Slide 1

Workshop on
Maximising Support to Students to
Overcome Emotional Stress in
Industrial Attachment

VPETCity

VTC

Funded by QESS, EDB, HKSAR
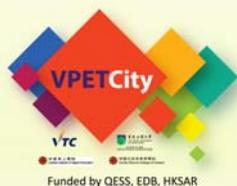
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Slide 2

Work Experiences

- Frontline worker
  - family service centre
  - school social work
  - community centre
  - family life educator
  - fee charging counseling
  - trainer
- Supervisor - family service centre
- Clinical supervisor- Caritas Family Service
- Lecturer - CIHE
- Fieldwork supervisor - CIHE

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Slide 3

Roles of Fieldwork Instructor

- Teacher
- Coach / Mentor
- Assessor
- Supporter

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Slide 4

Empathetic Understanding

Exercise:

Share and articulate your own experiences in your first placement or job

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We can only learn effectively when we are free from excessive fear.

Handling of Emotion

1. Aware
2. Express
3. Validating / Acknowledge Needs
4. Identifying Needs
5. Identifying Coping Pattern
6. Evaluate Effectiveness of Coping and Improve

Factors Affecting Level of Stress

- Life Experiences
- Appropriate
- Emotional Well-being
- Level of Difficulty
- Realistic Expectation
- Physical Health
- Level of Environmental Demand in Comparison to Personal Capacity

Cues for Identification of Students Emotional Stress

Ways to Identify:

1. Observe
2. Sharing / Marking Contact
3. Questionnaire for Assessment

Observation

- Always Tired
- Inattentiveness
- Late / Absence
- Reported Sickness
- Cognitive Impairment
- Poor Management
- Tense and Depressed Face
- Poor Memory
- Low Mood
- Demonstrate Anxiety
- What else?

Frequently Making Contact by Sharing

Temperature Reading by

Virginia Satir:

1. Happy
2. Appreciation
3. New information / Learning / Experiences
4. Worries / Complaints
5. Wishes

Questionnaire

Depression Anxiety Stress Scales

Handling by I-FAST

Integrative Family and Systems Treatment

What is I-FAST?

- A set of ideas and approaches based on identified factors that are common to most effective treatments.
- A meta-model developed with a strengths-based perspective and influenced by systems approach and social constructivism.
- Based on evidence-based common factors, it provides a meta-frame to integrate practice techniques such as therapeutic working alliance, interactional pattern shift, and systems collaboration.
- It consists of systemic and clear practice phases and procedures to follow in the treatment process.
- Emphasis on coordination and collaboration among the diverse organisations providing services

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Why using I-FAST

- Treatment approaches with effectiveness proven by research
- Offers an framework to embrace differences, respect different approaches and allow for flexibility in using a wide range of practitioner skills in addressing diverse problems (Fraser, Grove, Lee et al., 2014; Lee et al., 2009).
- A coherent yet flexible strength-based empowerment model (Lee et al., 2009).
- Emphasis on sustainability as effective treatment is built upon training and retaining excellent staff with expertise in providing family services.
- As a certified I-FAST agency, we aim at :
  1. Sustain ongoing training and clinical supervision to the colleagues so that their competency in casework intervention can be enhanced.
  2. Provide a common language among colleagues with strength based and family / system perspective in case sharing.

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Rationale

- Core treatment components that can be integrated into a coherent treatment protocol
- Integration of :
  1. Systemic: Structural and Strategic
  2. Strength Based: Solution Focused
  3. Social Construction : Narrative

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Theory and Philosophy

1. System theory
   - Meta-communication
   - Circularity
   - Strategic approach
2. Social constructivism
   - Reality only exists when you notice it
   - Language : construct a language with 'strength'
   - 'Hope', and expectation on positive change
3. Strength based
   - Faith in client's ability to search for solution

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Components

1. Develop therapeutic alliance
2. Creating beneficial shift in frame / pattern of interaction
3. Systems collaboration: working with other involved systems

Suitable for:

- Case Manager
- Active Reaching Out Effort
- In Alliance with Different Institutions

Key Components of I-FAST:

- Beginning phase:
  1. Establish System Collaboration
  2. Who are the Clients: Decide who to work with and also identify significant others
  3. Alliance Stage: Focus on building relationship with client:
     a. Understand frame of clients
     b. Empathetic
     c. Strength based
     d. No rush for intervention before understanding and rapport building

4. Problem / Goal : Listen and Identify
   a) Client's specific problems and focus,
   b) Understand frame (theory about problem)
   c) Specific expectation
   d) Specific goals
5. Interactive Patterns : Track (in details) client's patterns related with his problem
6. Interactive exceptions: Track any exceptions in the patterns related with his problem
7. Construct useful questions to Initiate a process of self assessment through a conversation that contains expectation of change.

8. Develop overarching/new frames to organize treatment and engage significant others. The new frame has to be started from client's own frame and make sense to clients.

9. Devise tasks : offer questions, frames, task:
   - Either deviation/shift from pattern or amplifications
   - Adjust if the client has any concerns or confusion
   - Focus on resolving the presenting problem

10. Follow-up on interventions/ Identify and consolidate change :
    - Track anything the client tried with was different and how everyone responded to those differences
    - If client did not try anything, track what their concerns were

11. Assess client whether he would be ready to adopt new frame and tasks, revisit goals and alliances

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Ending phase:

12. Follow up on interventions / Track changes:
    - Help family take credit for changes
    - Help family adjust to changes
    - Consolidating changes
    - Prediction of relapse , prepare & terminating

Case flow by I-FAST

Stages	Who	Rapport	Problem	Goal	Frame	Interactive pattern	Positive Strengths / exception	Change
Beginning	Decide which party to work with		Presenting problem				Identify	
Middle				Mutually agreed workable goal			Expand	Consolidate
Ending								Prediction of relapse

Practising I-FAST?

- Shift in frame?
- Shift in interactive pattern?
- Consolidation of change?

Further Thoughts for I-FAST

Questioning not in technical sense, but with client's language and serves only as

1. 'Means' to understand human experiences (frames and pattern)
2. Constructing a sense of hope and strengths

An open model: all kinds of training on different approaches being helpful:

- More in-depth training on
  1) Structural family therapy for understanding of interactive pattern on interpersonal level
  2) Solution focused therapy for strength base, empowerment and expectation of hope
  3) Narrative for understanding and developing over-arching frame
  4) Strategic family therapy (to think outside of the box) of creative assignment of task for shifting frame and interactive pattern (second order change)
  5) EFT / Gestalt / Somatic-integration for deeper access to 'emotion', 'meaning', 'need' and 'self identity'. Resolve/ regulation of emotion makes shift of frame and pattern more possible

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Case Application

1) What party or system o be involved?
2) Rapport building by attentive listening and empathetic understanding
3) Identification of strengths and positive exception
4) How do you understand the frame of the student under stress?
   - ✓ Feelings, e.g. fear of what?
   - ✓ Feelings towards feelings, e.g. self evaluation on own reaction
   - ✓ Perception / Beliefs
   - ✓ Expectation on self and others (Realistic? Humanistic?)
   - ✓ Underlying needs / Yearning
5) What interaction pattern (coping style) of the student has adopted and what is the impact
   - ✓ On the stress management
   - ✓ E.g. avoidance, blockage, passive aggressive, aggressive., placating, blaming, irrelevant, super-reasonable, congruent
6) Identification of change, even small
7) Consolidation of change
8) Prepare of relapse

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Thank You

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