спеціальність "Соціальна робота" 4 курс 7 семестр

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[Контрольні роботи для студентів ННІНО кафедри іноземної філології](http://er.nau.edu.ua/handle/NAU/16137)

**Методичні рекомендації**

**до виконання контрольної роботи**

**Контрольна робота № 7**

Завдання до контрольної роботи подані у восьми варіантах. У 7 семестрі студенти виконують контрольну роботу № 7. Студент самостійно обирає варіант контрольної роботи. Номер варіанту роботи відповідає номеру студента в списку групи (студент під номером 9 обирає 1 варіант і т.д.). Контрольна робота перевіряється викладачем лише у разі її реєстрації на кафедрі іноземної філології НН ГМІ НАУ.

Студент отримує позитивну оцінку у разі засвоєння навчального матеріалу, написання контрольної роботи, відвідання всіх практичних занять та активної участі під час них.

**Вимоги до оформлення**:

1. Обов’язкова титульна сторінка.
2. Шрифт – 14, всі поля – 2 см.
3. Друкуєте спочатку англійський текст, потім переклад.
4. Завдання 2 i 3 виконується у стовпчик:

*Insurance – страхування*

1. Завдання 4

Питання – відповідь.

**Варіант 1**

***I. Translate into Ukrainian and write the title and the main idea to each paragraph in English***

We do not seek to know the past because we feel that the past is structured in the present. Failures in version in the past are usually accepted in excess of and may be seen in the client’s functioning in the present situation even in the interview itself. The worker is constantly making a review of the strengths and limitations of the client and assessing how the client is coping with the situation. Assessment so refers to the analysis of strengths, capacities, limitations, motivation and opportunities of the client. Eventually the net result of assessment guides the worker in planning out the intervention.

The role of the worker is essentially that of a knowledgeable person. The worker in a helping role applies his or her knowledge of life situations and understanding of human behaviour. A thorough knowledge of Freud’s personality theory may be essential. The functioning of the several characteristics of the interacting forces such as id, ego and superego, including how the individual’s defenses operate is measured of primary importance in assessing the client’s capability to deal with the problem and the extent to which he/ she is contributing to his/her own problem. Any body of knowledge that focuses on understanding human behaviour, whether in terms of personality or society becomes essential. This is the cause why we study the subjects in our courses – dynamics of human behaviour and individual and society. We also need to understand the nature and dynamics of role expectations as they power the individual’s shaping of his/her own behaviour, his/her expectations of how others will act, his/her interpretations of their actions and consequently his/her response to their actions and their response to his/her.

1. ***Find Ukrainian equivalents to the following phrases and learn them:***

|  |
| --- |
| сounter transference |
| defensiveness |
| to power |
| attraction |
| repulsion |
| pause |
| homogeneity of language |
| socio-culture background |
| inappropriately |
| cultural milieu |
| the interviewer  to arrive at causes  boredom and frustration  vigilance  presumptions |

1. ***Answer the questions:***

1. What are the main divisions of the social casework procedure?

2. What factors are significant in the stage of Client-Worker Communication?

3. What three main activities are involved in Understanding the Client?

***IV. Put 5 types of questions to the following sentence:***

Another task of the worker is to establish causal relationships.

**Варіант 2**

***I. Translate into Ukrainian and write the title and the main idea to each paragraph in English***

Such data are useful for assessment purposes and for decisions of treatment goals. The amount of information, which a worker needs in order to help his/her client effectively, varies greatly. In some cases extensive and detailed exploration may be essential, in others it may be unnecessary. The casework social here is the ability to determine what each case requires. To illustrate: For any child care officer, when planning to receive a child into care, particularly if this is likely to be extensive-term, it is essential to have a thorough understanding of the child’s home background and of the kind of life experience he/she has had so far. Worker, so, needs to understand what is likely to be relevant in any problem, which falls within a given category.

Interviews with the client and those significantly involved in the situation can motivate, can teach, can secure information and can help the client to bring out things, which are bothering him/her. It is also one of the best ways of observing a person’s behaviour. Records and documents also have a special place. Collateral contacts are also helpful as these are contacts other than the client or his or her immediate family, for instance, schools, hospitals, employers and relatives.

Assessment is the understanding of the psychosocial problem brought to the worker through the client. Assessment means to “know through” of recognizing or understanding thoroughly; it attempts to answer the question “What is the matter ?” As Hamilton says “it is a realistic, thoughtful, frank and scientific” effort to understand the client’s present need. Assessment begins with a further elaboration of the problem through the client giving the worker a better perspective and understanding of the problem. As the case progresses and more information are added, the initial impressions are recognized, changed or even rejected. There is a circular excellence in relation to the assessment. It never stops throughout the casework procedure. As Skidmore and Thackeray say that it is fluid and dynamic as it is ever changing, beginning at study and continuing to termination.

***II. Find Ukrainian equivalents to the following phrases and learn them:***

|  |
| --- |
| сounter transference |
| defensiveness |
| to power |
| attraction |
| repulsion |
| pause |
| homogeneity of language |
| socio-culture background |
| inappropriately |
| cultural milieu |
| the interviewer  to arrive at causes |

embarking

infallible rules

interruption

***III. Answer the questions:***

1. How did Richmond describe the objectives of the worker for the interview?

2. What qualities are required on the part of the caseworker to be an effective practitioner?

3. What vital stages can we divide the whole interviewingprocedure into?

1. ***Put 5 types of questions to the following sentence:***

The wording is significant but equally significant is the tone of voice in which they are put.

**Варіант 3**

1. ***Translate into Ukrainian and write the title and the main idea to each paragraph in English***

All human beings form relationships with other human beings but therelationship shaped through a caseworker with the client is special and unique.This relationship facilitates the whole interviewing procedure. For several a client, talking with someone who listens with a non-judgmental understanding instead of criticizing or admonishing is a unique experience. This relationship with a person who does not ask anything for himself personally but focuses his/her interest entirely on the client and yet refrains from advice or control is a very satisfying one (Garret). The establishment of a relationship flanked by the client and the caseworker serves as a prerequisite to a successful interviewing procedure.

Establishing rapport, especially in the Indian context becomes easy when the caseworker is well aware of the client’s total environment as well as the socio-cultural processes, which power his/her thinking and behaviour. The worker can also work through the network of family members, close friends, elders etc. Home visits, talking in excess of a cup of tea, knowing the interests, likes and dislikes of the client facilitate this procedure. The caseworker’s own background, environment and behaviour are of crucial importance in establishing rapport.

Once a positive relationship is in place flanked by the worker and the client, the client is ready to open his/ her heart to the caseworker. Homogeneity of language and socio-culture background further facilitates the procedure. The caseworker with his/her comments and questions continuously stimulates this procedure. As the “more significant” is distinguished from the “less significant”, crucial issues are center of focus. Supported through the relationship, the client feels free to communicate better with the worker. Even though the problem may still be unresolved, some important changes may occur in the attitude of the client towards it. Consequently, his/her feelings of anxiety and frustration may also go undergoes change and become less intense. Throughout the interviewing procedure, the caseworker and the client have to stay in focus the professional nature of their relationship.

1. ***Find Ukrainian equivalents to the following phrases and learn them:***

|  |
| --- |
| generic skills |
| tentative purpose |
| requisite skills |
| recapitulation |
| to be tempered |
| preparatory reviewing |
| assembling |
| initial stage |

embarking

infallible rules

interruption

confused thoughts

utmost importance

evocative

bodily tension

1. ***Answer the questions:***
2. What are kinds of a Social Casework Interview?
3. What is an Interview ?
4. What is a Social Casework Interview*?*

***IV. Put 5 types of questions to the following sentence:***

The purpose of this interview is to effect change in the client, in his/hersocial situation, or in both.

**Варіант 4**

***I. Translate into Ukrainian and write the title and the main idea to each paragraph in English.***

The purpose at the beginning of the interview is to establish a setting, mood and pace which will be conducive to a productive conversation. The physical setting and the seating arrangement may sometimes serve as a barrier.If the client is made to sit too far or too close, it may put him ill at ease.The physical setting should be one that leads to comfort and helps imrelax. The client and the caseworker should not sit sideways but face-to-face so as to establish eye get in touch with, else, the worker will not be able to note all facial expressions. Seating of chairs should not be such so as to lead to physical inconvenience which could be distracting. Insufficient light and excess temperature can negatively affect the interviewee‘s initial response to the interviewer. Any physical barriers to nonverbal communication where the interviewee’s body is non-verbal can make the client inaccessible to conversation.

The place of interview should be free of any disturbance of distraction. Noise can be a source of distraction for both the client and the interviewer and it should be minimal. Throughout casework interviewing, the environment should be noise free, so that nothing is unheard. For instance : If the interview is disturbed through loud traffic noise, the worker may have to ask the client to repeat which may lead to irritability and loss of vital information.

Lack of privacy is a common barrier especially in an Indian setting. More than often the whole family wants to be a part and parcel of the interviewing procedure. Though privacy is desirable, in sure cases, if the interviewer and interviewee belong to the opposite sex, family may not permit them to meet in separation. Frequent telephone calls, walking in and out of the room can fail to create an atmosphere wherein the clients feel free to reveal their innermost thoughts and feelings. Further throughout home visits one may fail to get total privacy.

***II. Find Ukrainian equivalents to the following phrases and learn them:***

to clasp

biases and prejudices

purview the interviewee

to admonish

keen observer

unwarranted

hasty

submerged wishes

yearning

to plead

to hamper

to impede

presumptions

vigilance

boredom and frustration

***III. Answer the questions:***

1. What is a Social Casework Interview*?*

2. What are purpose of a Social Casework Interview?

3. What are interviewing skills?

***IV. Put 5 types of questions to the following sentence:***

Preparatory reviewing helps you grasp important factual information which reduces the possibility that the applicant, client or other persons will have to repeat information they have previously provided.

**Варіант 5**

***I. Translate into Ukrainian and write the title and the main idea to each paragraph in English.***

Though in actual practice, it may not be possible to stay the stages in

watertight compartments, but for our conceptual understanding we need to demarcate and separate the several steps in the procedure and dwell on each one of them separately. Thus, the interviewing procedure is viewed here as a unit of series of steps embodying a procedure of three successive stages. As these stages have already been discussed in detail in the previous unit only the generic skills and the specific skills relevant to each stage will be analyzed in this unit. Interviewing in social casework is not a routine procedure of asking sure set questions and recording their answers. It is an art, a skilled technique which the social caseworker can improve and slowly perfect through practice.

The requisite skills though have to be tempered with adequate scientific

knowledge. Knowledge of the theory underlying interviewing gives you the required framework within which one can critically look at the skills used and the ways to improve.

A casework interviewer has to acquire the skills to become an effective interviewer. We will be discussing them at two stages: Stage-specific skills, Generic interactional skills. Caseworkers are constantly struggling to hear, see, feel and understand what the others are trying to express or hide and are well aware of the complexities of this task.

While every stage of the interview contributes significantly to the wholeprocedure the initial stage is of scrupulous importance for it has a special purpose which is to establish the setting, mood and pace mainly conducive to a productive conversation flanked by the client and the caseworker so that the interview can get off to a good start. The following skills are mainly useful in the Introductory/Initial stage

***II. Find English equivalents to the following phrases and learn them:***

втручання

відносно

свідомо

заключний етап

ясні відділи/ділянки

розмежувати

перебувати

структура, основа, стандарти

настрій

темп

раніше

хапапи, засвоювати

відомча приналежність

зменшити, послабити

гнучкий

***III.*** ***Answer the questions:***

1. What is a formal organization?
2. In what case does a formal organization emerge?
3. What do formal organizations differ from other groups in?
4. ***Put 5 types of questions to the following sentence:***

Countless studies have found that groups tend to produce conformity and that dissenters experience increasing pressure, hostility and eventually ostracism from the group.

**Варіант 6**

1. ***Translate into Ukrainian and write the title and the main idea to each paragraph in English.***

Anthropologists use the term **culture shock** to describe the feelings of disorientation and stress that people experience when they enter an unfamiliar cultural setting. Culture shock often occurs when we visit a foreign land, even one whose culture is similar to our own (as when an American visits Great Britain). We can also experience culture shock within our own country, for example, when a person from a rural area moving to a big city. Typical “symptoms” of culture shock include feeling of incompetence; fear of being contaminated (for example, by the water), cheated, or laughed at; and loneliness. Suddenly familiar behavioral cues are taken away and replaced by new patterns that at first make little sense. Ordinary, everyday life becomes unpredictable. In other words, culture shock is a form of anomie.

Culture shock occurs because of enculturation: We learn our own cultural patterns so early in life, and so thoroughly, that they become second nature. We equate our distinctive way of thinking and behaving with “common sense”. We conform out of habit, without stopping to consider alternatives. We don’t realize how dependent we are on shared understandings about what is appropriate. Confronted with other ways of doing things, we are sometimes merely amused, but sometimes annoyed, repulsed, or shocked.

The problems of functioning in a new culture are compounded by ethnocentrism.

1. ***Find English equivalents to the following phrases and learn them :***

перевтомлюватися

невизначено, нечітко

визначити, загострити увагу

нерівновага

позбавити

потискати (руку)

|  |
| --- |
| необхідні навички |
| об’єднання |
| загальні навички |
| підготовчий огляд |
| бути врегульованим |
| початкова стадія |
| передбачувана мета |
| висновок, повторення |

переривання

1. ***Answer the questions:***

1. Whatare vital rules of interviewing?

2.Why is The Relationship of the Interviewer and the Interviewee important?

3. What variety of troubles or blocks may the interviewer and the intervieweeface throughout the interview procedure?

***IV. Put 5 types of questions to the following sentence:***

Resistance refers to the resistance to interpretation of transference. **Варіант 7**

1. ***Translate into Ukrainian and write the title and the main idea to each paragraph in English.***

Factors Related to Case-worker are***:*** 1) inability to vary the pattern of interviewing to accommodate the differences in race, class, culture; 2) exploiting position and power to dominate interviewee; 3) selective attention and listening; 4) stereotyped thinking and categorization of client on the foundation of preconceived assumptions; 5) overemphasizing personal need gratification and rewards; 6) priority to own needs in excess of the needs of the client; 7) professional failure, self-control in case of the client‘s hostility, rejection and abusive behaviour; 8) coming unprepared for the interview; 9) bureaucratic approach with more inclination towards procedural details and strict interpretation of rules. Task-oriented approach ratherthan person oriented approach; 10)too active or too passive; 11) counter-transference reactions.

This is through no means an exhaustive list. Success in the interview would depend on the joint efforts of the client and the caseworker to overcome these troubles.

According to Richmond the primary step is to know the personality of the individual and to study his/her life closely, which can be done through interviewing him/her in relation to the his/her family background, family doctor, health agencies, schools, past and present employers, residence and neighborhood. Interviewer‘s aim is to collect information concerning the sources for further information. Richmond also described the objectives of the worker for the interview, which are to: 1) provide the client fair and patient hearing; 2) establish mutual understanding on good foundation; 3) secure clues in relation to the other source of information; 4) begin the slow procedure of developing self-help and self-reliance.

***II. Find English equivalents to the following phrases and learn them:***

|  |
| --- |
| соціо-культурний фон |
| невідповідно |
| однорідність мови |
| відштовхування |
| привабливість |
| захист |
| приводити в дію/рух |
| трансференція у відповідь |
| той, хто проводить інтерв’ю |
| культурна сфера/традиція |
| пауза  прийти до причин  поспішний  «занурені» бажання  прагнення |

***III. Answer the questions:***

1. Why is The Relationship of the Interviewer and the Interviewee important?

2. What variety of troubles or blocks may the interviewer and the intervieweeface throughout the interview procedure?

3. How did Richmond describe the objectives of the worker for the interview?

1. ***Put 5 types of questions to the following sentence:***

Richmond made the first exclusive effort to analyze casework procedure.

**Варіант 8**

***I. Translate into Ukrainian and write the title and the main idea to each paragraph in English.***

Technical definitions of “intervene” as given in Webster’s Dictionary contain “to come in or flanked by through way of modification” and “to come flanked by in action”. Intervention knowledge would contain that knowledge which helps caseworkers bring in relation to the change in those situations with which they are concerned. This knowledge focuses on the questions “*What can be done to vary this situation? Will it be effective?*” Intervention begins with the set of goals as decided together through the client and the worker. Goals are determined through the client’s needs and the availability of external possessions if the services within the agency are not accessible. The ultimate objective of the worker is to reduce the client’s distress and decrease the malfunctioning in the client’s situation or to put it positively. As Hollis says it is to enhance the client’s comfort, satisfaction and self-realization. Here we necessity look at client motivation and client strengths and at how the situation can be customized or changed.

Intervention can be of three kinds: direct, environmental modification, and administration of a practical service. Through direct methods of intervention is meant a series of interviews accepted out with a purpose of helping the client make constructive decisions, uphold an emotional balance and reinforce attitudes favorable to growth and change. They are described direct as they involve face-to-face interaction. These contain counseling, supportive techniques like acceptance, assurance, and facilitation of expression of feelings, accrediting and building of selfconfidence, and being with the client.

Counseling techniques are inclusive of the supportive techniques as in the beginning stage of the client worker communication, use of supportive techniques is necessary for a professional relationship. Though, as Grace Mathew says they need to be measured as two sets of techniques as supportive techniques and not always followed through counseling techniques even though counseling techniques are always preceded through one or more supportive techniques.

***II. Find English equivalents to the following phrases and learn them:***

|  |
| --- |
| той, хто проводить інтерв’ю |
| культурна сфера/традиція |
| пауза  прийти до причин  заважати  припущення  пильність  нудьга і розчарування  уважний спостерігач  незаконний, безпідставний  необхідні навички  підготовчий огляд  початкова стадія  висновок  передбачувана мета |

***III.*** ***Answer the questions:***

1. What are stages in the social casework procedure?

2. What is the role of the Worker during the study stage***?***

3. What are tools and techniques in the study procedure?

1. ***Put 5 types of questions to the following sentence:***

Goals are set according to the client’s needs and the availability of services

**Варіант 9**

1. ***Translate into Ukrainian and write the title and the main idea to each paragraph in English.***

Encouraging’ is an element of listening that very closely approachestalking. You can encourage other people to continue expressing themselves through making very brief responses in the form of single words, short phrases or sounds and gestures. Instance: “Please go on”, “Uh-huh”, “Please continue”. “Remembering” is the final dimension of listening. It is the procedure of temporarily storing information in order that it may later be used, for instance to communicate understanding, make thematic connections flanked by messages expressed at dissimilar times, prepare a written record, of develop an assessment.

Though we may not be aware of it, for mainly of us, our body languagespeaks more than our verbal speech. A lot of communication is non-verbal and our body is the main channel of this form of communication. Factors such as posture, facial expression, eye get in touch with and body positioning are powerful shapes of communication. The body language should be congruent with your verbal language. You cannot say “thank you” but actually look “sorry”. You can convey through your smile that you are friendly, caring and attentive to the client. It should communicate attention and interest in other person, as well as care, concern, respect and authenticity. You should typically adopt an open or accessible body position when beginning interviews. Tightly clasped hands, looking at a watch tend to communicate nervousness of impatience and slouching in chair may suggest fatigue or disinterest. The frequency and intensity of eye get in touch with should depend on the purpose of interview.

According to Barry Cournoyer active listening combines the talking andlistening skills in such a way that clients feel understood and encouragedtowards further self-expression. It represents a clear and tangibledemonstration that you have understood, or at least are trying to understand what the client has expressed.

***II. Find English equivalents to the following phrases and learn them:***

|  |
| --- |
| необхідні навички  свідомо |
| об’єднання  позбавити |
| загальні навички  раніше  перевтомлюватися  заключний етап |
| підготовчий огляд  настрій |
| бути врегульованим  розмежувати |
| початкова стадія |
| передбачувана мета |
| висновок, повторення |

***III. Answer the questions:***

1. What are tools and techniques in the study procedure?
2. What is an Interview ?

3. What are kinds of a Social Casework Interview?

***IV. Put 5 types of questions to the following sentence:***

The language too is not changed.

**Варіант 10**

***I. Translate into Ukrainian and write the title and the main idea to each paragraph in English.***

The professional interview is dissimilar from an informal interview for varied reasons, the predominant characteristic being that it is mannered within the framework of a specialized knowledge and social. In a professional interview the interviewer operates within the confines of a well defined setting and is backed through organized experience and recognized competence, working towards recognized and recognized purposes. Interviewing is an integral and significant action in every profession.

The simplest definition of an interview is that it is a conversation with adeliberate purpose, a purpose mutually accepted through the participants. It is usually a face-to-face interaction which involves both verbal and non-verbal communication flanked by people throughout which ideas, attitudes and are exchanged.

The crucial feature which distinguishes an interview from a conversation is that interview interaction is intended to achieve a conscious purpose. If the interaction has no purpose, it may be conversation but it may not be termed as an interview. The point of differences flanked by an interview and conversation are listed below:1)since the interview has a definite purpose, its content is chosen to facilitate attainment of the purpose. The orientation of the conversationis associational, and there is no central theme. 2) if the purpose is to be achieved, one person has to take responsibility for directing the interaction (designated as interviewer) so that it moves towards the goal. There are no comparable terms to indicate status, positions and role behaviour in a conversation as its participants have mutual responsibility for its course. 3) in an interview flanked by a professional and a client, one person asks questions and another answers them partly because someone has to take the leadership. Here, two people are working on the problem of one. 4) the actions of the interviewer necessity are planned, deliberate and consciously selected to further the purpose of interview whereas the behaviour of all the parties to a conversation may be spontaneous and unplanned.

1. ***Find English equivalents to the following phrases and learn them:***

розпізнавати

просто бесіда

навмисний

домінуючий

проведення часу

запускатися, направлятися за наміченим планом

засіб, матеріал

безмовна згода

передавати, повідомляти

справа, ситуація

надати необхідну інформацію

cтруктуроване інтерв’ю

змішане або глибинне інтерв’ю

інтерв’ю з діагностикою / прийняттям рішень

терапевтичне інтерв’ю

***III. Answer the questions:***

1. What are kinds of a social casework interview?
2. What questions are used in structured interview?
3. What questions are used in unstructured interview?

***IV. Put 5 types of questions to the following sentence:*** The professional interview is dissimilar from an informal interview for varied reasons.