



*Unit III*

**Worker – Client Relationship**  
Case Work and Communication

**Compiled By**

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## WORKER – CLIENT RELATIONSHIP

In case work relationship means a **Professional contact** between the **worker and the client**

According to **Perlman** relationship is a condition in which two persons with some common interest between them long-term or temporary, interact with feeling

## ELEMENTS OF WORKER – CLIENT RELATIONSHIP

- There are **two elements** in establishing the relationship.
- Client's trust in the worker's **competence**.
- Clients trust in the worker's **goodwill**.

# **PRINCIPLES OF CASE WORKER-CLIENT RELATIONSHIP**

- **Principle of Individualization**
- **Purposeful Expression of feelings or Communication**
- **Controlled Emotional Involvement or Self Awareness**
- **Acceptance**
- **Non Judgmental Attitude**
- **Self – Determination**
- **Confidentiality**

# CHARACTERISTICS OF RELATIONSHIP

A/C to Perlman)

- Vital relationship between people arises out of shared and emotionally charged situation.
- All growth producing relationships, of which the case work relationship is one, contain elements of acceptance and expectations, support and stimulation
- The identifying mark of professional relationship is its conscious, purposive and growing out of the knowledge of what must go into achieving the goal

- The case work relationship begins as and when the client shares some part of his problem and the worker demonstrates what he feels with the client and at the same time, the worker must have professional competence to bring for dealing with the problem
- The casework relationship has several therapeutic values.
- Difficulties from outside the case work situation may intrude (interrupt) into and complicate the case work relationship and may have to be dealt with.
- The case worker too has relationship reactions and part of his professional skills in their management.

# Obstacles /Problems in client worker relationship

- Mutual Unknowingness
- Attitude towards the client's culture
- Ability of different opportunities
- Social and Cultural expectations

# CASE WORK AND COMMUNICATION

- **Communication** is “a process of meaningful interaction among human beings. More specifically, it is the process by which meanings are perceived and understandings are reached among human beings (McFarland)
- **Communication** is sending of meaningful message from one person to another. (Denis Mc Quail)
- **Communication** as “an exchange of facts, ideas, opinions or emotions by two or more persons (Newman and Summer Jr)
- **Communication** is the processing of passing of information from one person (the worker) to another (client) (Keith Davis)
- **In case work situation Communication** is the process of passing of information from the case worker to the client or from client to the case worker
- **Communication** means giving information to or receiving information from the client

## **Purpose of communication in case work**

- Clear understanding of information
- Flow of information
- Coordination
- Learning management skills (case management)
- Preparing client to accept change
- Developing good Rapport
- Inviting and encouraging the ideas from the Clients/ collaterals/family members

## **Importance of Communication in case work**

- Base for action
- Planning becomes easy
- Means of coordination
- Aids in decision making
- Provides effective leadership
- Boosts moral and motivation



# Principles of Communication in casework

- Clarity
- Adequacy and consistency
- Integration
- Economy
- Feedback
- Need for communication net work
- Attention

# Elements in Communication Process

- Communication is the process containing **three elements**. viz: sender, message and receiver
- These **Three elements** are essential to complete the communication process.

# Types of Communication

- Formal and Informal
- Verbal (oral) Non Verbal
- Upward, Downward and Horizontal
- Grape vine communication

# Importance of listening, observing and feed back

## Listening:

- Listening means attending to the speech of the client in casework situation. Give attention to client's words **or** make an effort to hear carefully what the client speaks **or** Response to client's words during the interview

## Observing:

- Careful attention of the workers towards the expression of the clients during interview.

## Feedback

- Feedback is the reaction of the audience to the message given by the sender.
- Reaction of the client to the treatment given by the worker / by the agency

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