

Research Summary

مهارة إدارة المشاعر في خدمة الفرد مع حالات مقاومة العميل

The skill of managing feelings in the case work with cases of client resistance

Published search

*Journal of the College of Social Work for Social Studies and Research
Faculty of Social Work - Fayoum University
Twenty-sixth Issue - January 2022*

Preparation

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Social work as a profession is not immune to the dangers that are taking over societies, especially among various groups in society, which makes it important to know the extent to which the social worker applies his methods of work, principles and professional values in dealing with those groups that may expose him to danger. Several studies have confirmed that the reality of professional practice in the work environment of the social worker shows us various forms of risks during the work of the social worker in these environments in various areas of professional practice.

Undoubtedly, there is a negative impact of the social worker's exposure to resistance from clients on the level of his professional performance and achievement of his professional goals, whether the impact of this violence on the work environment of the social worker or on the social worker himself is in the extent of his commitment to professional and ethical values and principles towards various methods of resistance from clients.

And customer resistance appears with large groups of customers, whether the customer type is a chosen customer or a compulsive customer, but in most cases the resistance is issued more clearly with the compulsive customer, that type of customer who imposes the service without expressing the desire to obtain it and from it when he delivers to the institution or compelled to go there by applying one of the measures on him.

As a result of the client's resistance to the social worker, it limits and impedes his ability to benefit from the available professional services, which can affect the development of his skills and make him continue to resist behaviors. Resistance is considered an obstacle to professional intervention. The social worker must be aware that there is a kind of resistance It appears when dealing with clients, whether directly or indirectly, in the various stages of the assistance process, that these manifestations must be confronted in a constructive manner, and that the social worker should think about how to explore and treat the forms of this behavior by strengthening the training of the social worker to confront such phenomena.

Therefore, the social worker must have sufficient skills to face the problems that may result when dealing with clients' resistance.

Therefore, the social worker must acquire many skills that help him to deal with these cases in all their forms, and the skill of managing feelings is one of the basic skills that must be given to the social worker so that he can control his behavior and behavior with the client, the feelings that the social worker are exposed to are many. The professional situations that he is exposed to and the multiplicity of clients he deals with during his professional work in different institutions, and with cases of client resistance, we find the importance of this skill to help the specialist control his feelings and then his behavior with those cases of clients, whether they are feelings of fear, anger or hatred, and there is no doubt that Good rooting and a correct understanding of these feelings helps in dealing with and managing them better on the part of the social worker. The application of this skill by social workers helps them to apply the principles and ethics of the profession in the correct manner. Accordingly, the problem of the current study can be combined in examining the reality of the social worker's use of the emotional management skill with cases of client resistance.