

# Contents

<i>Acknowledgements</i>	x
<b>Introduction</b>	<b>1</b>
Choosing among alternative approaches	3
The relevance of theory to practice	5
<b>1 Case Management: Interviewing, Assessment and Recording</b>	<b>13</b>
Interviewing and communicating	15
Asking 'good' questions	19
Assessment	24
Multidisciplinary assessments	31
Assessing organisations	34
Case example using two models of assessment	36
Record keeping	40
<b>2 Case Management: Counselling, Networking and Mobilising Resources</b>	<b>44</b>
Counselling	44
Two counselling models	49
Case example	50
Framework for understanding counselling	52
Networking	56
A network assembly	57
A problem-solving network meeting	58
Case example	59
A network construction	60
Case example	60
Mobilising resources	62
Case example	64



<b>3</b>	<b>Crisis Intervention</b>	<b>67</b>
	What do we mean by crisis?	67
	Two case examples	70
	Crisis and stress	72
	Techniques of crisis intervention	74
	Framework for understanding crisis intervention	76
	Coping with catastrophe	79
	Case example	83
<b>4</b>	<b>Task-centred Practice</b>	<b>85</b>
	How the task-centred approach developed	85
	The benefits of using task-centred methods	92
	Comparison with crisis intervention	94
	Some techniques in each of the five phases	95
	Case examples	97
	Framework for understanding task-centred practice	100
<b>5</b>	<b>The Psychosocial Approach</b>	<b>103</b>
	The psychosocial approach as a method of understanding	103
	Assessing ego strengths	106
	Criticisms of the psychosocial approach	110
	Some benefits and some techniques of the psychosocial approach	112
	Framework for understanding the psychosocial approach	118
	Case example	119
<b>6</b>	<b>Behavioural Social Work</b>	<b>123</b>
	Four types of learning	123
	Some techniques and procedures	128
	The growth of cognitive-behaviour therapy	130
	Framework for understanding behavioural approaches	133
	Case example using cognitive-behaviour therapy	134
<b>7</b>	<b>Working with Families</b>	<b>137</b>
	Understanding family dynamics	138
	Four theoretical viewpoints in family therapy	144



Beginning to work with families	149
Case example	152
Working with couples	155
Framework for understanding family and couples' work	156
<b>8 Working with Groups</b>	<b>159</b>
Types and purposes of groups	160
Planning the group	161
Stages of group development and the worker's tasks	162
Handling difficulties in groups	166
Case example: assertiveness training	169
<b>9 Conclusion</b>	<b>173</b>
Ending social work intervention	173
<i>References</i>	178
<i>Index</i>	188