

## The Lancaster Social Work Skills Lexicon

Here at Lancaster University, we believe that effective and ethical social work practice is built on the combination of social work knowledge, skills and values. You can expect to develop your understanding of these three inter-related aspects of practice throughout all your modules on your programme. However, it is within the taught modules of the Practice Core of your programme that you can expect to receive specific teaching around social work skills. Wherever possible, we will give you the chance to practise the skills on our lexicon within the classroom setting but it is when you are on placement that you will really get the chance to practise and develop them.

Below is some further detail of where we will focus on specific skills. It should be noted that we see communication skills as being the foundation for all other skills and that although we are presenting the skills in 6 categories here, the reality is there is much overlap between the skills and categories. The lexicon is subject to change depending on design and planning of modules as the academic year progresses.

		<b>SWK.115 Social Work Practice 1</b>	<b>SWK.274 Social Work Practice 2</b>	<b>SWK.370 Social Work Practice 3</b>
1	<b>Communication skills</b>	Interpersonal skills Verbal communication Non-verbal communication Observational skills Listening skills Writing (email and case notes) Writing academic assignments Presenting to others	Presenting to others Verbal communication Non-verbal communication Observational skills Listening skills	Presenting to others Court skills Advocacy Working with resistance/reluctance (Motivational Interviewing)
2	<b>Interviewing skills</b>	Open questions Closed questions Active listening Use of silences Giving and receiving feedback	Paraphrasing Clarifying Summarising Prompting and probing Validating and containing	Advanced empathic, reflective and reframing skills
3	<b>Assessment skills</b>	Analysis Hypothesising	Information gathering Analysis Decision making Bias and assumptions	Complexity and uncertainty Analysis Risk assessment Decision making Bias and assumptions
4	<b>Intervention skills</b>	Using theory to plan and intervene <ul style="list-style-type: none"> <li>Relationship-Based Practice</li> </ul>	Chairing meetings Using theory to plan and intervene	Assertiveness Leadership

		<ul style="list-style-type: none"> <li>• Person Centred (Rogerian)</li> <li>• Strengths-Based Practice</li> <li>• Task-Centred Practice</li> </ul> Planning and endings	<ul style="list-style-type: none"> <li>• Attachment Theory</li> <li>• Systemic Practice</li> <li>• Person Centred (Rogerian)</li> <li>• Cognitive-Behavioural</li> <li>• Psychodynamic</li> </ul>	Endings in social work
5	<b>Reflective skills</b>	Basic reflection Introduction to critical reflection	Critical reflection Reflexivity (including own bias) Critical thinking	Critical reflection Reflexivity and use of self Critical thinking
6	<b>Professional skills</b>	Resilience Self-awareness Empathy Confidentiality Boundaries Supervision Digital and agile practice	Resilience Self-disclosure Use of self Working with others Organisation skills (workload management)	Resilience Ethical stress Leadership Challenging organisations Supervision Multi-disciplinary working

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