

Journal Entry Portfolio

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This week, the class discussed Chapter 6 which talked about communication, coaching, and conflict skills. This is a very important skill to learn in social work because the workplace is not always going to be positive so in order to be successful, good communication is necessary as well as properly handling conflicts. On self-assessment 6-1, I scored a 52 which means I am a fairly good listener. I was a little surprised at this score because I see myself as a really good listener since I always put others before myself. My plan for improving my score is to make sure I am listening to understand rather than listening to respond. Also, the question on the self-assessment that referenced tuning out people who do not agree with my views was fairly eye-opening because I love to debate with people who do not agree with me but oftentimes I know that I am not going to change my opinion no matter what they say, especially when it comes to politics.

I assess someone's listening, feedback, critiquing, coaching, and conflict-management skills by watching their body language and their ability to take in other people's thoughts and opinions. I assess my own skills by asking for feedback and re-evaluating my leadership tactics. I also try and continuously re-evaluate my self-awareness and cultural competency so that I am able to adhere to everyone's feelings. I best receive feedback, critiques, and coaching by having people have oral conversations with me with concern rather than anger. This awareness will positively impact me as a social worker because I will be able to keep employees and clients happy which will make tasks get done well, and on time.