

## **Conflict Resolution Competencies**

### **Theory Development**

2.6 Child welfare worker understands the dynamics of resistance and utilizes strategies to defuse family member's hostility, fear, aggression, disruptive behavior and anger.

8.2.1 Child welfare worker knows when to be assertive and has appropriate skills for deeming when to remain steadfast on an issue.

8.2.2 Child welfare worker understands and can appropriately utilize positional influence and command in professional relationships.

8.3.2 Child welfare worker treats everyone with respect; recognizes the importance of client input and involvement in the casework process; genuinely respects client's wishes, preferences, and privacy; and advocates for them when appropriate.

8.7.1 Child welfare worker exhibits confidence in decision-making; meanwhile, incorporating opinions of other's and the art of compromise.

### **Skills Development**

3.4 Child welfare worker demonstrates strategies to conduct effective casework interviews, including communicating the purpose and controlling the process and direction. Child welfare worker encourages family members to participate by using the following interview methods: open and closed-ended questions, clarification, support, summarization, and confrontation. Child welfare worker helps families communicate feelings as well as facts.

4.2 Child welfare worker adjusts questions, choice of words, body positions, facial expressions, appropriate touch, sequencing, and pace during interviews.

7.7 Child welfare worker facilitates the development of an inter-agency, interdisciplinary, team approach in providing services for families served by the child welfare agency.

8.3.1 Child welfare worker establishes and nurtures client trust by being reliable prompt, empathetic, dependable and candid in interactions, ensuring that behaviors match words.

8.5.1 Child welfare worker understands roles and responsibilities of participants in the child welfare system and values their contribution to the process.

8.5.2 Child welfare worker facilitates meetings and groups, providing leadership and support as needed to accomplish tasks and maintain group cohesiveness.

8.5.3 Child Welfare worker is able to establish and maintain collaborative, respectful relationships with co-workers, supervisors and community partners.

8.7.1 Child welfare worker exhibits confidence in decision-making; meanwhile, incorporating opinions of other's and the art of compromise

8.7.2 Child welfare worker is able to think on one's feet and to be decisive in ambiguous or chaotic situations.