# *Social Work Skills for Community Practice - Applied Macro Social Work 2nd edition Brown Test Bank*

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# CHAPTER 2: ENTERING THE COMMUNITY AND USING INTERVIEWING SKILLS TO UNDERSTAND PEOPLE, ISSUES, AND OPPORTUNITIES

## MULTIPLE-CHOICE QUESTIONS

1. _____ are commonly geographically constructed or identity-based, and consist of neighborhoods, political districts, or composed of people with a shared culture or common characteristics.
   a. Organizations
   **b. Communities**
   c. Social networks
   d. Community readiness

Answer: Communities are typically either geographically constructed or identity-based, and therefore can consist of neighborhoods or political districts (i.e., geographic), or be composed of people with a shared culture or common characteristics, interests, or problem issues (i.e., identity-based). Organizations are nonprofits, businesses, academic institutions, or other entities that share a common purpose through the work they perform. Most communities consist of a group of people that are linked together through a pattern of social interactions or exchanges such as giving and receiving resources, advice, or support, that is, social networks. Community readiness involves both the belief that change is possible and the belief that the community has the capacity for change.

2. Which of the following is <u>not</u> one of Berg's (2017) tips for gaining entry into a community?
   a. Observe people, listen to conversations, ask questions
   **b. Visit with the local newspaper to learn about the media's viewpoint of the community**
   c. Find formal and informal groups of people in the community, and identify influential community leaders and people
   d. Watch, listen, and, if the community of interest is a geographic space, walk around. Smile and greet the people that you meet.

Answer: Berg (2017) describes several tips for gaining entry into a community. The three primary tips include: (1) watch, listen, and, if the community of interest is a geographic space, walk around. Smile and greet the people that you meet; (2) observe people, listen to conversations, ask questions; and (3) find formal and informal groups of people in the community, and identify influential community leaders and people. These methods allow a community organizer to gain an initial understanding of the community, its people, values, and norms, and to begin to build relationships and establish trust and credibility. While visiting with local media, such as the local newspaper, can provide valuable insights into how the community has been historically and is currently portrayed by the media, it is not one of the three suggested tips by Berg for initial entry into the community. Reviewing newspaper articles and social media is an important strategy for background research but is not one of the key three primary strategies for gaining entry into a community highlighted by Berg (2017).
Berg, B. (2017). *Qualitative research methods for the social sciences* (9th ed.). Allyn & Bacon.

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3. What type of data collection method for community assessment is usually one-on-one and semi-structured with guiding questions, elicits open-ended responses rather than yes or no answers, and allows the community practitioner to obtain information about community assets, strengths, issues, and opportunities to establish relationships and to recruit potential participants?
   a. Focus groups
   **b. Key informant interviews**
   c. Observations
   d. Photovoice

Answer: The type of data collection method that is usually one-on-one and "semi-structured with guiding questions and elicit[s] open-ended responses rather than yes or no questions," and allows the community practitioner to obtain information about community assets, strengths, issues, and opportunities, to establish relationships, and to recruit potential participants is key informant interviews. Focus groups are similar in that they may be semi-structured, elicit open-ended responses, can yield information about community assets, strengths, issues, and opportunities, and can be a means to building relationships and recruiting potential participants, however, they are conducted with small groups of people rather than in one-on-one conversational settings. Data collection using observational techniques can be conducted in a variety of contexts (e.g., at a park or community setting, cultural fair, or event), however, the community practitioner is observing and taking note of the people, interactions, exchanges, or other phenomena of interest and is not typically gathering data through direct conversation. Photovoice is a data collection method that involves assigning a group a research question and asking participants to take photographs of their own observations of the focus of the research question, and then discussing those photographs and their meaning within the group and/or with a larger group of community members or other partners.

4. _____ is a lifelong commitment to learning and increasing one's knowledge and practice to raise awareness and consciousness of cultural norms, customs, and practices of the communities with which they work, through respect, recognition, and humility.
   a. Self-care
   b. Ethics
   **c. Cultural competence**
   d. Professional development

Answer: Cultural competence is a lifelong commitment to learning and increasing your knowledge and practice to raise awareness and consciousness of cultural norms, customs, and practices of the communities with which you work through respect, recognition, and humility. There is no textbook or resource that can teach you everything you need to know pertaining to the culture of any specific individual or group, and there is no process to certify a "culturally competent" practitioner. Even within communities with a shared cultural identity there exist differences in values, norms, and customs. As a community practitioner, you commit to do the best you can to practice ethically and from a lens of cultural competence, and as you learn better, you commit to doing better. Ethical social work practice includes cultural competency, but also additional principles of ethics recognized by the profession. Professional development is the commitment and expectation for social work practitioners to continue to learn and stay up to date on emerging best practices in the field throughout the life of their career and can include training in cultural competency as one of many learning topics. Self-care is an important individualized practice for social workers to engage in to protect themselves against the risk for burnout and secondary trauma and promote well-being and internal resilience.


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## ESSAY QUESTIONS

1. What does the term *community readiness* refer to?

2. Who are key informants in community work?

3. What is the purpose of one-on-one interviews?

4. Briefly describe the similarities and differences in the use of interviewing skills for community organizing vs. micro practice.

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