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- Questions can be directed to:
 - Webinars@Erikson.edu
 - 312-893-7171



Tonya Bibbs LCSW, Ph.D



- Assistant professor (tenure-track) at Erikson
- Recent graduate of Erikson's doctoral program
- Has over 17 years of experience as a clinical social worker
- Tonya's research interests focus on the normative positive development of children of color and immigrant children
- She was a member of the planning group that developed our MSW program
- Currently she is a fellow in the Spencer Foundation's Philosophy of Education Institute



Ethical Social Work Practice in Uncertain Times Part II

with Tonya Bibbs, Ph.D.



Focus of this Webinar

- Why a webinar on social work ethics
- Framework for deliberation
- Role of institutional settings
- Impact on relationship with client populations
- Framework for dialogue
- Conflicts between your professional self and personal self



Why a Webinar on Social Work Ethics

- National Association of Social Workers – Code of Ethics <http://socialworkers.org/pubs/code/default.asp>
- Part of everyday social work practice.
- Distinguish between what is and what ought to be.
- Multiple Approaches to a “Good Life”
- Practicing in a field of Uncertainty



Framework for Deliberation I

- Identify an Ethical Issue
- Get the Facts
- Who is Affected
- Dialogical and Reflective Stance

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Framework for Deliberation II

- Which option is fair to all stakeholders?
- Which option will produce the most good and do the least harm?
- Even if not everyone gets all they want, will everyone's rights and dignity still be respected?
- Which option would help all participate more fully in the life we share as a family, community, society?

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(Re)membering a Dilemma



Services to women in an inpatient substance abuse program that provided physical and mental health services.

Women casually reported that they were receiving birth control with which they were having side effects.

They didn't seem to be granting consent for the birth control.

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Thinking Through the Dilemma

- Identify the Ethical Issue → • Women being harmed: Physically, lack of informed consent.
- Get the Facts → • Ask questions about what was happening at visits. What were side effects?
- Who is Affected → • Women, potential children, unknown other patients, current children.
- Dialogical and Reflective Stance → • Colleague agreed with practice. My own views about women's right for control over their bodies.



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Social Workers in Institutional Settings

- **3.09 Commitments to Employers**
- (a) **adhere to commitments made to employers** and employing organizations.
- (b) work to **improve employing agencies' policies and procedures** and the **efficiency and effectiveness of their services**.
- (c) take reasonable steps to **ensure that employers are aware of social workers' ethical obligations** as set forth in the *NASW Code of Ethics* and of the implications of those obligations for social work practice.
- (d) **should not allow an employing organization's policies, procedures, regulations, or administrative orders to interfere with their ethical practice of social work**. Social workers should take reasonable steps to ensure that their employing organizations' practices are consistent with the *NASW Code of Ethics*.
- (e) act to **prevent and eliminate discrimination in the employing organization's work assignments** and in its employment policies and practices.
- (f) **accept employment or arrange student field placements only in organizations that exercise fair personnel practices**.
- (g) be **diligent stewards of the resources of their employing organizations**, wisely conserving funds where appropriate and never misappropriating funds or using them for unintended purpose



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Poll 1: What is Your Experience ?

- I inform employers about my ethical obligations as they are laid out in the NASW code of ethics.
- Organization policy has interfered with my ethical practice of social work.
- I believe social work field placements provide students with good examples of ethical practice.



1. Disagree 2. Somewhat disagree
3. Somewhat agree 4. Agree



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Dilemma One

- You are working in a children’s museum. Your job as a social worker is to develop youth programming that’s for children in the local community. You also participate in the service provision. One day your supervisor comes to you and says that they want you to tell two of the participants that they can no longer attend. They are siblings and come from a devout Christian home. They often talk about Jesus, salvation and God. Their parents have invited other participants to their church. The administration has been getting complaints from other families, as they expect the program to be secular and don’t want their children influenced by the family’s beliefs.



Let’s Think About This Together

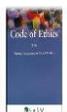
- Identify the Ethical Issue → Is anyone being harmed?
- Get the Facts → What more do we need to know?
- Who is Affected → Who are the stakeholders?
- Dialogical and Reflective Stance → What are your reactions and beliefs related to this issue? With whom should you speak?



NASW Code of Ethics

4.02 Discrimination

Social workers should not practice, condone, facilitate, or collaborate with any form of discrimination on the basis of race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, or mental or physical disability.



Taking Ethical Action

- Which option is fair to all stakeholders?
- Which option will produce the most good and do the least harm?
- Even if not everyone gets all they want, will everyone's rights and dignity still be respected?
- Which option would help all participate more fully in the life we share as a family, community, society?



Dilemma Two

You work in a residential treatment center. You are working with a beloved colleague whom you have known professionally for 7 years. You respect her work and have learned a lot from her. One day you observe her working with a child who needs to be put in a therapeutic hold. You go to help her, but she shouts "I've got this".

She then goes on to place the child in a hold, but does not do it according to regulation. You are concerned that she let her emotions get the best of her.



Let's Think About This Together

- Identify the Ethical Issue → Has anyone been harmed?
- Get the Facts → What more do you want to know?
- Who is Affected → Is anyone outside of this interaction affected?
- Dialogical and Reflective Stance → Do you want to have a conversation with your coworker?



NASW Code of Ethics



2.11 Unethical Conduct of Colleagues

(a) take adequate measures to **discourage, prevent, expose, and correct the unethical conduct of colleagues.**

(b) **be knowledgeable about established policies and procedures for handling concerns about colleagues' unethical behavior.** Social workers should be familiar with national, state, and local procedures for handling ethics complaints. These include policies and procedures created by NASW, licensing and regulatory bodies, employers, agencies, and other professional organizations.

(c) Social workers who **believe that a colleague has acted unethically should seek resolution by discussing their concerns with the colleague when feasible and when such discussion is likely to be productive.**

(d) When necessary, social workers who believe that a colleague has acted unethically should **take action through appropriate formal channels** (such as contacting a state licensing board or regulatory body, an NASW committee on inquiry, or other professional ethics committees).

(e) Social workers should **defend and assist colleagues who are unjustly charged with unethical conduct.**



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Taking Ethical Action

- Which option is fair to all stakeholders?
- Which option will produce the most good and do the least harm?
- Even if not everyone gets all they want, will everyone's rights and dignity still be respected?
- Which option would help all participate more fully in the life we share as a family, community, society?



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Taking Inventory of Your Workplace

- Is the employee handbook for your organization consistent with the social work code of ethics?
- Do you know your organizational policy for reporting ethics concerns?
- Are there informal or formal mechanisms or spaces for discussing ethical concerns?



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Poll 2: What Kind of Conversations do You Have at Work? *Select All that Apply*



- Administrative – Either my supervisor or I ask questions or share information.
- Gossip – My coworkers and I vent or share stories about workplace issues.
- Clinical Conversations – I discuss my work with client population in order to solve problems
- Dialogue – I discuss issues with coworkers in order to develop a new understanding.



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NASW Code of Ethics



2.01 Respect

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

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Maintaining the Client Relationship



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Dilemma Three

You are working with a family. You discover that the eight year-old girl who has been engaging in sexual play with a sibling. After talking with your supervisor, you decide that the circumstances are such that you need to report the incident to child protective services. You are concerned, though, how this might affect your relationship with the girl and her family.



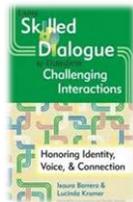
Options

- Discuss the issue with client and make report together.
- Discuss the issue with client and let them know that you will be making the report.
- Make the report without discussing it with the family.



Skilled Dialogue®

- Dispositions
- Qualities
- Strategies



Dispositions

- Choosing relationships over control
- Setting the stage for miracles or “third space”



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Qualities

- Respect
- Reciprocity
- Responsiveness



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Strategies

- Welcoming
- Sense-Making
- Joining
- Allowing
- Appreciating
- Harmonizing



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Dilemma Four

- You work in a child welfare organization. You are talking to a coworker about potential legislation that would make it mandatory for pregnant mothers whose children are in the system to have drug drops. You are outraged. She shares that she thinks this is a reasonable policy. In fact she believes in legislation that supports sterilization for women who have chronic child welfare issues. She doesn't see how anyone who sees what you see in your work life can not support such policies. How might you go about having a discussion about this very important and charged issue?



Choosing Relationships Over Control

- One of the most challenging and powerful aspect of Skilled Dialogue®



Welcoming and Sense-Making

- Deep Listening
- Understanding – Not Agreeing



The Self, The Social Worker and Society

6.04 Social and Political Action

(a) **engage in social and political action that seeks to ensure that all people have equal access to the resources, employment, services, and opportunities they require to meet their basic human needs and to develop fully.** Social workers should be aware of the impact of the political arena on practice and should advocate for changes in policy and legislation to improve social conditions in order to meet basic human needs and promote social justice.

(b) **act to expand choice and opportunity for all people,** with special regard for vulnerable, disadvantaged, oppressed, and exploited people and groups.

(c) **promote conditions that encourage respect for cultural and social diversity within the United States and globally.** Social workers should promote policies and practices that demonstrate respect for difference, support the expansion of cultural knowledge and resources, advocate for programs and institutions that demonstrate cultural competence, and promote policies that safeguard the rights of and confirm equity and social justice for all people.

(d) **act to prevent and eliminate domination of, exploitation of, and discrimination against any person, group, or class on the basis of race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, or mental or physical disability.**



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Dilemma Five

- Donna works at an agency that provides services to homeless people. She feels good about her work and believes that this population needs services. She is troubled, though, by a program practice. Her agency gives out housing and food vouchers to families on a regular basis. She supports giving vouchers, but believe that clients should show that they are doing something to change their circumstances before receiving such assistance. She has suggested changing agency practice to incorporate this belief.



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Poll 3: How Does NASW Code of Ethics Help Here?



Does Donna's suggestion violate NASW Code of Ethics? *Select All That Apply*



- Equal access to resources
- Expand choice to all people
- Act to prevent discrimination or exploitation
- None of the above
- All of the above



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Summary

- Everyday ethics in professional life
- Framework for deliberation
- Role of institutional settings
- Impact on relationship with client populations
- Framework for dialogue
- Conflicts between your professional self and personal self



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Q & A



Ask questions in the Q&A panel



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Upcoming Webinars

- **Technology as a Tool for Social-Emotional Development: What We Can Learn from Fred Rogers' Approach**
with Hedda Sharapan
May 28, 2015 1:00pm-2:30pm CST
- **Mandated Reporting: The Essentials**
with James Grabowski, M.A., LCPC
July 8, 2015 10:00am-10:30am CST
- **Connecting Child Development and Technology: What We Know and What It Means**
with Alexis Lauricella & Michael Robb
August 12, 2015 1:00 pm-2:30pm

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