UNIT 10 : TECHNIQUES IN CASE WORK- II

UNIT STRUCTURE

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10.1 LEARNING OBJECTIVES

After going through this unit, you will be able to:

- Explain the technique of Transactional Analysis as a therapeutic model.
- Analyze how transference is used as a treatment technique in case work
- Understand the applicability of psycho-therapy.

10.2 INTRODUCTION

As discussed in the previous units, social case work is concerned with the adjustment and development of the individual towards more satisfying relationships. There is a lot of difference between theory and practice. There are real-life situations that the case worker faces in practice and it is important to understand that each case is unique and may face multi-dimensional problems. In this unit, let us discuss some of the other tecniques extensively used in the case work.

10.3 TECHNIQUES IN CASE WORK

The techniques used in case work vary from case to case. Techniques are the sum total of all activities and services directed towards helping an individual. In this unit, focus is on the techniques used by the case worker/ therapist in dealing with cases like Transactional Analysis, use of Transference and Psycho-therapy.

10.3.1 TRANSACTIONAL ANALYSIS

Transactional Analysis is a process of analyzing and explaining intra-personal and interpersonal processes. This therapeutic model was developed by Eric Berne. He proposes that personal change can be maximized through group psychotherapy where the social processes are much more varied than just one to one relationships. According to Berne, individuals are products of social processes and they use social processes. Within the group settings individuals can be made aware about their self-defeating behaviour. Once they are aware of their behaviour they can do something for changing it. The group provides a safe environment for practicing new behaviours.

According to Berne, there are four major features of Transactional Analysis:

1) Structural Analysis: It is a method of analyzing thoughts and feelings and behaviour based on the phenomena of ego states.
2) Transactional Analysis: It involves the interactional processes that occur between the ego states of one person and the ego states of another.
3) Game Analysis: This involves examining repetitive patterns of interpersonal behaviour of individuals that are problematic.
4) Script Analysis: It is related to the early decisions and the positions taken by a person in childhood. The role of the group worker is of a teacher, and a leader who explains the key concepts and helps the members to discover the disadvantageous conditions under which they made their earlier decisions, adopted life plans and

developed strategies for relating to people.

Transactional Analysis is a theory that involves an individual's growth and development. It is also a theory related to communication and child development explaining the connections to our past and how this influences decisions we make. In the 1950's Eric Berne began to develop his theories of Transactional Analysis. He said that verbal communication, particularly face to face, is at the centre of human social relationships and psychoanalysis.



Transactional Analysis is a theory that involves an individual's growth and development. It is also a theory related to communication and child development explaining the connections to our past and how thisinfluences decisions we make.

Transactional Analysis has wide applications in clinical, therapeutic, organizational and personal development, encompassing communications, management, personality, relationships and behaviour. Whether you're in business, a parent, a social worker or interested in personal development, Eric Berne's Transactional Analysis theories, and those of his followers, will enrich your dealings with people, and your understanding of yourself.

His starting-point was that when two people encounter each other, one of them will speak to the other. This he called the Transaction Stimulus. The reaction from the other person he called the Transaction Response. The person sending the Stimulus is called the Agent. The person who responds is called the Respondent. "The unit of social intercourse is called a transaction. If two or more people encounter each other sooner or later one of them will speak, or give some other indication of acknowledging the presence of the others. This is called transactional stimulus. Another person will then say or do something which is in some way related to the stimulus, and that is called the transactional response.

Dr. Berne defined the basic unit of analysis. At its simplest level, Transactional Analysis is the method for studying interactions between individuals. Psychotherapists were able to read about Berne's theories and test them out in their own practices.

Ego States

In his encounters with his clients, Dr. Berne understood that there exist three distinct states in all people. People change from one state to another in the course of their transactions. This change can be easily noticed by

the manners, appearances, words, gestures, and tones.

1. Parent 2. Adult 3. Child

These terms have different definitions than in normal language.

1. The Parent Ego State

This is our ingrained voice of authority, absorbed conditioning, learning and attitudes from when we were young. We were conditioned by our real parents, teachers, older people, next door neighbours, aunts and uncles etc. Our Parent is made up of a huge number of hidden and overt recorded playbacks. Typically embodied by phrases and attitudes starting with 'how to', 'under no circumstances', 'always' and 'never forget', 'don't lie, cheat, steal', etc, etc. Our parent is formed by external events and influences upon us as we grow through early childhood. We can change it, but this is easier said than done.

Produced by the play-back of recordings in the brain of unquestioned or imposed external events perceived by the person before his social birth i.e., before the age of 5 years. This ego state consists of NO's, DON'T's, HOW -TO's and the facial expressions, tone of voice, manners etc. of the person's parents. In other words, this ego state consists of the "taught - concepts" of life.

2. The Child Ego State

Is the response the little person produced to what he saw, heard, felt and understood. Most of these are feelings because the child has not developed verbal responses at that time. In other words, this ego state may be considered the collection of "felt-concepts" of life.

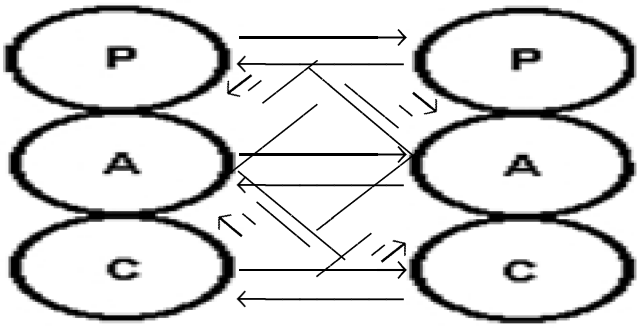
The Parent ego state begins with the biological birth of the individual and extends up to and age of five years. The Child ego state also starts with the physical birth and continues to develop until the social birth (around the age of five).

3. The Adult Ego State

Develops after both the Parent and the Child ego states have began to develop. This state begins to develop from about ten months of age. The

function of this state is to update both Parent data and Child data by continuous examination of these data with respect to actual reality. Our 'Adult' is our ability to think and determine action for ourselves, based on received data. Thus only those taught concepts and felt-concepts applicable and appropriate to the present are accepted. Thus the Adult state is said to be the "thought-concepts" of life.

PAC System



Agent Respondent

There is no general rule as to the effectiveness of any ego state in any given situation (some people get results by being dictatorial (Parent to Child), or by having temper tantrums, (Child to Parent), but for a balanced approach to life, Adult to Adult is generally recommended.

Transactional Analysis is effectively a language within a language; a language of true meaning, feeling and motive. It can help you in every situation, firstly through being able to understand more clearly what is going on, and secondly, by virtue of this knowledge, we give ourselves choices of what ego states to adopt, which signals to send, and where to send them. This enables us to make the most of all our communications and therefore create, develop and maintain better relationships.

According to Dr. Albert Mehrabian, when an individual is speaking, the listener focuses on the following three types of communication:

Actual Words - 7%

The Way words are delivered (tone, accents on certain words, etc.) - 38%

Facial expressions - 55%

Personality and Psychopathology According to P-A-C system

There are two ways in which people differ according to TA. This is either due to contamination or exclusion.

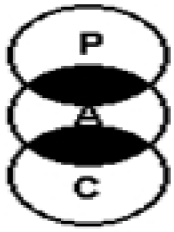
In contamination, the P-A-C system overlaps. For example, when Parent and Adult overlap, we have a Parent contaminated Adult. This results in Prejudice. When Adult and Child overlap, we have a Child contaminated Adult. This condition causes delusion.

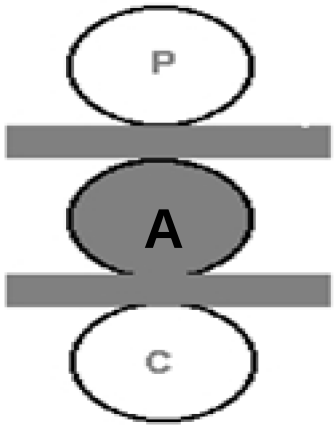
In exclusion, the communication from one of the P, A, or C is cut off. For example, when Child is cut off, the person cannot play at all and is very rigid and serious, causing neurotic behavior. When the Parent is cut off, the person does not have any conscience at all. If his Adult is also contaminated with Child, the person will be psychopathic.

According to this system, ***Psychosis*** results when the Adult is completely blocked from Parent and Child. This is called Decommissioned Adult. If the blocking out of Adult is periodic, the result is Manic-Depressive personality.



Psychosis results when the Adult is completely blocked from Parent and Child. This is called Decommissioned Adult. If the blocking out of Adult is periodic, the result is Manic-Depressive personality.





Transactional Analysis seeks to identify what goes wrong in communication and provide opportunities for individuals to change repetitive patterns that limit their potential. It encourages individuals to analyse previous

decisions they have made to understand the direction and patterns of their life for themselves. It also helps clients to trust their decisions and think/act as an individual improving the way they feel about themselves. TA is a humanistic approach and like Person-Centred Counselling focuses on the here and now concept. TA is a theory of personality and a systematic psychotherapy for personal growth and personal change. It is outstanding in the depth of its theory and the wide variety of its applications.

TA gives us a clear picture of how people are structured psychologically using the 3 part ego state model. TA offers a system of psychotherapy that can be used with individuals, groups, couples and families to treat all types of psychological disorders, from every day life's problems to severe psychosis. It can be used in any field where there is a need for understanding individual's relationships and communications.



CHECK YOUR PROGRESS

Q 1: How is Transactional Analysis applicable?

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Q 2: Name the three ego states as given by Eric Berne.

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10.3.2 TRANSFERENCE

Transference is the tendency in every human being to relate the emotions and attitudes that has developed during his growth to those people in his immediate environment. This means that he is transferring to a real person feelings, attitudes and fantasies which come from his unconscious mind. A client's transference to the therapist/ case worker is his /her reaction or sense of association/similarity to a person who had been an important figure in the client's past life. The concept of 'transfer' in social work literature

was introduced by Jessie Taft in 1924 who defined transference as an emotional relationship to the client. All relationships are based on previous experiences with people and the psycho analytic term ***'transference'*** refers to specific irrational responses of the client to the worker. Thus, it refers to any positive or negative feelings of the client for the therapist/ case worker. For example: the client might associate the case worker/ therapist to his/ her parent or a lover who had had immense importance in the client's life.

Types of Transference: Transference is of two types- Positive and Negative.

Counter Transference

Relationship is a two-way process. The case worker/ therapist has also unconscious tendency to transfer out the client. The counter transference feelings, both positive and negative are unconscious but operate with force in a relationship. Thus, it is the job of the case worker to recognize the feelings and must control them. Here applies the principle of 'controlled emotional involvement' of the therapist in a case-worker- client relationship.

Use of Transference in Case Work

In social case work, transference is dealt with and understood in three statges:

Understanding 2. Utilizing and 3. Interpreting the transference.

Understanding the transference gives an opportunity for the worker to recognize the development of such feelings of the client, to analyze the present behavior of the client and to the past experiences and relationships of the client.

Utilization of transference involves the use of techniques like suggestions, counseling and education about the concerned problem with the help of the established therapeutic relationship between the case worker and the client.

In interpretation of transference, confronting the individual with the awareness that his/her behavior is the repetition of a specific unconscious growth from past experience. It is part of psychoanalytical therapy. It involves

the careful analysis of his unconscious defenses.

Use of transference in diagnosis as it diminishes the resistence of the client in analyzing one's own feelings and help the client to talk more freely and friendly. In case work, transference promotes a feeling on the part of the client that his/her problem is being shared and the case worker is genuinely interested in his/her welfare. This feeling of the client makes him/her feel easy, calm, less burdened with anxiety and opens the road for fruitful solution.



'Transference' refers to any positive or negative feelings of the client for the therapist/ case worker.

10.3.3 PSYCHOTHERAPY

Psychotherapy is a form of treatment for problems of an emotional nature in which a trained person deliberately establishes a professional relationship with a patient with the object of removing, modifying or retarding existing symptoms of disturbed patterns of behaviour, and of promoting positive personality growth and development. Psychotherapy are of three types:

1. Supportive, 2. Re-educative, 3. Insight therapy.

Supportive psychotherapy uses techniques such as guidance, environmental manipulation, reassurance, pressure, coercion, persuasion, prestige suggestion etc.

Re-educative, helps in developing insights into more conscious conflicts, in readjusting etc. the techniques are relationship therapy, attitude therapy, psychobiology therapy, counseling in case work and reconditioning.

Insight therapy seeks development of insight into unconscious conflicts and restructuring of personality. Techniques used are psycho-analysis, like free association, hypnoanalysis, narcotherapy, clarification and interpretation.

Social case work **:** intervenes in the psycho social aspect of a person' s life to improve , restore, maintain,, or enhance his social functioning by improving his role performance. Since social functioning is the product of interaction among intra psychic, somatic and social forces, social case work involves assessing the internal and social factors which impair the person's role performance.

The case work deals with conscious and pre-conscious material and not with the unconscious part of the system. Casework process is more rational and less directive and it works 'WITH" the patient and not 'FOR" the patient. Casework has its objective to steer 'change to occur in the individual(s) or in the situation or in both'.

Casework can be differentiated from Psychotherapy at the following points:

Level of consciousness : casework techniques always address to the conscious and pre-conscious material and never attempt to explore the unconscious part of the personality. Eg: dreams are not analysed by case worker, but if client brings that to the notice of the worker, he may interpret it as it relates to the conscious and pre-conscious materials.

In psychotherapy the emphasis is on bringing out unconscious conflicts to awareness. In re-educative therapy the emphasis is on preconscious materials.

Nature of techniques : techniques specific to casework are:

Reaching out the persons in need of help who do not seek help on their on, or who resist help.

Home visiting. Rendering concrete services. - locates community resources - financial and institutional- and help the patient to use them.

Interpretation is common to both in nature and process. In case work it is the pre-conscious materials and not the unconscious material which is interpreted. Social case work uses all the techniques of supportive and re-educative psychotherapy.

Types of problem : caseworkers work not only with psychological problems, but simply help the clients to tide over their present critical periods.

Psychotherapist focus on the problems of emotional nature.

Objectives : caseworker's objective is to enable 'change to occur in the individual, or in the situation or in both'. Here transference is never encouraged, though positive transference is utilized for promoting growth and negative transference is controlled.

In psychotherapy the objectives are bringing change in the individual

behaviour and attitude, or restructuring personality of the client.

Reinforcers are those events that when they follow a behaviour, increases the possibility of the behaviour repeating. A reinforce may be either positive or negative.

Behavior contracting is a therapeutic technique in which an agreement is reached with a client, usually in the form of a written, signed contract.

Systematic desensitization is designed to help clients overcome anxiety in particular situations.

The treatment plan shall involve a lot of environmental manipulation. To bring about behavioural change, client has to alter the environment and readjust himself. Thus it can be concluded that social case work in terms of psycho therapy can be said to consisting of supportive and re-educative psychotherapy plus social services in terms of concrete services.



CHECK YOUR PROGRESS

Q 3: How does transference assist the case worker/ therapist?

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Q 4: What are reinforcers?

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10.4 LET US SUM UP

- Casework process is more rational and less directive and it works 'WITH" the patient and not 'FOR" the patient. Casework has its objective to steer 'change to occur in the individual or in the situation or in both'.

- Transactional Analysis is a process of analyzing and explaining intra-personal and interpersonal processes. This therapeutic model was developed by Eric Berne.
- Eric Berne proposed that personal change can be maximized through group psychotherapy where the social processes are much more varied than just one to one relationships.
- There exist three distinct states in all people. People change from one state to another in the course of their transactions. This change can be easily noticed by the manners, appearances, words, gestures, and tones. They are- 1. Parent 2. Adult 3. Child.
- In social case work, transference is dealt with and understood in three statges:1. Understanding 2. Utilizing and 3. Interpreting the transference.
- Psychotherapy are of three types: 1. Supportive, 2. Re-educative, 3. Insight therapy.
- Systematic desensitization is designed to help clients overcome anxiety in particular situations in psycho-therapy.



10.5 FURTHER READING

1. Upadhyay, R.K. 2003. Social Case Work. Rawat Publication, Jaipur.
2. Hollis, France. 1972. Case Work: A Psycho-Social Theory. New York: Random House
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10.6 ANSWERS TO 'CHECK YOUR PROGRESS'

Answer 1. Transactional Analysis has wide applications in clinical, therapeutic, organizational and personal development, encompassing communications, management, personality, relationships and behaviour.

Answer 2. The three ego states as stated by Eric Berne are: i. Parent ego, ii. Adult ego and iii. Child ego.

Answer 3. In interpretation of transference, confronting the individual with the awareness that his/her behavior is the repetition of a specific unconscious growth from past experience. It is part of psychoanalytical therapy. It involves the careful analysis of his unconscious defenses.

Answer 4. Reinforcers are those events that when they follow a behaviour, increases the possibility of the behaviour repeating. A reinforce may be either positive or negative.

10.7 MODEL QUESTIONS

Q.1: Discuss the four main features used in Transactional Analysis as given by Eric Berne.

Q.2: Analyze the interplay between the three ego states in detail.

Q.3: Describe the two ways in which people differ according to TA.

Q.4: What is Transference? How is it used in case work?

Q.5: Why is it important to keep check on counter-transference?

Q.6: What is meant by psychotherapy? Explain its types.
