of two chemical substances; if there is any reaction, both are transformed” Carl Jung

- **Communication is inevitable**
- **Communication is irreversible**
- **Communication is unrepeatable**

# Some ideas

- Build rapport – don't start with a substantive issue
- Find some common ground
- Don't parallel talk – if someone tells you they have children – don't start talking about your children – get them to talk about there's
- Remember 'no one cares how much you know until they know how much you care'
- Give yourself plenty of time – the referral may give you an indication of how substantial the conversation might be – give yourself more time than that.
- Be ready to talk about other things to try and get to the thing you need to get at – usually the referral – the referral is usually about something that isn't going well – not surprising people don't want to talk about it. It's that hand on the door knob moment.....
- Be delicate – we get used to talking to people about intimate things – the people we talk to are not used to this – timing is everything – getting them to introduce the subject is perfect.



# Exercise

- When someone disagrees with you....
  - How do you feel
  - How do you respond

# Consensus & Conflict

- Relationships are based on both harmony/consensus *and* conflict
- Conflict is not a breakdown of normality
- 'Fighting' occurs when our conflict management approaches have not been successful
- Managing conflict is part of our every day life

# Consensus & Conflict

- Utilise the skills of assertiveness and negotiation  
– *these are essentially communication skills*
- Where there are people there is power
- Power to, Power over, Power with, Power from within (Foucault)
- I-Thou and I-It (Buber)
- (Thompson, 2010, Theorizing Social Work Practice, Chapter 5)

# Negotiation

- Problem Analysis
- Preparation
- Active Listening
- Emotional Control
- Verbal Communication
- Collaboration and Teamwork
- Problem Solving
- Decision Making Ability
- Interpersonal Skills
- Ethics and Reliability

- *We are trying to build up a relationship (often quickly)*
- *We are listening to both build up this relationship and gather information*
- *We are trying to balance keeping the person central while inevitably having to steer the conversation*
- *We are conscious of the humanity of the person, but also their position in the 'system' we are inevitably part of*
- *We are conscious of the competing demands we are working with – e.g. confidentiality*



- “The reference point for an understanding of others is one’s self”
- Howe, D. (2008) *The emotionally intelligent social worker* Basingstoke: Palgrave Macmillan
- 
- “Pervasive use of self is the crucial point of social work”
- England, H. *Social Work as Art: Making Sense for Good Practice* London: Allen and Unwin

- We can't get away from communication
- Who you are (and who you think you are) will have an impact
- The context and the environment play just as big a role as the words
- Effective communication facilitates change