

Preparing for Difficult Social Interactions

Good communication skills and confidence in social interactions are essential to the role of a social worker. There will be times when we need to be assertive and challenge others to ensure our client's needs are met (Rogers et al., 2020).

However, like all skills, we can learn and maintain social skills through education and practice.

This worksheet considers how a situation or event may unfold by focusing on the essential issues.

Think about a complex social interaction worrying you, perhaps you have to give some bad news. Understand the aspect that is causing you the most concern and what you can do to prepare yourself.

Consider the following (modified from Rogers et al., 2020):

What are the key issues you would like to communicate and why?

How will you communicate these issues?

What other issues may arise, and how will you address them?

What might the other person(s) say? And why?

How will you respond?

Practicing and role-playing can prepare you for a more successful social interaction and help you gain confidence in your coping ability.

References

- Rogers, M., Whitaker, D., Edmondson, D., & Peach, D. (2020). *Developing skills & knowledge for social work practice*. Los Angeles: SAGE.

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