

Dutch Book: Samen werkt het beter
Praktijkboek oplossingsgericht werken voor de gehandicaptenzorg (juni 2018).

Resume: Together we can make it better

Practice based book about the solution-focused approach in working with clients with mental or physical disabilities or multiple disabilities.

Content of the book

The solution-focused approach is primarily a respectful not knowing basic attitude: What do you do if you work with this basic attitude? How do you connect to others? How do you interact with others? What is the effect? This book is unique and valuable. It is a manual for the healthcare and useful for social workers, managers, students and teachers and (speech) therapists or pedagogues.

We have developed a model of the solution-focused basic attitude which includes everybody; clients, regardless of the kind of disabilities, colleagues, participant in training, relatives and teams. Following the other and focusing on his perspective are the most important and the most challenging elements of the solution-focused approach. Focus on the needs of the other: if the other focuses on complaints, then you focus on this perception. If the other wants to focus on the future and talk about solutions, stay with it and focus on this non-complaint future. By listening to each other, asking open questions, checking whether we have understood each other well and by acknowledging each other's viewpoints (grounding) we can focus on the perspective of the other. This is the core of the solution-focused approach (co-construction). Everybody wants to be heard and understood! From there, opportunities arise to talk about dreams, wishes and ambitions or to show these in any way possible.

For clients who are verbally less powerful or cannot even express themselves in language, we apply the same principles, only much more based upon observation, working with body language and research of what is bothering the client, what he likes and checking whether what we do really helps.

This book is all about the solution-focused basic attitude and suitable for all facets of social work, this includes:

- The work floor: what can you do during your work? Very practical and directly usable.
- Communicating with clients: we describe creative ways to communicate
- Conversations with clients: 9 steps to use in conversation
- Supporting each other as colleagues: how can you appeal to the self-dissolving ability of the other?
- Leading colleagues: how can you effectively lead colleagues?
- Team meetings: how to realize energetic meetings?
- Conversations with relatives: it is all about connecting and acknowledgement
- The solution-focused organization: with a brilliant train-the-trainer model to become a key-figure

We highlight the effects of this solution-focused basic attitude with many examples and stories of success. Conversations about a future full of hope give pleasure and trust. We see clients shine when they are given a compliment. They tell us proudly how they achieve their dreams. We notice a positive vibe when colleagues and teams tell about possibilities and strengths. We see shining and proud colleagues and relatives who share their success experiences. This positive vibe creates more fun and joy.

Interested? Please contact the authors:

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