



HELPING AND HELPING PROFESSIONS

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HELPING PROFESSIONS

A helping profession is defined as a professional interaction between a helping expert and a client, initiated to nurture the growth of, or address the problems of, a person's physical, psychological, intellectual, or emotional constitution, including medicine, nursing, psychotherapy, psychological counselling, social work, education, or coaching (Graf, Sator, & Spranz-Fogasy, 2014).

Helping in and through communication as a means to solve an individual's problem has always been the purpose of human communication and as such is inherent in its formats and characteristics: especially the goal orientation of communication and its overall purpose of solving tasks, as well as the possibility of adding another's perspective, are central elements of helping professions (Kallmeyer, 2001; Miller and Considine, 2009).

HELPING PROFESSION

IS A PROFESSION THAT NURTURES THE GROWTH OF, OR ADDRESSES THE PROBLEMS OF, A PERSON'S PHYSICAL, PSYCHOLOGICAL, INTELLECTUAL, EMOTIONAL, OR SPIRITUAL WELL-BEING. We can include e.g. social work, medicine, nursing, teaching, or psychotherapy.



QUALITIES EXPECTED OF, AND REQUIRED IN, HELPING PROFESSIONALS

- EMPATHY
- PATIENCE
- TOLERANCE
- PERSISTENCE
- FLEXIBILITY
- RESILIENCE
- FOCUS
- ATTENTION
- OPENNESS

MOTIVATION TO CHOOSE A HELPING PROFESSION, ESPECIALLY SOCIAL WORK

**I WANT/WANTED TO HELP
PEOPLE**



IT IS IMPORTANT TO HELP OTHERS

- One can hardly expect to be helped if he/she refuses to help others
- To build good connections with others
- It makes you feel good about yourself/the feeling of self-worth

When we give to others it activates the areas of the brain associated with pleasure, social connection, and trust.

Altruistic behaviour releases endorphins in the brain and boosts happiness for us, as well as the people we help. Studies have shown that giving money away tends to make people happier than spending it on themselves.

WIN-WIN STRATEGY



HELPING OTHERS IS A
WIN-WIN STRATEGY.

A **win-win game** is a game theory which is designed in such a way that all participants can profit from the game in one way or another. In conflict resolution, a **win-win** strategy is a collaborative strategy and conflict resolution process that aims to accommodate all participants.

WHAT DO SOCIAL WORKERS DO WHEN THEY HELP?

- ASSIST
- ADVOCATE
- ENCOURAGE
- MEDIATE
- COUNSEL
- PROVIDE INFORMATION
- FACILITATE
- ACCOMPANY
- GUIDE
- INSTRUCT
- ASSESS
- PLAN
- DETERMINE
- CONSULT
- SUPPORT
- INVESTIGATE
- RESEARCH
- REFER
- RESPOND
- EDUCATE
- IMPROVE
- DEVELOP A PLAN
- SET THE GOAL
- ADJUST THE PLAN
- IDENTIFY (PEOPLE WHO NEED HELP)
- MAKE THE CLIENT SELF-SUFFICIENT
- APPLY (FOR BENEFITS)
- PROTECT

DON'T FORGET TO HELP YOURSELF BEFORE HELPING OTHERS

If you travel by plane, you might be familiar with the following statement:
“Before you assist others, always put your own oxygen mask on first.”

What this means with regard to your career is to **take care of yourself**.

- you need to be relaxed, satisfied, comforted, safe, healthy, confident, organized, centred, and at peace with yourself. Only then can you be of good help to others and not be in danger of burn-out syndrome.

The most important person is the one you are right now with. And guess who that is.

TO HELP OR NOT TO HELP?

How come sometimes people do not help?

What do we need to be able to help? (Latane and Darley's model, 1969)

- we must notice that an emergency event has occurred
- we must interpret the situation as one in which help is needed
- we must assume personal responsibility
- Once we feel responsibility, we must decide what action to take
- Final step: have the power and courage to take action

Prosocial behaviour

Prosocial behaviour, or the intent to benefit others, is a social behaviour that “benefits other people or society as a whole”, “such as helping, sharing, donating, co-operating, and volunteering”. Obeying the rules and conforming to socially accepted behaviours (such as not talking in class or waiting for the green light at the traffic lights) are also regarded as prosocial behaviour. Encouraging prosocial behaviour may also require reducing or eliminating undesirable social behaviours.

Psychologists have shown that helping others can produce “feel-good” neurotransmitters such as oxytocin and that, similarly to any other pleasurable activity, the act of volunteering, giving, and behaving pro-socially can become addictive (Keltner et al., 2014).

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