TOPIC TO BE DISCUSSED

1. Planning problem solving and achieving goals.

2. Implementing plans directly or indirectly.

3. Evaluation.

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GOALS AS A TOOL OF EMPOWERMENT

- Goals focus client’s attention and action.
- Goals mobilize client’s energy and effort.
- Goals motivate clients to search for strategies to accomplish them.

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PAYNE, ROBINS & DOUGHERTY (1991)

- High goal-oriented retirees are outgoing, involved, resourceful and persistent in their social setting.
- Low goal-directed retirees are more self-critical, dissatisfied, sulky and self-centered.
- People with a sense of direction do not waste time in wishful thinking.
- They translate wishes into specific outcomes toward which they can work.
WHY THERE IS A NEED TO SET GOALS?

- Sense of direction - Live lives that are going somewhere.
- Have self-enhancing pattern of behaviour in place.
- Focus on results, outcomes, and accomplishment.
- Have a defined rather than aimless lifestyle.
- People in trouble often fail to use whatever creative resources they might have.
- Ultimately - to plan for action taking (problem solving) and to achieve goals.

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REFLECTION...

WHAT THE...? HOW CAN YOU BE RELAXED WITH SO MUCH WORK TO DO?

YOUR MISTAKE IS TAKING PRIDE IN HOW MUCH WORK YOU CAN COMPLETE.

YOU SEE, ALICE, THERE'S AN INFINITE QUANTITY OF POTENTIAL WORK.

BUT IT'S ONLY POSSIBLE TO DO A FINITE AMOUNT.

YOU HAVE SET YOURSELF UP FOR CERTAIN FAILURE ACCORDING TO YOUR OWN ARBITRARY STANDARD.

BY WAY OF CONTRAST, I TAKE PRIDE IN NOT TAKING PRIDE IN MY WORK.

I'VE ALREADY ACHIEVED MY GOAL AND IT'S NOT EVEN LUNCH TIME YET.

DON'T YOU NEED A NEW GOAL FOR AFTER LUNCH?

I'M AIMING FOR A DISTENDED STOMACH.

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SKILLS NEEDED FOR IDENTIFYING RESOURCES OR FOR THE BETTERMENT OF THE FUTURE

SKILLS

- Optimism & Confidence
- Acceptance of Ambiguity & uncertainty
- Wide range of interest
- Flexibility
- Tolerance of complexity
- Verbal fluency
THE IMPORTANCE OF PLAN

- SHS workers develop a service plan, in writing - can follow client along as he/she received help.
- Providing baseline upon which services can be organised
- Specifying desired results so that the human service worker knows whether the original goals are being reached.
- Original plan may be modified when new problem aroused or new data discovered when receiving service.
- Involved **BROKERING** role of human service worker – actual linkage of service for the client.
IMPLEMENTATION OF PLAN: DIRECTLY OR INDIRECTLY

- Plans of action translate ‘goals’ into ‘strategies’.
- Developing plan of action includes assessment of:
  1. Formal provisions of the social service delivery system and,
  2. Informal resources in clients’ social network (i.e. teachers, family, friends and neighbours).
Guidelines for formulating action plans:

1. Maximize **client’s involvement** in all aspect – developing and implementation.

2. Recognize the **interrelationship** among social systems in selecting change strategies.

3. Build on client’s **strength** and promote client’s **competence**.

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4. Foster a critical awareness of the interconnectedness between the personal and political, and identify strategies that promote social justice.

5. Create feedback loops for continuous assessment of progress and outcomes.
IMPLEMENTATION PROCESS

Activating resources

Expanding opportunities

Creating Alliances

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1. ACTIVATING RESOURCES

- Activating = initiating actions that will lead to achieving the outcome goals
- Practitioner does necessary direct or control these activities, or initiate that ‘do to’ or ‘do for’ clients
- Co-operative venture:
  - Clients make connections with necessary interpersonal and institutional resources, and
  - Social workers consult on strategies and work with clients to manage resources
WAYS TO ACTIVATE RESOURCES

- Enhancing personal efficacy
- Fostering interpersonal competence
- Promoting consciousness-raising
- Building strengths
- Motivating change
- Drawing upon cultural resources
- Exercising personal power

(Miley & DuBois, 1999, P.7)
2. CREATING ALLIANCES

- Alliances Provide powerful resources that can energize change.
- Add to clients’ resource pool of connections with social support networks and community resources.
- Benefit from social workers’ association with other professionals.
- May extends to community coalitions, interagency networks and case management teams.

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Alliance between professionals, clients advocates and service consumers –
  – Have the potential to form base of power to engage in collective action,
  – Advocate for policy change and,
  – Realign fragmented service delivery.

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WAYS TO CREATE ALLIANCE

- Forming empowerment groups
- Developing a critical consciousness
- Aligning natural support networks
- Creating responsive social service delivery systems
- Constructing client-service alliances
- Maximizing interpersonal power

(Miley & DuBois, 1999, P.8)
3. EXPENDING OPPORTUNITIES

- Whereas activating resources taps currently available resources, expanding opportunities creates additional resources (especially in social and physical environment).

- To ensure a just distribution of societal resources through social reform, policy development, legislative advocacy and community change.
Practitioner develop strategies related to service delivery, social policy and economic development to redress the injustice of limited opportunities.

Clients themselves may speak in their own voices to effect social and political change.
WAYS TO EXPAND OPPORTUNITIES

- Recognizing environmental opportunities and risks
- Engaging in community empowerment and development
- Promoting social activism and social advocacy
- Championing social justice
- Exercising sociopolitical power

(Miley & Dubois, 1999, p.8)
- Inaccurate problem identification may lead to problematic solutions/plan of action (e.g. failed to develop individual service plan).

- Human service worker play a coordinating role among various community agencies.

- Identifying and assessing multiple problems of the clients, present a special challenge for the HS worker.
SUMMARY

Problem Solving Cycle

- **Act**: Feedback/ Feed forward
- **Plan**: Identify required actions – Plan logical sequence
- **Check**: Action required
- **Do**: Implement plan
- **Confirm Effectiveness**

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