

Worksheet relating to the video: Interpersonal skills for professional practice

Produced by the Centre for Teaching and Learning, The University of Newcastle

Although this DVD has been made primarily with the education of social work students in mind, the skills described are not unique to social work. Rather, they are basic to effective communication within all helping professions.

Think about the following and answer the questions while watching or answer at home.

What is involved in good interpersonal communication?

Why is being a good communicator important for a professional?

What have been your positive and negative experiences in communicating with professionals?

Empathy is at the heart of effective interpersonal communication.

Recall a situation when you were talking to a friend or a member of your family or a professional where you felt heard and understood by this person:

How did you know this person understood?

What did this person do to show you they were listening to you?

What was the effect on you of their listening behaviour?

After watching this DVD what was relevant and not relevant to you?