

Ethics and the Office: Swimming in Deep Waters

February 28, 2014

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Ethics and the Office

- **Training Objectives:**
 1. To review the social identity of Social Workers and the helping profession.
 2. Evaluate your personal self-care & how it impacts you, your team & your personal life
 3. Review the NASW Code of Ethics and expectations for TEAM
 4. Refresh our self-care plans

Ethics and the Office-Objective 1

Think About Your Childhood, What
Career Choices Implied You'd Be A

Hero?



Ethics and the Office-Objective 1

Nurse or Doctor



Ethics and the Office-Objective 1

Police Officer



Ethics and the Office-Objective 1

Fire Fighter



Ethics and the Office-Objective 1

Teacher



Ethics and the Office-Objective 1

Veterinarian



Ethics and the Office-Objective 1

Psychiatrist, Psychologist, Therapist



Ethics and the Office-Objective 1

Social Worker



Ethics and the Office-Objective 1

Uncomfortable Truth...

We feed this image sometimes ☹



Ethics and the Office-Objective 2



Mission of the Sharks!

I Expect A Shark to be A Shark!

Ethics and the Office-Objective 2

It doesn't matter who you are on the team when everything is going well.

Who are you when the sharks come?



Ethics and the Office-Objective 2

What does this look like in the office?

Sarcasm

Negative Attitudes

Hoarding: Information, Praise, Power

Territorial

Splitting

Disengaging: Apathy

Unresolved Issues

Hopeless

And...What Did I Miss?

Ethics and the Office-Objective 2

What does this look like at home?

Disconnected

Tired...always

Quit answering the phone

Quit going out

Indulging: Smoking, Over eating

Quit exercising

Drinking: alcohol/caffeine

And...What Did I Miss?

Ethics and the Office-Objective 2

Why do we do this?

Because we are SO busy helping that we forget to prioritize our own self-care.



Ethics and the Office-Objective 2

Refreshing Truths:

You can't do this alone!

You don't have all the answers!

You really DO need your team!

Your peers have strengths!

You can show up...REALLY show up!

Dare to have Fierce Conversations!

You really are EMPOWERED!

Ethics and the Office-Objective 2

The kryptonite of Fierce Conversations:

A need to be RIGHT

A need to be LIKED

When is your best skill serving you and
when is it hurting you?

Bob Berk (2014)

Ethics and the Office-Objective 2

Constructive conflicts exists when...

- People change and grow personally from the conflict
- The conflict results in a solution to a problem
- It increase involvement of everyone affected by the conflict
- It builds cohesiveness among the members of the team

Thomas K. Capozzoli (1995)

Ethics and the Office-Objective 2

Destructive conflicts exists when...

- No decision is reached and problem still exists
- It diverts energy away from more value-add activities
- It destroys the morale of the team members
- It polarizes or divides the team

Thomas K. Capozzoli (1995)

Ethics and the Office-Objective 2



Ethics and the Office-Objective 2

The Three “L’s” of Conflict:

- Lobby
- Live with it
- Leave

Ethics and the Office-Objective 3

Social Work Values:

Service

Social Justice

Dignity and Worth of a Person

Importance of Human Relationships

Integrity

Competence

NASW Code of Ethics

Ethics and the Office-Objective 3

1.02 Self Determination

1.12 Derogatory Language

2.01 Respect

2.03 Interdisciplinary Collaboration

2.04 Disputes Involving Colleagues

4.05 Impairment

5.01 Integrity of the Profession

NASW Code of Ethics

Ethics and the Office-Objective 3

1.02 Self Determination

Social workers respect and promote the right of clients to self-determination and assist clients in their efforts to identify and clarify their goals. Social workers may limit clients' right to self-determination when, in the social workers' professional judgment, clients' actions or potential actions pose a serious, foreseeable, and imminent risk to themselves or others

NASW Code of Ethics

Ethics and the Office-Objective 3

1.12 Derogatory Language

Social workers should not use derogatory language in their written or verbal communications to or about clients. Social workers should use accurate and respectful language in all communications to and about clients.

NASW Code of Ethics

Ethics and the Office-Objective 3

2.01 Respect

- (a) Social workers should treat colleagues with respect and should represent accurately and fairly the qualifications, views, and obligations of colleagues.

NASW Code of Ethics

Ethics and the Office-Objective 3

2.01 Respect (con't)

- (b) Social workers should avoid unwarranted negative criticism of colleagues in communications with clients or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to colleagues' level of competence or to individuals' attributes such as race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical disability.

NASW Code of Ethics

Ethics and the Office-Objective 3

2.01 Respect (con't)

- (c) Social workers should cooperate with social work colleagues and with colleagues of other professions when such cooperation serves the well-being of clients.

NASW Code of Ethics

Ethics and the Office-Objective 3

2.03 Interdisciplinary Collaboration

- (a) Social workers who are members of an interdisciplinary team should participate in and contribute to decisions that affect the well-being of clients by drawing on the perspectives, values, and experiences of the social work profession. Professional and ethical obligations of the interdisciplinary team as a whole and of its individual members should be clearly established.

NASW Code of Ethics

Ethics and the Office-Objective 3

2.03 Interdisciplinary Collaboration (Con't)

- (b) Social workers for whom a team decision raises ethical concerns should attempt to resolve the disagreement through appropriate channels. If the disagreement cannot be resolved, social workers should pursue other avenues to address their concerns consistent with client well-being.

NASW Code of Ethics

Ethics and the Office-Objective 3

2.04 Disputes Involving Colleagues

- (a) Social workers should not take advantage of a dispute between a colleague and an employer to obtain a position or otherwise advance the social workers' own interests.
- (b) Social workers should not exploit clients in disputes with colleagues or engage clients in any inappropriate discussion of conflicts between social workers and their colleagues.

NASW Code of Ethics

Ethics and the Office-Objective 3

4.05 Impairment

- (a) Social workers should not allow their own personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance or to jeopardize the best interests of people for whom they have a professional responsibility.

NASW Code of Ethics

Ethics and the Office-Objective 3

4.05 Impairment (Con't)

- (b) Social workers whose personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties interfere with their professional judgment and performance should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect clients and others.

NASW Code of Ethics

Ethics and the Office-Objective 3

5.01 Integrity of the Profession

- (a) Social workers should work toward the maintenance and promotion of high standards of practice.
- (b) Social workers should uphold and advance the values, ethics, knowledge, and mission of the profession. Social workers should protect, enhance, and improve the integrity of the profession through appropriate study and research, active discussion, and responsible criticism of the profession.

NASW Code of Ethics

Ethics and the Office-Objective 3

5.01 Integrity of the Profession (Con't)

- (c) Social workers should contribute time and professional expertise to activities that promote respect for the value, integrity, and competence of the social work profession. These activities may include teaching, research, consultation, service, legislative testimony, presentations in the community, and participation in their professional organizations.

NASW Code of Ethics

Ethics and the Office-Objective 3

5.01 Integrity of the Profession (Con't)

- (d) Social workers should contribute to the knowledge base of social work and share with colleagues their knowledge related to practice, research, and ethics. Social workers should seek to contribute to the profession's literature and to share their knowledge at professional meetings and conferences.
- (e) Social workers should act to prevent the unauthorized and unqualified practice of social work

NASW Code of Ethics

Ethics and the Office-Objective 4

The 5 R's of Self Care:

- **Recognize** signs of **burnout**, compassion fatigue or vicarious traumatization
- **Respond** name it, speak up, speak out, have the courage to act
- **Reduce** promotion of health, healthy relationships
- **Restore** use your supports and coping skills
- **Refer** use the EAP, or support of a personal therapist

Ethics and the Office-Objective 4

Effective Communication Skills in Conflict Situations Recognize 5 Primal Needs of "difficult" People:

- 1. Don't make me wrong even if you disagree.
- 2. Acknowledge the positive within me.
- 3. Let me know that you understand me.
- 4. Look for my honorable intentions.
- 5. Tell me the truth with thoughtfulness.

*Maureen Brodie, UC San Francisco
Mediator, Office of the Ombuds*

Ethics and the Office-Objective 4

- **C:** Control your emotions.
- **A:** Acknowledge different perspectives.
- **R:** Refocus through reframing.
- **P:** Problem-solve using non-defensive, collaborative language.

*Maureen Brodie, UC San Francisco
Mediator, Office of the Ombuds*



Ethics and the Office-Objective 4

Six Areas of Self Care:

- Physical Health: body
- Emotional Health: feelings
- Mental Health/Intellectual Growth:
knowledge/thinking and processing
- Social: balance
- Spiritual: Meaning, purpose, hope
- Creative: finding your creativity and
recharging through it

Ethics and the Office-Objective 1

Passionate

God's hands & feet

Life Saving

My role model

Helpful

Wonderful

Necessary

Inspiring

Godsend

Educated

Appreciated

Professional

Organized

Everywhere

INFORMATIONAL

***My Hero* 😊**

Swimming in Deep Waters

When All Your “Control” Is Stripped Away,
And the Sharks Start Coming....
Who Will You Be?



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