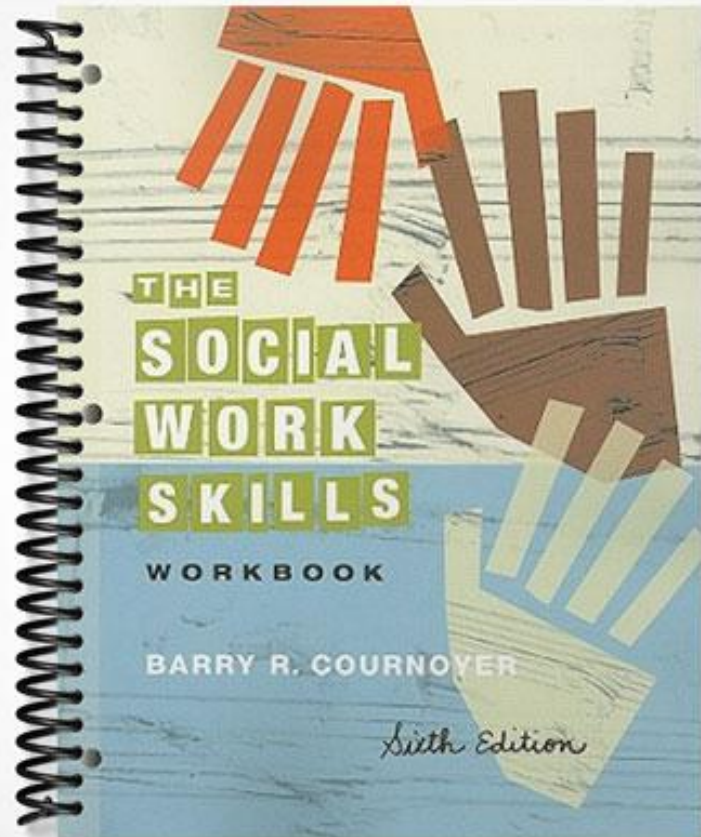


SOLUTIONS MANUAL



Chapter 2: Introduction to Professionalism

Outline

- I. PROFESSIONALISM: A WORKING DEFINITION AND CONCEPTUAL FRAMEWORK
 - A. Our working definition of professionalism covers seven areas, which taken together form a conceptual framework for professional social work practice.
 1. Sophisticated knowledge, competence, self-efficacy, and expertise in the provision of social work services
 2. Respect for and adherence to the values of the social work profession and its code of ethics
 3. Personal and professional integrity, self-understanding and self-control, and social support
 4. Critical thinking, scientific inquiry, and career-long learning
 5. Engagement in diversity and respect for difference
 6. Advancement of human rights and social justice
 7. Promotion of social well-being
 - B. Society depends on the social work profession.
 1. When social workers are competent and trustworthy, clients are helped and the profession gains status.
 2. When social workers lack professionalism, clients may be harmed or die and the profession may lose stature, jobs, and funding.
- II. INTEGRITY
 - A. Integrity is an essential aspect of professionalism.
 1. Integrity suggests honesty, truthfulness, and sincerity.
 2. Integrity is a core value in the NASW code of ethics.
 3. Involving the essential facilitative quality of authenticity as well as personal honor, professional integrity relates to virtually all facets of professional social work.
 4. Social workers benefit from a presumption of integrity.
 - a. This presumption involves exceptional power and influence, and it carries enormous moral responsibility.
 - b. Social workers must value this presumption. They must:
 1. Keep promises.
 2. Sincerely acknowledge mistakes.
 3. Be forthcoming about knowledge, skills, and competence.
 4. Tell the truth.
 5. Be brutally honest with themselves.
- III. KNOWLEDGE AND SELF EFFICACY
 - A. Graduates of accredited social work programs should be able to demonstrate specific competencies which are based on knowledge, values, and skills.
 1. CSWE has identified nine areas of knowledge that must be taught in social work programs.
 - a. History, mission, core values, and ethics of the profession and relevant laws and regulations which affect it
 - b. Human rights, civil rights, and social and economic justice
 - c. Research and the principles of logic, scientific inquiry, and reasoned discernment

- d. Effective oral and written communication
 - e. Human behavior and the social environment
 - f. Diversity, difference, and culture; poverty, oppression, discrimination, marginalization, and alienation; and privilege, power, and acclaim
 - g. History, structure, and role of policy; role of social work in policy development
 - h. The dynamic organizational, community, and societal contexts that influence social work practice and the profession
 - i. Practice, including theoretical and research-based models
2. Since all accredited social work programs address these content areas, social workers share and contribute to a common base of knowledge.
 3. Social workers need specific expertise that applies to the communities and clients they serve.
- B. In addition to knowledge and skill, social workers need self-efficacy.
1. For social workers, self-efficacy is confidence that they can use their knowledge and skills to effect a positive outcome for the client.

IV. SELF UNDERSTANDING AND SELF CONTROL

- A. Without self understanding and self control, social workers can act out unresolved personal issues with clients and colleagues.
- B. Self understanding and self control reflect ongoing processes.
- C. Social workers must recognize the impact their family and cultural background, personal views, psychosocial functioning, biases and prejudices, and maladaptive behaviors could have on their ability to provide high-quality social work services.
1. Self exploration may give rise to disturbing thoughts and feelings.
 2. Since social workers need to be able to manage their thoughts, feelings, words, gestures and behaviors, self-control must be developed.
- D. There are tools the social worker can use in self-exploration.
1. An intergenerational family genogram can help the worker become aware of family influences.
 2. An eco-map portrays highlights the energy-enhancing and energy-depleting relationships between members of a primary social system (e.g., family or household) and the outside world.
 3. A time line is a simple table that reflects important events or experiences in chronological order.
 4. A popular personality assessment measures the “big five” personality factors: openness, conscientiousness, extraversion, agreeableness, and neuroticism (OCEAN).

V. SOCIAL SUPPORT

- A. Social work is not solitary – it requires regular collaboration and cooperation, ongoing supervision or consultation, and social support.
- B. Social workers who feel personally and professionally supported are better prepared to cope with the inevitable stress that accompanies professional practice.
- C. Social workers who lack adequate social involvement and support may be tempted to use relationships with clients to meet some of their personal social and emotional needs.