

## **Developing helping skills: a step-by-step approach to competency**

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### **Abstrak**

Contents: Introduction. Section I: FOUNDATION. 1. Importance of Self Understanding. 2. Ways of Understanding and Perceiving Others. 3. Values, Ethics, and Legal Obligations. 4. Professionalism and Professional Relationships. Section II: BUILDING PROFESSIONAL RELATIONSHIPS. 5. Developing Working Relationships. 6. Basic Interpersonal Skills. 7. Opening and Closing a Meeting. 8. Expressing Understanding. Section III: EXPLORING AND ASSESSING WITH CLIENTS. 9. Gaining Further Understanding. 10. Developing Deeper Understanding. Section IV: DEFINING THE FOCUS OF WORK. 11. Assessing Readiness and Motivation. 12. Identifying Key Problems or Challenges. 13. Establishing Goals. Section V: DOING, EVALUATING, AND ENDING THE WORK. 14. Taking Action. 15. Evaluating and Ending Professional Relationships. Appendix A: Practice Evaluation Scales. Appendix B: Overall Practice Evaluation Form. Glossary. References.