

# 복지영어 : 사회사업 영문선

Generalist Social Work Practice .....	3
1. 사회사업가의 역할 .....	3
2. 사회사업 과정별 임파워먼트 .....	4
3. 당사자는 사회사업가의 진심을 알아차린다. ....	5
4. 다문화 사회사업 .....	7
5. 전문가 vs. 협력자 .....	9
6. 당사자가 각본을 쓰고 주연 감독 제작하게! .....	11
7. 당사자를 진정으로 존중할 수 있는 비결 .....	12
8. 사회사업 철학과 방법을 설명해 줄 수 있어야 .....	14
9. 당사자가 의존하려 할 때 .....	15
10. 강점 .....	16
11. 강점 이야기로 넘어가도 되는 시점 .....	18
12. 다른 전문가들에게 조인 정보 협조를 구하는 방법 .....	20
13. 당사자가 계획의 주체에게 .....	22
14. 계획하는 데 당사자가 참여할 수 없는 경우 .....	23

15. 당사자 쪽 강점을 활용하는 계획이야 .....	24
16. 갈수록 당사자가 더 주도적하게 하기 .....	25
17. 자원을 연결하는 방법 .....	26
18. 당사자가 배우게 돕는 방법 .....	27
19. 증거 기반 실천 .....	29
20. 조사도 당사자가 실질적 주체에게 .....	31
21. 프로그램 평가 .....	33
22. 기록 .....	35
23. Goodness of Fit .....	38
24. Self-Determination .....	39
25. Considering Significant Others .....	40
26. Focusing on the Future .....	41
27. Eco-Map .....	42
28. Goals in Positive Language .....	43
29. Power .....	45
30. The Dilemma of Social Workers as Experts .....	46

31. Responding to Silence .....	47
32. Responding to Questions .....	48
33. Collaborating with Clients Who Resist .....	50
34. Questioning .....	53
35. Respecting Existing Functioning .....	55
36. Handling Differences .....	56
37. Accepting the Nature of Change .....	57
38. Client Advocacy .....	58
39. When Clients Die .....	59
40. Vicarious Trauma .....	60
41. Compassion Satisfaction and Self-Care .....	62
42. Consumer Involvement in Agency Policy .....	63

**The Social Worker's Practice Manual .....** 64

1. Who needs social work? .....	64
2. Recognizing and Developing Resourcefulness .....	65
3. Theorizing Practice .....	66
4. Thinking Holistically .....	67
5. Critical practice .....	68
6. Working in Partnership .....	69
7. Accountability .....	70

8. Reflective Practice .....	71
9. Active Listening .....	72
10. Risk vs Rights .....	73
11. Reciprocity .....	74
12. Residential Work .....	75
13. Common Pitfalls .....	77
14. Managing Career .....	81
15. Commit and Relish .....	83
16. Special Pitfalls .....	84
17. Challenge elegantly .....	88
18. Family Ideology .....	90
19. Development .....	91

**Human Rights and Social Work .....** 94

1. Who defines needs? .....	94
2. Social Work Languages .....	96
3. Social Work Processes .....	99
4. The role of clients .....	103
5. Anti-Colonialist Practice .....	107
6. Praxis .....	111

# Generalist Social Work Practice

: An Empowering Approach. 9th Edition

## 1. 사회사업가의 역할

Our role in the professional relationship is that of a partner to empower clients with their own strengths, not to overpower clients with our considerable practice knowledge and skills.

professional relationship 직업상 관계

that of a partner = role of a partner 파트너 역할

that : 반복되는 명사 대신에 쓰는 지시대명사 '그것'

to empower clients ~ : 앞의 명사 텅어리 'that of a partner'를 수식하는 말 ('that of a partner' which is to empower client)

empower clients 당사자를 힘 있게 하다

en- em- : 명사나 형용사에 붙여서 '~하게 하다, ~이 되게 하다' 라는 뜻의 타동사를 만들. 예: enable, enlarge, endanger, emboss, embank, empurple

overpower clients 당사자보다 힘 있게 되다

considerable 상당한, 많은

## 2. 사회사업 과정별 임파워먼트

For a social work method to be empowering requires a process of collaborative engagement, an assessment of strengths and resources (within clients system and their environment), an intervention that considers changes in both person and context, and continuous evaluation by workers and clients together.

empowering 당사자를 힘 있게 하는  
require ~을 요구하다, ~이 필요하다  
collaborative engagement 협력적 관계 맺기  
assessment of strengths and resources 강점과 자원에 대한 조사/평가/파악  
intervention 개입  
consider 고려하다, 감안하다  
continuous 지속적인, (여러 번) 거듭되는  
evaluation 평가

### 3. 당사자는 사회사업가의 진심을 알아차린다.

As a matter of fact, “one cannot not communicate. Activity or inactivity, words or silence all have message value.” Unavoidably, our genuine experience shows through. Clients can hear what social workers truly think, challenging social workers to operate out of a respectful and affirming frame of reference.

As a matter of fact 사실은  
not communicate 의사소통을 하지 않다  
message value 메시지 값, 메시지로서의 가치  
Unavoidably 불가피하게 (=inevitably)  
genuine experience 진짜(진정한) 경험 = what social workers truly think  
show through 드러나 보이다  
challenging = ①and clients challenge  
②which(앞 절의 내용) challenges  
challenge (A to B) 요구하다/도전하다 (A가 B하도록)  
operate 일하다/실천하다 → 여기서는, 의사소통을 하다  
out of ~으로부터  
respectful 존중하는  
affirming 긍정히는, 긍정적인  
frame of reference (이해 판단 언행 따위의) 준거, 관점  
: 성의정심, 생태 관점

If a worker's implicit or explicit messages reflect little confidence in a client or reveal judgments about a client's culture, these communications will undermine a client's competence and discourage collaboration with the social worker. Conversely, when social workers relay messages of acceptance and respect, clients recognize their rights to their own views and the power of their own experiences.

implicit 은연중의, 암시적인  
explicit 명백한, 명시적인  
reflect 나타내다 / confidence in ~에 대한 믿음  
reveal 드러내다 / judgment 비판·비난  
communication 의사소통  
undermine 약화시키다 / competence 능력  
discourage 의욕을 꺾다 / collaboration 협력  
conversely 반대로  
relay 전달하다 / acceptance 수용 / respect 존중  
recognize 인식하다  
rights to ~에 대한 권리 / view 견해

#### 4. 다문화 사회사업

All social worker and client relationships are, in fact, multicultural.

Voluminous cultural knowledge is neither necessary nor sufficient to respond competently to all clients. To increase their cultural competence, social workers learn directly from the experts—their clients.

in fact 사실상, 사실은  
multicultural 다문화적

voluminous 방대한

neither necessary nor sufficient 필요하지도 않고 충분하지도 않다

respond competently 능숙하게 대응하다

increase competence 능력(능숙도·능숙함)을 제고하다

social workers learn = social workers (should) learn

directly 직접 / expert 전문가

Clients, not workers, are the experts about their own cultural identities. Accordingly, social workers strive to maintain a humble stance that recognizes, respects, and acts on the cultural realities of their clients.

Extensive knowledge about a client's culture is not the key. "The worker's expertise lies in applying the skills necessary to access the client's cultural expertise. The ability to elicit and accept client stories without imposing the worker's assumptions, biases, or interpretations is the starting point."

identities 정체성

Accordingly 따라서

strive to ~하려고 애쓰다, 노력하다

maintain 유지하다, 견지하다

humble stance 겸손한 자세

recognize 인정하다, 인식하다

respect 존중하다

act on ~에 따라(~을 고려하여) 행동하다

extensive 해박한, 폭넓은

expertise 전문성 / lie in ~에 있다 / apply 적용하다

skills necessary to access = skills (which are) necessary to access / access 접근하다, 이용하다

elicit 이끌어내다

impose (의견 등을) 강요하다

assumption 가정, 추정 따위의 생각 / bias 편견, 선입관

interpretation 해석, 판단, 이해



## 5. 전문가 vs. 협력자

Collaboration is the hallmark of empowerment.

In sharp contrast to the expert paradigm in which workers are expected to eliminate or control clients' problems, in the collaborative paradigm, workers and clients function interdependently to address challenges within a client's situation.

Social workers bring professional expertise to the relationship, but they are not the sole experts. Instead, workers share complementary roles with clients and their constituencies, each possessing valuable experiences and competencies.

hallmark (전형적인) 특징

In sharp contrast to ~와 뚜렷하게 대조적으로  
paradigm 인식 체계, (이론적) 틀  
are expected to ~할 것으로 기대되다, ~해야 한다  
eliminate 없애다, 제거하다

collaborative paradigm 협력 패러다임  
function interdependently 서로 의존하여  
address 다루다 / challenge 어려움, 문제

expertise 전문 지식 / sole 유일한 / expert 전문가  
share complementary roles 상호보완적으로 역할을  
나누다

their constituencies 당사자의 지역사회

each possessing = because each possesses  
possess 지니다, 가지고 있다

competencies 능력·역량 competency(competence)  
의 복수형

Empowerment social work as a way of doing builds on collaborative partnerships that ensure full participation by clients.

Empowerment-based practitioners join with clients as partners and rely on clients' expertise and participation in change processes.

Empowerment-based social workers actively involve clients as partners in change processes. Empowerment, by definition requires the full participation of clients.

as a way of doing 일하는 방법으로  
builds on ~에 기초하다  
collaborative partnerships 협력적 파트너·동업자 관계  
ensure 보장하다, 반드시 ~하게 하다  
full participation by clients 당사자의 완전한 참여

join with clients 당사자와 함께하다  
rely on ~에 의지하다, 의존하다  
expertise and participation 전문성과 참여

actively 적극적으로  
involve 참여시키다  
by definition 정의상, 당연히  
requires ~을 요구하다, ~이 필요하다

## 6. 당사자가 각본을 쓰고 주연 감독 제작하게!

An empowerment-based approach to social work practice moves clients to center stage—positioning them as the authors of their stories as well as the directors and producers of the action.

Clients are the most qualified experts about their own situations. Quite simply, they know their circumstances and capabilities best.

empowerment-based approach to social work 임  
파워먼트 기반의 사회사업 방법

positioning them 주어가 앞 절 전체인 분사구문  
→ which positions them as the authors

author 저자 / director 감독·연출 / producer 제작자  
A as well as B - B뿐만 아니라 A도 / action 연기

qualified expert 자격이 있는 전문가

Quite simply, 아주 간단히 말해서/말하자면

circumstances 상황, 처지

capabilities 능력, 역량

best 가장 잘

they know ~ best ~을 그들이 가장 잘 안다

## 7. 당사자를 진정으로 존중할 수 있는 비결

By recognizing that all people possess strengths and innate power that can be tapped and that they have latent potential and creativity, social workers acknowledge that clients have qualities that merit respect. When you discover people's capabilities and talents, respect follows.

A positive view of humankind makes it easier to accept and respect others. The ecosystems perspective offers such a view. This framework explains all human behavior as evolutionary, adaptive, and functional in context. Social workers appreciate and even admire the unique and creative ways clients match their particular resources with the demands of their environments.

recognize 인식하다 / possess 가지고 있다  
innate 타고난, 천부의 / tap 이용하다  
latent 숨어 있는, 잠재적인  
potential 가능성, 잠재력 / creativity 창의성, 창의력  
acknowledge 인정하다 / qualities 자질, 속성  
merit (칭찬·관심 등을) 받을 만하다 / respect 존경, 존중  
discover 발견하다, 알아내다  
capabilities 능력, 역량 / talent 재능 / follow 뒤따르다  
  
positive view of humankind 인간에 대한 긍정적 견해  
offer 제공하다  
framework (이해·판단 등을 위한) 틀  
evolutionary 진화하는  
adaptive 적응하는  
functional 기능성의, 기능하는  
appreciate 진가를 알아보다, 제대로 인식하다  
admire 감탄하다, 존경하다, 칭찬하다  
match 맞추다, 연결시키다 / demand 요구

Respect means that social workers recognize that clients are doing the best they can under their present circumstances.

※

Workers should not move too quickly to point out the successful ways clients are coping. Clients may first need to experience a worker's empathy and acknowledgment of their difficult experiences before being able to benefit from a worker's admiration.

respect 존중

recognize 인정하다

present circumstances 지금의 상황, 처지

point out ~을 알려주다, 언급하다

cope 대처하다, 극복하다

experience 경험하다, 느끼다

empathy 공감 / acknowledgment 인정

benefit from ~으로부터 이익·혜택을 얻다

admiration.감탄, 칭찬

## 8. 사회사업 철학과 방법을 설명해 줄 수 있어야

All social workers make conscious and deliberate choices about how to practice; however, these practice theories, principles, and intervention strategies are not their private domain. Clients have the right to know the approach of the professional with whom they are working.

Empowering social workers are prepared to directly state their philosophy of practice, clarify their perceptions about the corollary roles of social workers and clients, and talk specifically about their confidence in clients' abilities to reach their own goals.

※

Client-driven advocacy places clients in control of advocacy activities, leaving corollary roles for social workers to support clients' actions.

conscious 의식적인 / deliberate 의도적인  
make choices 선택을 하다  
how to practice 실천 방법  
principles 원칙 / intervention strategies 개입 방법  
private domain 사적 영역  
approach 접근법, 실천 방법

state 말하다, 진술하다  
philosophy of practice 실천 철학  
clarify 분명히 말하다 / perception 인식  
corollary roles 그에 따른 역할  
specifically 분명히, 명확하게  
confidence in ~에 대한 믿음, 신뢰

advocacy 옹호 / in control of ~을 관리·통제하다  
leaving = which(앞 절의 내용) leaves  
leave 남기다 / support 지원하다

## 9. 당사자가 의존하려 할 때

When clients indicate that they want to sit back and let social workers do all the work, empowering social workers take time to explain the logical impossibility of this approach.

Workers openly discuss the implications of dependency, reveal their belief in clients' strengths, and candidly admit that they cannot implement the social work process without clients' active participation and contributions.

indicate 내비치다, 시사하다

sit back (아무 노력도 하지 않고) 가만히 있다

empowering social workers 당사자를 힘 있게 하려는  
사회사업가는

take time to explain 시간을 내어 설명하다

implications 영향, 결과; 함의, 의미

dependency 의존

reveal 드러내다, 알리다

candidly 솔직하게 admit 인정하다

implement 실행하다

active participation 적극적 참여 contribution 기여

## 10. 강점

Strengths are relative and embedded in situational contexts. What may be an asset for you may be a deficit for others; conversely, what may work for you may have no benefit to someone else.

Defining a direction describes the process during which workers and clients negotiate a mutually agreeable purpose or preliminary goal. This process logically precedes other actions taken by workers and clients to assess resources or develop an intervention plan. This tentative agreement about the purpose of the work sets parameters for the upcoming assessment of client strengths and resources.

Workers draw on the strengths and resources available, both within client systems and in their environmental contexts.

relative 상대적인 / embedded 내장된  
situational contexts 상황적 맥락  
asset 자산; 이점 / deficit 결손; 약점  
conversely 반대로  
work 효과가 있다 / benefit to ~에게 유익하다

Defining a direction 방향 설정  
negotiate 협상하다 / mutually 서로  
preliminary 예비의  
precede ~에 선행하다  
assess 조사하다, 파악하다  
develop an intervention plan 개입 계획을 세우다  
tentative 잠정적인, 임시의  
parameter 한계, 범위  
upcoming 다가오는, 곧 있을 / assessment 조사·파악

draw on ~을 활용하다



Identifying and acknowledging potential strengths invites clients to relate with social workers as equal collaborators.

Presumptions that clients have strengths prompt social workers to enter each working relationship wearing magnifying glasses to notice their clients' strengths, creating an empowering atmosphere.

People change when they are motivated to change and when they believe they have the capabilities and resources to do so.

Experienced practitioners will tell you that people stretch to prove the truth of compliments but recoil to defend against criticisms. Workers who consistently comment on client strengths and continue to recognize client progress keep clients stretching toward success.

identify 찾아내다 / acknowledge 인정하다  
invite 이끌다, 촉구하다 / relate 관계하다

presumption 가정, 추정 / prompt ~하게 (유도)하다  
wearing magnifying glasses 확대경·돋보기를 쓰고  
notice 주목하다, 알아차리다

creating = which(앞 절의 내용) creates ~  
atmosphere 분위기

are motivated to ~할 동기가(의욕이) 있다

experienced practitioners 경험이 많은 사회사업가들  
stretch 펴다, 뻗다 / prove 증명하다  
compliment 칭찬 (complement 보완, 보충)  
recoil 움츠리다 / defend 방어하다 / criticism 비난  
consistently 일관되게, 한결같이  
recognize 인정하다, 알아주다

## 11. 강점 이야기로 넘어가도 되는 시점

All people, clients included, need to unload their stories about their difficulties before opening their eyes to more positive views on how things might be different.

Typically, clients let social workers know if workers move too quickly to identify strengths and possible solutions. Clients have not yet said all they have come to say; they think the worker hasn't heard enough about the situation to competently lead the way forward. They question the shift in direction and work harder to convince the worker that their problems are difficult.

unload 털어놓다

positive views on 에 관한 긍정적 견해

Typically 보통, 일반적으로

identify 찾아내다

competently 능숙하게

question ~에 대해 이의를 제기하다, 의문을 갖다

work to = seek to = try to ~하려고 하다

convince 납득시키다, 믿게 하다

Only after clients have told their stories and feel understood are they ready to shift in the direction of strengths and solutions. Then workers can redirect the focus of conversation by summarizing and clarifying the client's perspective, asking if there is anything else, and seeking permission to move in a more positive direction

When workers move too quickly to accentuate strengths, clients think workers are missing the point or minimizing their issues. To keep pace with client readiness, social workers directly acknowledge the significance of problems before tilting the conversation toward strengths.

they are ready ~ only after ...

shift in the direction of ~쪽으로 전환하다

redirect ~의 방향을 바꾸다 (3음절에 강제)

summarizing and clarifying ~에 대한 요약과 명료화

seeking permission 허락을 구하다

accentuate 강조하다 / keep pace with ~와 보조를 맞

추다 / readiness 준비

tilt 기울다, 기울이다

## 12. 다른 전문가들에게 조언 정보 협조를 구하는 방법

The way practitioners access information from other professionals makes a difference. Without exception, to ethically communicate with others about clients, social workers must obtain clients' permission or informed consent.

This means clients themselves decide whether to give social workers permission to gather information from significant others, records, or other professionals. Clients need to know who is being contacted, what information is sought, why the information is required, and what consequences result if they refuse to permit the contact.

access information 정보에 접근하다, 정보를 얻다  
make a difference 중요하다

obtain permission 허락을 받다  
informed consent 잘 알고 하는 동의

significant others 중요한 타자들

contact 연락·접촉하다 (명사, 동사 1음절에 강세)

sought : seek(찾다·구하다)의 과거분사

consequence 결과·영향 / result (~의 결과로) 생기다

Practitioners discuss possible sources of information in consultation with clients and, when feasible, encourage clients to handle the arrangements.

When clients discuss, arrange, and follow through on gathering additional information from other professionals, they assume their rightful roles and responsibilities as partners in this process.

discuss 검토하다, 논하다  
in consultation with~와 협의하여  
when feasible 가능하면, 되도록  
handle 다루다, 처리하다 / arrangement 준비

discuss 검토하다  
arrange 준비하다  
follow through on 실행하다, 완수하다  
assume (역할·책임을) 맡다  
rightful 당연한, 정당한

### 13. 당사자가 계획의 주체이게

Clients have ultimate power over a plan's acceptability. Social workers may suggest ideas, but clients have rights to say what they can and will do. They can give the "thumbs up" or "thumbs down" on the proposed plan.

Clients maintain the privilege of selecting the outcomes and strategies they desire because they will be primarily responsible to implement plans of action and they will experience the consequences of success or failure.

To respect self-determination and activate clients' participation, goals and strategies must naturally emerge from the collaborative efforts of workers and clients.

Goals and plans motivate clients when clients assume their ownership. To "own" their plans, clients need to see them as relevant and participate in their construction.

ultimate 최종적인  
acceptability 수용 가능성, 수용 여부  
thumbs up 승인, 찬성 / thumbs down 거절, 불찬성

privilege 특권  
implement 실행하다  
consequence 결과, 영향

activate 활성화하다  
emerge 나오다, 생겨나다

motivate 동기를 부여하다  
assume ownership 소유권을 맡다 / own 소유하다  
relevant 적절한, 유의미한  
construction 입안, 계획 수립

#### 14. 계획하는 데 당사자가 참여할 수 없는 경우

Sometimes, the particular challenges of clients limit their abilities to participate fully in planning. Those with overwhelming physical, cognitive, or emotional challenges may be unable to define what they want or what skills and abilities they can contribute.

When this is the case, workers use their best judgment to make choices, based on their awareness of the client's situation and what they believe to be the client's best interest. Workers also call on others in the client's life to assist with this process.

Even when others participate in planning, workers strive to ascertain and prioritize the client's preferences. For clients who are differently abled or too young to comprehend the process fully, workers still include them and encourage them to express their views.

challenge 어려움, 문제  
overwhelming 압도적인, 너무 강력한(엄청난)  
define 분명히 밝히다, 명시하다

When this is the case 이럴 때는, 이런 경우에는  
judgment 판단력  
call on ~에게 요청하다, 부탁하다

strive to, seek to, work to = try to  
ascertain 확인하다 / prioritize 우선시하다  
preference 선호하는 것  
comprehend 이해하다, 파악하다  
express their views 자기 생각을 표현하다

## 15. 당사자 쪽 강점을 활용하는 계획이어야

The most empowering plans build on client strengths and environmental resources. When client systems recognize their strengths and can access the resources of their environments, they are poised to create effective plans of action.

Social workers freely operate as resources to clients, but empowering social workers also strive to help without patronizing clients or encouraging dependency. Workers should not develop strategies that place themselves in central roles and leave the clients as passive observers. The best action plans place clients in charge and use workers' resources and skills as supplemental tools.

empowering plans 당사자를 힘 있게 하는 계획  
build on ~을 기반으로 하다, ~을 활용하다  
recognize 인식하다 / access 접근하다, 이용하다  
be poised to ~할 태세를 갖춘 (~할 준비가 된)

operate 작용하다  
patronize ~에게 위사람 행세를 하려 들다, 생색내다  
encourage 조장하다  
develop strategies 계획을 세우다  
leave 남기다  
passive observer 수동적인 참관자  
in charge 주관하다, 책임지다, 담당하다  
supplemental 보충의 = supplementary



## 16. 갈수록 당사자가 더 주도적이게 하기

Throughout the duration of their work, clients and social workers partner to take goal-directed actions, though initially social workers may need to be more active.

Over time, as clients become proficient in accessing their own resources, workers moderate their influence turning away from being active interveners toward becoming more reflective facilitators.

Enduring solutions are those clients discover within themselves and in the ways they manage their own worlds.

duration (지속되는) 기간  
partner 협력하다, 함께하다  
initially 처음에(는) / active 적극적인,

Over time 시간이 지나면서  
proficient 숙달된, 능숙한  
access 이용하다  
moderate 조절하다 (줄이다)  
reflective 반사적인, (당사자의 생각 감정 행위 이야기를)  
잘 반영하는 / facilitator 촉진자

enduring 오래가는, 지속적인  
discover 발견하다  
in the ways ~하는 길에서 / manage 다루다

## 17. 자원을 연결하는 방법

Accessing resources confronts social workers with a common question: How much help do they give clients in this process? The empowering answer is: As much as necessary to make a successful connection and as little as needed to be effective.

Workers are supplemental in helping clients make resourceful connections. Whether they simply inform clients about available services or take more direct actions, workers help clients learn how to access services without professional assistance. In linking clients to the service network, social workers choose methods to match the current capabilities of clients with an eye toward increasing clients' own resource management skills.

confront A with B

(힘들거나 좋지 않은 것에) 직면하게 만들다

common question

자원 이용과 관련하여 흔히/보통 이런 질문을 하게 된다

empowering answer 당사자를 힘 있게 하는 답

supplemental = supplementary 보충하는, 보완적인  
resourceful 요령(기지) 있는

make resourceful connections 요령 있게 연결하다

inform 알려 주다

available 이용할 수 있는

take direct actions 직접 자원을 찾아 연결해 주기

match ~에 알맞다

with an eye toward increasing 부대상황

resource management skills 자원 이용 기술

manage ~을 이용하다

## 18. 당사자가 배우게 돕는 방법

### 1) Teaching

Social workers functioning as educators collaborate with clients in all aspects of the process, from identifying learning needs and goals to choosing learning methods to evaluating learning outcomes.

Collaborative teaching requires that learners become active consumers and contributors rather than simply passive recipients of information.

### 2) Sharing Professional Expertise

Social workers can offer clients theoretical information, practice wisdom, and research knowledge. The most empowering way to share professional knowledge is to respond to a client's request or to seek a client's permission to do so.

in all aspects of ~의 모든 면에서  
from A to B to C : A부터 B, C까지

active 능동적인  
consumers 소비자  
contributors 기여자  
passive recipients 수동적으로 받는 사람

expertise 전문 지식  
respond to a client's request or to seek a client's permission 당사자의 요청에 응하거나 허락을 구하기

Sharing ideas differs from giving advice.

Think about the last time someone advised you what to do. Did you feel like they were missing the point? Did you feel resentful that they thought they knew more about your life than you do?

Giving people advice places them in an inferior position, not something that empowering social workers want to do with clients. When social workers have ideas that might be helpful, they offer them tentatively and respect client expertise to evaluate whether the idea is useful.

miss the point 핵심을 놓치다  
resentful 분개한, 화난, 분해 하는

inferior 열등한  
not something  
= which(앞 절의 내용) is not something  
empowering social workers  
당사자를 힘 있게 하려는 사회사업가  
tentatively 머뭇거리며 조심스럽게; 시험적으로  
client expertise 당사자의 전문적 식견, 전문성

## 19. 증거 기반 실천

A successful evidence-based approach critically appraises the integrity of the research accessed and determines its relevance to the issues at hand.

Plath cautions social workers neither to accept research at face value nor to automatically generalize the findings to different contexts.

Another concern about using evidence-based practices arises from how workers and clients determine which interventions to apply. Who gets to decide? Social workers can only avoid the trap of professional privilege when they involve clients as full partners in analyzing and selecting the research-based strategies that best fit the client's situation and preferences.

appraise 평가하다 / integrity 진실성  
research accessed 접근한(찾아낸) 연구 자료  
determine 알아내다, 밝히다 / relevance 관련성  
issues at hand 당면 사안

caution 주의를 주다, 경고하다  
at face value 액면 그대로  
automatically 무의식적으로, 기계적으로  
finding (조사·연구 등의) 결과, 결론

concern 우려  
evidence-based practice 증거 기반 실천  
determine 정하다  
interventions 해결책, 방법  
gets to decide 결정하게 되다  
avoid the trap 함정을 피하다, 뒤편에 빠지지 않다  
involve 참여시키다  
analyze 분석하다  
best fit ~에 가장 잘 맞다

For workers to apply social work knowledge ethically and effectively, they must first ascertain the relevance of research for a particular client's situation.

Workers ask such questions as:

In what context is the evidence generated, and are the conclusions drawn transferable to the client context at hand? Does the use of the knowledge pathologize client behavior or explain circumstances in a nonjudgmental way?

ascertain 확인하다, 규명하다  
relevance 관련성·적절성

evidence 증거  
generate 낳다, 발생시키다  
transferable 적용할 수 있는  
pathologize 병적 현상으로 규정(치부)하다

## 20. 조사도 당사자가 실질적 주체이게

Within the domain of social work research and practice evaluation, the effect of professionals “objectively” studying clients can be particularly insidious, as research and evaluation done *on* rather than *with* people creates an exclusive base of knowledge that privileges the views and values of expert professionals.

Ristock and Pennell hold that the “traditional researcher as expert” approach perpetuates a power imbalance that privileges the researcher over the researched, imposing perspectives and conclusions that ultimately serve the interests of the dominant group.

research 연구, 조사; 연구하다, 조사하다  
(명사는 1음절, 동사는 2음절에 강세)

effect 결과, 영향

objectively 객관적으로, 대상화하여

insidious 서서히 또는 알아차리지 못하게 해를 끼치는

exclusive 배타적·독점적

privilege ~에 특권을 부여하다 / views 견해, 관점

hold 주장하다

traditional 전통적인 approach 방법

perpetuate 영구화하다

privilege A over B : A를 B보다 특별하게 대우하다

imposing = because it imposes

impose (의견 등을) 강요하다

ultimately 궁극적으로, 결국 / serve ~에 기여하다

dominant 지배적인

Before applying research results, social workers should critique studies to determine whether research participants had a salient voice. Did participants have any control of research questions? Did they work as partners in research design and delivery or merely function as subjects of someone else's study?

※

As a policy directive, the service-user movement presses for clients to be involved in research efforts, not simply as participants, but as full partners in control of the research process. In the United Kingdom, many private and public funders of social research now stipulate service-user involvement as a requirement of funding.

critique 비평하다  
determine 알아내다, 밝히다  
salient 중요한, 핵심적인; 두드러진, 현저한  
voice 목소리, 발언권  
control 통제력, 통제권  
have control of ~을 통제하다, 주도하다  
research design and delivery 설계 및 발표(실행)  
subject 연구 대상자

directive 지시, 명령  
press ~하도록 압력을 가하다  
participant 참가자  
partners (who are) in control of the research  
private and public 민간 및 공공의  
stipulate 규정하다, 명기하다; ~을 조건으로 요구하다  
requirement 필요조건



## 21. 프로그램 평가

Compared to conventional program evaluation methods, empowerment evaluation offers an alternative approach that places clients in the center of the process.

Empowerment evaluation supports the notion that clients are not only qualified to share their opinions on program impact, but they should participate in all steps of the evaluation process, from identifying the evaluation questions through collecting data and analyzing the results.

Implementing this method, evaluators regard themselves as facilitators of the evaluation process, working first with clients to determine what is important to find out, then accessing their views and privileging their interpretation of data.

conventional 전통적인  
alternative 다른, 새로운, 전통적이지 않은  
approach 방법; 접근법

support the notion that ~라는 개념·생각을 지지하다  
qualified to share 나눌 자격이 있는  
program impact 프로그램의 영향, 효과  
identify 찾아내다 / analyze 분석하다

implement 시행하다

Implementing this method, evaluators regard ~  
이 방법을 쓰는 평가자는 자신을 촉진자로 여긴다.  
, working = , therefore/so they work 분사구문  
facilitator 조력자, 촉진자, 활동을 용이하게 하는 사람  
accessing their views 당사자의 생각을 알아내다  
privilege ~에 특권을 주다, ~을 특별하게 취급·대우하다

The empowerment evaluation model protects the opinions of clients from being inadvertently silenced or reinterpreted by expert professionals or managers.

By design, empowerment evaluation requires that client systems play a prominent role in all facets of the evaluation process, from defining the focus of the evaluation to interpreting the results.

inadvertently 무심코, 부주의하게 / silence 침묵시키다

By design 설계상; (의도적으로, 계획적으로)

prominent 중요한, 두드러진

in all facets of ~의 모든 면에서

interpret (~의 의미를) 해석하다, 설명하다

## 22. 기록

### 1) Note Taking

Typically, asking clients for permission to take notes reduces their defensiveness.

Effective requests include the following:

- ① Is it all right with you if I take a few notes?
- ② This is a pretty long form to fill out. Do you want me to read the questions to you? Do you want to read along with me? I could give you a blank form, and you could just tell me the answers, and I'll write them down. What do you think would work best?

By involving clients, social workers convert note taking from a display of expert authority into an empowering strategy.

typically 보통, 일반적으로

reduce 줄이다 / defensiveness 방어적 태도

involve 참여시키다 / convert 전환하다

display 과시 / expert authority 전문가의 권위  
empowering strategy 당사자를 힘 있게 하는 방법

## 2) Clients' Access to Records

The NASW Code of Ethics indicates that clients should be able to review their own records. Specifically, the code indicates that social workers should provide clients with reasonable access to official records that concern them. Clearly, clients have rights to access their records. Workers always write records with the understanding that the records could be read by clients or various third parties.

## 3) Writing Style

When we communicate with others via written documents, the quality of the writing makes a significant impression. Poorly prepared documents detract from their content and may not be taken seriously. Some social service administrators consider written communication skills a top priority in their list of qualifications for

NASW Code of Ethics 미국사회사업가협회 윤리강령

Specifically 특히  
indicate 명시하다

reasonable 합당한, 당사자에게 알맞은  
access 접근권 → 기록 열람 방법  
concern ~에 관계되다

rights to access their records 자기 기록을 열람할 권리  
with the understanding that ~라는 생각으로  
understanding 생각 / third party 제삼자

detract (주의를) 딛 데로 돌리게 하다  
qualifications 자격, 자질  
prospective 장래의

prospective employees.

### Tips for an Appropriate Writing Style

- Avoid the use of labels - describe events and behaviors.
- Demonstrate gender sensitivity. Use generic terms to describe people including words such as “mail carrier,” “service person,” “chairperson,” etc. Use the phrases “he or she,” “his or her,” or “them.”
- Maintain nonjudgmentalism.
- Refrain from using jargon or slang.
- Use concrete descriptions rather than diagnostic labels, generalizations, or subjective wording.
- Use active voice.
- Proofread your final draft by reading aloud.

demonstrate 보여주다  
gender sensitivity 성인지 감수성  
generic terms 포괄적인·통칭하는 용어

refrain from ~을 삼가다  
jargon (특정 분야의) 전문·특수 용어  
slang 어떤 집단의 통용어(전문어), 속어 은어  
concrete 구체적인 / diagnostic 진단상의, 진단하는  
generalizations 일반화 / subjective 주관적인  
active voice 능동태  
proofread 교정을 보다 / draft 초안, 초고; 원고

## 23. Goodness of Fit

Even behaviors that are deemed unacceptable and have negative consequences may make sense when considered in context.

Whether difficulties arise when people encounter physical, intellectual, psychological, emotional, or situational challenges depends on the responsiveness of the environment and the strengths of the particular human system.

By considering the responsibility of environments, the ecosystems view precludes labeling individuals as dysfunctional or pathological in favor of recognizing that simply no goodness of fit exists.

deem ~으로 생각하다, 간주하다, 보다  
unacceptable 용납하기 어려운  
consequences 영향, 결과  
make sense 이해가 되다, 말이 되다, 타당하다

encounter 만나다, 마주치다  
physical 신체적인 / intellectual 지적인  
psychological 심리적인 / emotional 정서적인  
responsiveness (필요한 도움을 필요한 때에 적절한 방식으로 필요한 만큼 제공할 수 있는) 대응성

preclude 제외하다, 미리 배제하다  
label ~에 딱지(명칭)를 붙이다; 분류하다, 낙인찍다  
dysfunctional 역기능적인  
pathological 병적인  
goodness of fit 좋은 핏, 잘 어울림 → 궁합

## 24. Self-Determination

Self-determination can be stifled in any hierarchical relationship including relationships between clients and social workers. For example, a practitioner's paternalism or maternalism both challenge clients' autonomy.

When social workers act paternalistically, they undermine autonomy by imposing their own preferences on clients, based on beliefs that workers "know best," even if what they think contradicts clients' ideas. Also limiting clients' autonomy, maternalism evolves from a worker's good intentions gone awry, leading to unintentional control as expressed through overpowering caring behaviors.

Collaborative social workers avoid these types of skewed power relationships, freeing clients to participate as equal partners in change efforts.

stifle 숨 막히게 하다, 질식시키다  
hierarchical 계층적  
paternalism or maternalism 권위주의 또는 온정주의  
challenge 도전하다, 시험하다  
autonomy 자치, 자율성, 자주성

undermine (서서히) 약화시키다, 해치다  
impose 강요하다 / preference 선호하는 것  
contradict ~에 반하다, ~과 모순되다  
evolve 발달하다, 진화하다 evolve from ~에서 생기다  
good intentions 선의 / awry 빗나간  
lead to ~로 이어지다, ~을 초래하다  
unintentional 고의가 아닌, 의도하지 않은  
express 표현하다 / overpowering 당사자보다 힘 있게 되는 / caring behavior 돌봄 행위

skewed 왜곡된, 기울어진  
freeing clients to ~ = and/so they free clients to ~

## 25. Considering Significant Others

Because changes in the client will inevitably affect their relationships, the success of the plan ultimately depends on the cooperation that clients receive from those around them.

Effective plans meet the client's goals, but good planning also anticipates and accounts for the responses of others. Workers also consider whether clients can achieve their objectives without infringing on the rights of others and without coercing change in nonconsenting players.

Social workers maintain professional ethics when they evaluate how achieving the client system's objectives will impact the rights of others who may be impacted by clients' changes.

inevitably 불가피하게, 필연적으로

affect ~에게 영향을 주다

ultimately 궁극적으로, 결국  
cooperation 협력, 협조

anticipate 예상하다

account for ~을 고려하다

infringe on 침해하다

coerce 강요하다, 강제하다

nonconsenting players 동의하지 않은 사람들

ethics 윤리

objectives 목표

impact 영향을 주다 (동사는 2음절에 강제)



## 26. Focusing on the Future

When clients and social workers begin their work together, they can only influence the direction of future evolution; they cannot alter past events. What's done is done. What's yet to come is still in question.

If we become mired in looking backward, we are likely to be blindsided to presently occurring events. As an alternative, if we face toward the future, we have opportunities to review what we currently know, apply skills we have developed, and determine what additional resources are available to meet upcoming challenges.

No rules say that all past problems must be uncovered and resolved, or all deficits erased to move forward. Focus instead on an approach that permits forging ahead to a more promising future in which past difficulties fade in the light of success.

evolution 전개  
alter 바꾸다

mired 수렁에 빠진  
blindside 기습하다, 허를 찌르다  
determine 알아내다  
upcoming 다가오는

uncover 찾아내다 / resolve 해결하다  
deficit 부족한 점, 결손: 약점  
erase 지우다, 없애다  
deficits erased = deficits must be erased  
forge ahead 나아가다 / promising 유망한  
fade 서서히 사라지다, 희미해지다

## 27. Eco-Map

Sequential eco-maps can effectively illustrate the status of client systems before and after intervention, graphically demonstrating improvements in how clients relate with other systems.

Moreover, by collaborating with clients in constructing an eco-map, social workers validate clients' rights to describe situations from their own standpoint.

Before implementing any assessment tool, practitioners fully explain it, including its administration and purpose. Workers maintain transparency by sharing results of any assessments and discussing implications of their findings with clients.

Sequential 순차적인  
illustrate 보여주다  
graphically demonstrate 아주 생생하게 보여주다  
relate with ~와 관계하다

construct eco-map 생태도를 그리다  
validate 인정하다, 알아주다  
from their own standpoint 자기 입장, 관점에서

implementing 시행  
administration (도구의) 적용 또는 관리  
maintain transparency 투명성을 유지하다  
discuss 검토하다  
implication 함의 / finding (조사·연구 등의) 결과

## 28. Goals in Positive Language

In developing goals, social workers reorient clients away from dwelling on their problems to instead visualize what their lives will be like when they have reached the desired solution. Stated in positive language, goals reflect aims to enhance or strengthen, not to remediate or reduce.

Consider the example of Nate Hardy, a social worker with the Northside Development Association.

- The first resident wants others to stop ignoring his opinion.
- The second resident of the neighborhood group wants group members to stop arguing among themselves.

Each goal indicates what clients want to get rid of, not specifically what they would like to have happen instead. In other words, these tentative goals focus on negative

dwell on ~에 대해 오래 생각하거나 말하다

visualize 상상하다, 마음속에 그리다

state 말하다, 진술하다, 서술하다

in positive language 긍정적 표현으로

reflect 나타내다 / aim 목표

enhance 향상시키다, 높이다 / remediate 교정하다

resident 주민 / ignore 무시하다, 묵살하다

argue 언쟁하다, 다투다

indicate 나타내다, 보여주다

get rid of 제거하다

tentative 임시의, 잠정적인

outcomes (what needs to change) rather than positive ones (what will occur instead).

Nate responds to each resident's negatively expressed goal to convert it to a positive statement by saying the following:

- So, if people stop ignoring you, how would you like them to respond instead? What will they be doing?
- You would like the group to stop arguing. Can you describe for me how it will be when group members handle their disagreements differently?

Nate's continued prodding to consider the future leads each resident to visualize a positive outcome:

- I want this group to include my ideas in their neighborhood development plan.
- I want the group to negotiate decisions cooperatively.

negatively expressed 부정적으로 표현된  
convert 바꾸다, 전환하다  
statement 진술, 서술

prod (쿡 찌르다) 촉구하다, 격려하다  
visualize 상상하다 / outcome 결과·성과  
negotiate decisions 타결하다  
cooperatively 협력하여, 협력적으로

## 29. Power

Social workers actively guard against the temptation to take charge of clients and determine the course of action.

Social workers who seek to empower rather than to dazzle client systems restrain themselves from trying to solve clients' problems immediately, pontificate as experts, or perform extraordinary feats.

Even when clients seem willing to relinquish their power, social workers move quickly to shift the locus of power from worker-centered to client-controlled.

Ultimately, the most successful clients retain both the responsibility for the choices made and the credit for the outcomes achieved.

guard against ~을 경계하다 / temptation 유혹  
take charge of ~을 떠맡다, 책임지다

dazzle ~의 눈을 부시게 하다, 감탄시키다  
restrain 억누르다, 제지하다

pontificate 거드름피우다, 거드름피우며 이야기하다  
perform 해 보이다, 부리다  
extraordinary 비범한, 대단한 / feat 묘기, 재주

relinquish 포기하다  
locus 장소·위치, 소재지

Ultimately 결국, 궁극적으로  
retain 보유하다, 유지하다  
credit 공, 공적; 명예, 칭찬 / outcome 결과, 성과

### 30. The Dilemma of Social Workers as Experts

Reverence toward social workers as experts fabricates a hierarchy of haves and have-nots.

In this view, proficient social work experts have knowledge, insight, and ideas to bestow on inept clients who lack these qualities. Proactive professionals take charge of passive clients. Competent social workers commence action, and ineffectual client systems are acted on. Interpreted bluntly, the expert professionals are the champs, and the clients are the chumps!

Social workers beware! Traps exist in this definition of social workers as experts and clients as passive recipients, so no successful way out is available.

reverence 숭배; 존경 ← revere 숭배하다, 존경하다  
fabricate 꾸며내다, 만들어 내다 / hierarchy 계층  
haves and have-nots 가진 사람과 못 가진 사람

proficient 능숙한 / inept 서투른  
bestow 부여하다

proactive 주도적인 / passive 수동적인  
take charge of ~을 떠맡다, 책임지다, 관장하다  
competent 유능한 / ineffectual 무능한

commence 시작하다

Interpreted bluntly 직설적으로 말하자면  
champ 챔피언 / chump 얼간이, 멍청이

beware 조심하다, 경계하다  
trap 함정, 덫

passive recipient 수동적으로 받는 사람  
way out 탈출구 / available 이용할 수 있는

### 31. Responding to Silence

Remember the rule in communication: “One cannot not communicate.” Not talking is a special way of talking. Even silent clients tell us things about themselves.

Consider these possible meanings of silence: “I don’t want to be here.” “It’s hopeless.” “Leave me alone.” “I don’t trust you.” “I don’t understand a thing you’re saying.” “I need time to think this over.”

Silence is ambiguous; so, the worker’s empathy and imagination come into play. Social workers formulate hunches about what clients mean with their silence by considering contextual elements, nonverbal cues, and the client’s characteristics. Workers make their best determination about what clients are saying with their silence, verbalize it, and wait for clients to modify the guess to construct a more accurate view.

communication 의사소통  
communicate (생각·느낌 등을) 전하다, 의사소통을 하다

think something over ~을 심사숙고하다

ambiguous 모호한  
empathy and imagination 공감과 상상  
come into play 작동(활약)하게 되다, 나서게 되다  
formulate 만들어 내다 / hunch 짐작 = guess  
nonverbal cues 비언어적 단서 / characteristics 특성  
verbalize 말로 표현하다 / modify 수정하다  
construct 구성하다 / accurate view 정확한 의견, 의도

## 32. Responding to Questions

Certain questions require cautious responses. Frequently, clients seek advice with questions: “What would you do if you were in my situation?” “So, which one of us is right?”

Social workers who fall prey to this invitation to be experts find themselves trapped by the dependencies they create in clients.

cautious response 신중한 대답  
Frequently 종종, 자주

fall prey to ~의 먹이가 되다; ~의 포로가 되다  
find themselves trapped = are/become trapped  
create 야기하다 / dependency 의존, 의존증



An empowering response recognizes the client's need for assistance revealed in the advice-seeking question yet returns the responsibility for solutions to the partnership. Social workers can say any of the following:

I know you'd like me to give you the answer. Trouble is, I don't have it.

I appreciate your confidence in me, but this must be a tough issue or you would have solved it without me.

Maybe when I know you and your situation better, I can let you know what I think, but right now, you know a lot more than I do about what is going on.

I don't know who's right. Probably you both have valid points.

Social workers always respond to questions, but they may do best to choose responses that respect the client's expertise rather than offering their own opinions.

empowering response 당사자를 힘 있게 하는 대답  
recognize 인식하다 / revealed 드러난

Trouble is, 문제는 ...

appreciate 감사하다, 고마워하다

confidence 신뢰

tough issue 다루기 힘든(곤란한) 사안

have valid point 타당한 점이 있다, 일리가 있다

client's expertise 당사자의 전문적 식견

### 33. Collaborating with Clients Who Resist

1) Look more closely at the assertion that clients resist. If social workers want to go in one direction and clients want to go in another, who is resisting whom?

Resistance often communicates a message that social workers are overstepping their partnership agreements. In other words, at times, clients may rebel against the directions that workers propose simply because they don't want to be told what to do.

Clients have the privilege to resist, based on their rights to self-determination. Social workers respect and cooperate with clients who resist. Resistance clearly demonstrates that clients have power! Why would empowering social workers want to invalidate such an expression?

Look more closely at 더 면밀히/엄밀히 검토하다  
assertion 주장 / resist 저항하다

communicates a message 어떤 뜻을 전달하다  
overstep (선을) 넘다, 넘어가다  
rebel 반항하다

privilege 특권  
rights to self-determination 자기결정권  
cooperate 협력하다 / demonstrates 보여주다  
empowering social workers  
당사자를 힘 있게 하려는 사회사업가  
invalidate 무효로 하다; 무시하다, 묵살하다

2) Even when clients have a high level of investment and see their outcomes as very desirable, their investments may falter under the burden of environmental constraints. Social workers may misread clients' behaviors as resistance in these situations when, actually, other factors may be thwarting clients' efforts.

Clients' access to the practicalities of service delivery, such as transportation, costs, and location, may be prohibitive. Workers may need to target social or environmental impediments to clear the way for the clients to invest fully in the process.

investment (시간·노력 등의) 투자  
outcome 결과 (목표하는 성과)  
falter 흔들리다, 머뭇거리다 / constraint 제약, 제한  
under the burden of environmental constraints  
환경적 제약으로 인한 부담 때문에  
misread 오해하다 / actually 사실은  
thwart 방해하다, 좌절시키다

practicality (practicalities) 실질적 측면  
prohibitive 금지하는 것이나 다름없는  
target 겨냥하다, 대상으로 삼다  
impediment 장애물, 장애 요소 (=obstacle)  
invest (시간·노력 따위를) 들이다, 바치다; 투자하다

Consider the example of Twyla, who sporadically attends a mothers' support group. The worker's initial impulse is to confront Twyla for her lack of commitment to the group.

However, a closer assessment reveals the nature of Twyla's "resistance." In discussing the issue, Twyla describes her husband's anger over her attendance, her difficulty in locating childcare, and the undependable car that she drives. Each one of these environmental factors interferes with her attendance at group meetings.

In view of these obstacles, even Twyla's sporadic attendance demonstrates a great deal of motivation to participate. To increase Twyla's attendance, the worker needs to help her resolve the issues of childcare, transportation, and her husband's attitude.

sporadically 간헐적으로, 드문드문 / attend 참석하다  
initial 처음의 impulse 충동  
confront 직면시키다 / commitment 열의, 열심, 열성

a closer assessment 면밀한 조사 / reveal 드러내다  
resistance 저항  
discuss ~에 대해 의논하다 / describe ~에 대해 말하다  
attendance 출석, 참석  
locate 찾아내다  
undependable 신뢰할 수 없는; 의지할 수 없는  
interfere with ~을 방해하다

in view of ~을 고려하여, 고려하면  
obstacle 장애물, 방해 요소  
sporadic 간헐적인, 드문드문한  
demonstrate 보여주다 / motivation 열의  
resolve 해결하다  
childcare 탁아; 육아 / transportation 교통수단

### 34. Questioning

Questions that seek descriptive information begin with words such as *who*, *what*, *when*, *how often*, and *in what way*. These questions lead to important concrete and contextual information.

In contrast to the judgmental message of why questions, *who*, *what*, *when*, *how often*, and *in what way* questions seek information that clients can easily provide, material that contributes to increased understanding by both workers and clients.

Social workers avoid questions beginning with *why*. Why questions force respondents to account for their behavior, although people often do not know why they've acted as they have. Why questions access very little useful information and possibly shift clients to adopt defensive postures.

descriptive 서술적인, 묘사하는  
lead to ~로 이어지다, ~에 이른다; ~을 이끌어 내다  
concrete 구체적인

in contrast to ~와 대조적으로  
contribute 기여하다

force ~가 ...하게 강요하다  
respondent 응답자 / account for 해명하다  
access very little useful information  
유용한 정보를 거의 알아내지 못하다  
shift 전환하게 하다  
adopt 취하다 / defensive posture 방어적 태도·자세

For example, when a client says, “He always lets me down,” social workers can respond by asking the following questions:

Who is the “he” that you’re talking about?

In what way does he let you down?

How does this interfere with what you are trying to accomplish?

What do you think is getting in his way?

Always? Is there ever a time when he doesn’t?

Questions work best when they relate directly to what clients say and when the answers will add new information.

let down 실망시키다  
respond 반응하다, 대응하다  
following questions 다음과 같은 질문들

interfere with = get in the way ~에 방해가 되다

relate to ~에 대해 언급하다

### 35. Respecting Existing Functioning

When one member of a client system says more or less than another, this does not mean that social workers must intervene.

Workers trust that systems have their own style of relating. Some client systems work best with a combination of talkers and listeners, up-front doers and behind-the-scenes planners.

intervene 조정·중재하다; 개입하다

relate 이야기하다, 관계하다

work best 가장 잘 기능하다, 작동되다 → 잘 돌아가다  
combination 조합

up-front doers 앞에 나서서 실행하는 사람

behind-the-scenes planners 뒤에서 계획하는 사람

### 36. Handling Differences

When topics spark heated debate and divisive conflicts, workers can maintain collaboration among group members by asking each to represent the opposing view or summarize what others are saying.

Role playing also works well with groups. For example, when group members hold tightly to conflicting views, a social worker might suggest that members role play someone who expresses the opposing view as the conversation continues.

Building a case for the opposite opinion likely increases the understanding of members about the other view, and it also may add empathy to the process. Asking members to play roles that represent views they themselves do not hold works well to lighten group conflicts and to stimulate a desire for consensus in group decisions.

spark 촉발하다  
heated debate 격앙된 논쟁  
divisive conflict 분열을 일으킬 만한 갈등  
represent 대변하다 / opposing view 반대 의견

works well 효과가 좋다, 좋은 효과가 있다  
hold tightly to ~을 단단히 고수하다  
conflicting views 충돌하는 의견  
express (의견을) 표현하다, 이야기하다  
conversation 대화

case (재판·토론 등에서 한 쪽을 지지하는) 주장, 논거  
empathy 공감  
represent 대변하다 / hold 지니다, 가지다  
lighten 가볍게 하다, 경감하다  
stimulate 북돋우다 / desire 욕구, 바람  
consensus 의견 일치, 합의  
works well 효과가 좋다, 좋은 효과가 있다



### 37. Accepting the Nature of Change

Change occurs erratically. Sometimes clients leap forward and make quick progress to achieve their goals. At other times, clients' situations stabilize, or clients may relapse into previously unsuccessful methods to cope.

Reluctance to change is an expected part of human development, urging us each to be cautious as we move forward. All human systems tend to maintain the comfort of habitual patterns in the face of changing situations.

Introducing the notion of expected plateaus and setbacks normalizes the sometimes uneven nature of progress. Workers require patience to accept a client's pace and pattern of change.

erratically 변덕스럽게 / leap 도약하다  
make quick progress 빠른 진전을 이루다  
stabilize 안정되다 → 변화를 멈추다  
relapse 다시 빠지다, 퇴보하다  
methods to cope 대처 방법

Reluctance 꺼림 / expected 예상되는  
urging us = and it(앞 절의 주어 또는 전체) urges us ~  
urge 촉구하다 / cautious 신중한  
tend to maintain ~을 지키려는 경향이 있다  
in the face of ~앞에서, ~에 직면하여

expected 예상되는  
plateaus 정체 / setbacks 차질  
normalize 정상화하다, 정상적인 것으로 여기게 하다  
uneven 평탄치 않은 / nature 속성, 성질  
pace pattern of change 변화 속도와 패턴

### 38. Client Advocacy

The way in which social workers advocate for their clients makes a difference. All clients benefit more from *working with*, rather than by *being worked on* by social workers. Workers possess advocacy skills and can teach clients ways to advocate on their own behalf.

Social workers are most empowering when they support clients' efforts to advocate for themselves. Client-driven advocacy places clients in control of advocacy activities, leaving corollary roles for social workers to support clients' actions.

advocacy 옹호 / advocate 옹호하다  
makes a difference 중요하다  
possess 지니고 있다  
on their own behalf = for themselves

empowering 당사자를 힘 있게 하는  
client-driven 당사자 주도적인, 당사자가 주도하는  
places clients in control 당사자가 통제하게 하다  
leaving  
= and it(client-driven advocacy) leaves  
= which(앞 절의 내용) leaves  
corollary roles 그에 따른 역할

### 39. When Clients Die

It is not “unprofessional” to grieve the loss of a genuine relationship.

One of the most difficult experiences that workers may confront occurs when clients die in ways that workers believe might have been prevented. Workers may be left with guilt that somehow they could have done more or something different.

Shulman offers a three-step model for responding to such events: first, encourage the worker to grieve; second, elicit support from other workers with similar experiences or whose positions put them at risk of the same experience; and finally, refocus the worker toward other clients who still need assistance. Social workers cannot control what clients will do, but they can respond to events in ways that help themselves and others.

unprofessional 전문가답지 못한, 미숙한  
grieve 슬퍼하다 / genuine 진짜의; 진실한, 진심 어린

confront 직면하다, 만나다

prevent 막다, 예방하다 / guilt 죄책감

elicit 이끌어 내다

refocus 초점(방향)을 바꾸다

help ~에게 (~하는 데) 도움이 되다

## 40. Vicarious Trauma

The trauma experienced by clients may have far-reaching effects for both social workers and clients.

Long-term exposure to suffering and trauma without adequate workplace and personal support results in what Figley originally called *compassion fatigue* and what others now identify as *vicarious trauma*, or *secondary trauma*. All social workers risk vicarious trauma.

Because practitioners are vulnerable to secondary trauma as a result of their emotional reactions to working with clients who have been traumatized, social workers should practice trauma-informed self-care.

Frontline emergency responders often require counseling after their immediate work is complete in order to mitigate the effects of secondary trauma.

vicarious (느낌·경험이) 대리의, 간접적인  
trauma 정신적 외상, 그런 상처를 남기는 충격적 경험

exposure 노출 / suffering 고통  
adequate 적절한, 충분한  
result in (그 결과로서) ~을 낳다, 야기하다  
compassion 연민, 동정심 → 그런 마음으로 돕는 행위  
risk ~ 위험을 각오하다·무릅쓰다  
social workers risk = social workers should risk

vulnerable to ~에 취약한, ~을 당하기(입기) 쉬운  
traumatize 정신적 외상을 초래하다, 엄청난 충격을 주다  
trauma-informed 트라우마를 잘 알고 하는

frontline emergency responders 일선에서 응급 사태  
에 대응하는 사람  
mitigate 완화하다 / effect 영향, 결과

※ Empathic listening, reassurance, information, concrete assistance, and casework services are the activities that best fit the needs of people distressed by sudden tragedy. Practitioners recognize that, in the initial aftermath of the event, people more often need post-disaster support and assessment for referral rather than intensive trauma debriefing and psychotherapy. Research shows that immediate psychological debriefing may actually have long-term adverse effects on recovery.

※ Responding to Trauma : Although we can contribute very positively to the lives of people who have been traumatized, we should not see ourselves as psychotherapists or assume that some form of counselling input is necessarily what is required. These are complex, multidimensional matters, and need to be understood – and responded to – as such. (The Social Workers’s Practice Manual)

reassurance 안심시키기, 안심케 하는 말이나 행동  
concrete assistance 구체적인·유형의 도움  
best fit ~에 가장 잘 맞다·적합하다  
distressed 고통당하는  
tragedy 비극적 사건, 참사, 참변  
initial aftermath 초기의 영향·여파·후유증  
intensive 강한, 집중적인  
debriefing (겪은 일에 관해) 말하기  
adverse effects 역효과 / recovery 회복

contribute 기여하다 / traumatized 트라우마를 겪은  
assume that ~이라고 여기다, 당연한 것으로 생각하다

## 41. Compassion Satisfaction and Self-Care

Social psychologists Radley and Figely argue that “given that empathic practitioners will face negativity, our profession requires a constant source of inspiration that increases our positivity”.

They advocate a paradigm shift away from avoiding the negative consequences of *compassion fatigue* toward promoting the protective factors associated with *compassion satisfaction*.

Key elements of compassion satisfaction include promoting emotional and physical self-care, clarifying professional roles, seeking social supports, engaging in professional development, and generating sources of renewed energy to foster practitioner empowerment. The experience of compassion satisfaction may mitigate the negative aspects of their experiences.

given that ~임을 감안하면, ~임을 고려할 때  
empathic 공감적인, 공감을 잘하는

negativity 소극성; 부정적인 것  
inspiration 영감·자극·격려를 주는 것, 고무시키는 것  
positivity 적극성; 긍정적인 것

advocate 주장하다, 옹호하다  
negative consequences 부정적 영향

compassion 연민, 동정심; 으로 돕는 일 / fatigue 피로  
promote 촉진하다, 조장하다

clarify 분명(명료)하게 하다  
engage in ~을 하다  
generate 생기게 하다, 일으키다, 발생시키다  
foster 촉진하다, 조장하다  
mitigate 완화하다, 경감하다

## 42. Consumer Involvement in Agency Policy

Consumers' participation in developing agency policy safeguards their rights as clients, secures the relevancy of program services, and holds agencies accountable to their constituencies.

Given opportunities, social service consumers can play important roles in organizational functioning and development. They have an expert view of service delivery procedures, the impact of agency policies, and services the agency should develop or expand.

Clients can contribute as members of staff and administrative hiring committees, inform strategic plans, participate in program evaluation, and assist with fundraising activities.

developing agency policy 기관의 정책 개발  
safeguard 보호하다 / secure 얻어 내다, 확보하다,  
relevancy (당면 과제나 현실에의) 관련성, 적절성  
hold 유지하다, 지키다 / accountable 책임 있는  
constituencies 지역사회 사람들

Given = if they are given 주어진다면  
expert view 전문가적 견해  
impact 영향  
expand 확대하다, 확장하다

contribute 기여하다  
administrative hiring committees 운영·인사 위원회  
inform ~에 영향을 미치다  
participate in ~에 참여하다  
fundraising activities 모금활동

# The Social Worker's Practice Manual

Neil Thompson. 2023. 8.

## 1. Who needs social work?

1) Everyone has problems and difficulties. However, some people have problems in dealing with their problems, difficulties in managing their difficulties.

2) Some people may need social work at particular times, but not at others. Social work support may therefore be needed for a short period, but not thereafter.

3) It is important that we do not label people as being in need of social work support as if it is some sort of character flaw or personal weakness. Our assessment needs to be much more sophisticated than that.

deal with = manage 다루다

thereafter 그 후에

character flaw 인격적 결함 / assessment 평가  
sophisticated 세련된, 교양 있는  
label (특히 부당하게) 딱지·꼬리표를 붙이다

People are not the problem. So, social workers reject any kind of stigmatizing labeling.



## 2. Recognizing and Developing Resourcefulness

When we see the difficulties they are currently having, we may find it difficult to appreciate their resourcefulness – for example, in terms of how well they have coped to date.

Many of the individuals and families we deal with demonstrate high levels of resourcefulness. It would therefore be a significant mistake to fail to account for their resourcefulness and, indeed, to capitalize on it as fully as possible.

Some people may be struggling partly because they have adopted a restricted, limited or rigid approach to the challenges they face. In such circumstances one of the ways in which we could be helpful is not only to bring our own resourcefulness to bear, but also to help them develop their own resourcefulness.

Consequently 그 결과, 따라서  
resourcefulness 기략(기지·요령)이 있음  
find 알게 되다 / appreciate 제대로 알아보다  
cope 대처하다 / to date 지금까지

deal with somebody ~와 상대하다  
demonstrate 보여주다  
fail to ~하지 못하다  
account for ~을 고려하다  
capitalize on ~을 활용하다

restricted, limited 한정된 / rigid 융통성 없는  
approach 방법

in such circumstances 그런 상황에서, 그런 경우  
bring A to bear (on B) : (B에) A를 쏟다, 기울이다  
resource 기략·기지, 임기응변하는 슬기, 변통하는 재주  
resourcefulness 기략(기지·요령)이 있음

### 3. Theorizing Practice

We begin with practice and then theorize it by drawing on our knowledge base to make sense of it.

The key point is that our theory base is a vitally important foundation of understanding; and we need to draw on that knowledge base as appropriate to make sense of each of the situations we find ourselves in – that is, we need to *theorize* practice.

Theorizing practice does not guarantee that we will be able to make a positive difference, but it does put us in a much stronger, better equipped position to do so.

theorize 이론화하다 / draw on ~을 활용하다  
make sense of ~을 이해하다

key point 요점  
vitally 지극히, 아주  
as appropriate 적절히, 필요하면  
we find ourselves in = we are in  
that is =that is to say 즉, 말하자면

guarantee 보장하다  
make a positive difference 긍정적 변화를 일으키다  
equipped 갖춘, 준비된

## 4. Thinking Holistically

It refers to looking at the big picture, taking account of wider issues and how they are affecting the situation.

It is the opposite of being atomistic which means focusing narrowly on individualistic factors as if the wider context does not matter. So, the message of being holistic is: the wider context does indeed matter and we are relying on a distorted picture if we do not consider it.

holistically 전체론적으로 / refer to ~을 가리키다  
take account of ~을 고려하다 / affect 영향을 미치다

opposite 반대 / atomistic 원자론적인  
individualistic 개인주의적인

as if ~ 마치 ~인 것처럼  
does not matter 중요하지 않다

message 뜻 / holistic 전체론적인  
indeed matter 참으로 중요하다 / distort 왜곡하다

## 5. Critical practice

That is, we need to be tuned in to how wider social factors like poverty, deprivation, discrimination and oppression can play a highly significant role in shaping people's problems.

Critical practice is practice that is aware of such wider issues, takes them into consideration in terms of assessment and demonstrates a commitment to challenging the destructive processes involved where possible.

Also often referred to as progressive or emancipatory practice, it is an approach that is sensitive to wider sociopolitical factors and therefore draws on sociological insights as well as psychological ones.

be tune in to ~을 잘 알고 있는

deprivation 박탈, 결핍

discrimination and oppression 차별과 억압  
significant role 중요한 역할

is aware of ~을 알고 있는, 의식하고 있는  
takes ~ into consideration ~을 고려하다

in terms of ~면에서 / assessment 조사·평가  
demonstrate 보여주다 / commitment 헌신·열의  
challenge ~에 도전하다, ~에 이의를 제기하다  
where possible 가능하면

referred to as ~라고 언급되다  
progressive or emancipatory 진보적 또는 해방적  
draw on ~을 활용하다  
insights 통찰, 통찰력, 식견

## 6. Working in Partnership

Social work is what we do *with* people, not *to* them is one of the lessons I learned from my first placement as a social work student, and that wisdom has stayed with me throughout my career.

Why should we work in partnership? Working in partnership is more effective, as well as being more ethically appropriate. There is also the 'Gestalt effect' as captured by the saying that the whole is greater than the sum of its parts – that is, we can achieve more by working together than by working apart.

It is ironic that some social workers who are rightly keen not to be judgemental towards clients will readily allow themselves to be judgemental towards fellow professionals and not take the trouble to try and see the situation from their point of view.

placement 현장실습  
lessons 교훈

appropriate 적절한  
capture 정확히 포착하다, 담아내다  
saying 속담, 격언

ironic 모순적인 / be keen to 간절히 ~하고 싶어 하다  
take the trouble to ~하는 수고를 하다  
Fellow professionals respond to the same respectful treatment, welcome the same consideration, and appreciate the same validation as clients.

## 7. Accountability

So, to be accountable means that we are able to account for our actions (or inactions), that we can give a professional rationale for what we did or what we are planning to do.

This is not about being defensive. It is a question of *defensible* practice, rather than *defensive* practice.

No one gets everything right, all of the time, including social workers (especially social workers, in fact, given the complexity and difficulty of the work we do). The key question is not whether or not we got something wrong, but whether we acted in good faith in accordance with our knowledge, skills and values.

accountable 책임 있는  
account for 해명하다, 설명하다  
rationale 근거, 이유

defensible 변호·옹호할 수 있는  
defensive 방어적인

get everything right 모든 것을 바르게 하다  
given ~을 고려할 때, 고려하면  
get something wrong ~을 잘못하다

act in good faith 신념을 갖고 행하다, 성실하게 행하다  
in accordance with ~에 부합하게, ~에 따라

## 8. Reflective Practice

Reflective practice is intelligent, thoughtful practice informed by professional knowledge, skills and values.

Non-reflective practice amounts to basing our actions on habit, routine, guesswork or just copying others.

‘I don’t have time to do reflective practice.’

It is the equivalent of saying: I am prepared to respond to complex situations that can have an important bearing on vulnerable people’s lives in an unthinking, uncritical way, based on habit, guesswork and copying others.

In reality, the truth of reflective practice is: the busier or more pressurized we are, the more reflective we need to be; the more we need to think, use our knowledge, be guided by our values.

reflective 심사숙고하는, 생각하는  
thoughtful 사려 깊은, 신중한  
informed by ~에 근거한, ~에 근거하여  
amount to ~에 해당하다, ~나 마찬가지다  
routine 틀에 박힌 순서·방식 / guesswork 짐작

equivalent ~에 상당하는 것  
have an important bearing on  
~에 중대한 영향을 미치다, 중대한 관계가 있다  
vulnerable 취약한

in reality 사실은, 실제로는  
pressurize 압박감을 주다, 압력을 가하다

## 9. Active Listening

At root, what this is about is not only listening, but actually showing you are listening – for example, through appropriate eye contact, nodding in the right places and so on. Feeding back what has been said can also be very useful – for example: ‘Let me check I have got this straight: what you are saying is that ...’, followed by a concise summary of what you have understood them to have said.

It can be useful to do some ‘people watching’ and note who listens and who doesn’t, who shows they are listening and who doesn’t. You may be surprised to note how often people are just not listening to each other, or, if they are, they are not showing it.

at root, 근본적으로  
what this is about 이것의 본질·핵심  
appropriate 적절한  
nodding 고개를 끄덕임  
Let me check 확인해 보겠습니다.  
get something straight ~을 바르게 이해하다  
concise 간결한, 간명한

people watching 사람들을 관찰하는 일  
note 주목하다, 주의하여 보다  
be surprised to note ~을 알고(알아차리고) 놀라다



## 10. Risk vs Rights

Focusing narrowly on risks can result in a person's rights being infringed, while focusing narrowly on rights can mean that a person is not aware of the risks they are being exposed to, and is therefore not in a position to make informed choices about those risks and their potential consequences. It should be clear, then, that we need to aim for a balanced approach to risk at all times.

It is essential that we do not allow anxiety (our own or other people's) to drive us in the direction of an unbalanced risk-averse approach. There is no such thing as a risk-free zone in social work. We therefore need to be well informed about risk issues and confident enough to deal with them in a balanced way without under- or over-reacting.

result in (...이 ~하게 되는 결과를) 낳다, 야기하다  
infringe 침해하다  
mean 의미하다 / expose 노출하다  
make informed choices 잘 알고 선택하다  
potential consequence 가능한 결과  
aim for 지향하다

essential 필수적인, 극히 중요한  
risk-averse 위험을 회피하려는  
well informed about ~에 관해 잘 알고 있는  
confident 자신감이 있는  
deal with ~을 다루다

## 11. Reciprocity

The way care services work will often result in opportunities for reciprocity to be reduced, if not removed altogether, as characterized by the common attitude of: 'It's OK, I'll do that for you', with little or no opportunity to give in return. The detrimental impact of this denial of reciprocity cannot be overemphasized.

A genuine experience of support occurs when relationships are based on reciprocity, mutuality, and shared power in an atmosphere where people can offer what they have to give and receive the resources they seek.

result in (…이 ~하게 되는 결과를) 낳다, 야기하다  
reciprocity 호혜, 호혜성  
be reduced 줄어들다, 축소되다  
if not removed altogether 아주 없어지지는 않더라도  
in return 보답으로, 답례로  
detrimental 해로운 / impact 영향 / denial 부정  
overemphasize 지나치게 강조하다

genuine 참된, 진짜의; 진실한, 진심 어린  
occur 일어나다, 생기다  
mutuality 상호의존  
atmosphere 분위기, 곳  
offer 주다, 제공하다

## 12. Residential Work

1) The notion of ‘institution’ implies a number of unfavourable features: (heavily routinized and standardized, with little or no variety or spontaneity, potentially or actually abusive.)

However, none of these is intrinsic to residential care – that is, none of them is a necessary feature of such care. Each one reflects bad practice in social care provision. Residential care should not be ‘institutional’ in this negative sense, and there is no reason why it has to be that.

2) It is very easy in a setting that caters for several or more people for staff to get bogged down in routines and administrative matters and lose sight of the fact that, for the time being at least, this is someone’s home.

notion 개념 / imply 암시하다, 의미하다  
unfavourable 좋지 않은, 부정적인

routinized 틀에 박힌 / standardized 획일적인  
spontaneity 자발성 / abusive 학대하는

intrinsic 고유한, 본질적인  
necessary feature 필연적인 특성

reflect 나타내다, 반영하다  
institutional 시설적인

cater for ~에 맞추다

get bogged down 수렁에 빠지다, 발목 잡히다  
lose sight of ~을 간과하다, 놓치다, 잊어버리다

for the time being 당분간은 / at least 적어도, 최소한

3) Any work undertaken in a residential care context needs to be person centred from start to finish if we are to avoid causing unnecessary problems and ill feeling.

4) A risk-averse approach to activities can be very counterproductive by limiting not only people's activities, but also their horizons.

5) We should also remember the importance of reciprocity. People need to give as well as receive, help as well as be helped. We would therefore do well to ensure that activities include opportunities for reciprocity.

6) Space : This includes personal space in the physical sense (room décor, furnishings, availability of personal effects and so on) as well as the metaphorical sense of having one's own space and control over how it is used. This would include control over how much time is spent with other people and how much is spent alone.

undertake (책임을 맡아서) 하다, 떠맡다  
if we are to avoid 피하려면  
be to 용법 : 의도, 예정, 의무, 가능, 운명  
cause ~을 야기하다, 초래하다

risk-averse 위험을 꺼리는, 회피하는  
counterproductive 역효과를 낳는  
horizon (욕구·지식·흥미의 범위를 나타내는) 시야

reciprocity 호혜, 호혜성  
would do well to ~함이 좋을 것이다 → ~해야 할 것이다  
ensure 반드시 ~하게(~이게) 하다, ~을 보장하다  
opportunities 기회

furnishings 가구(세간), 비품  
personal effects 개인 소지품, 사물(私物)  
metaphorical 비유적인  
control over ~에 대한 통제

### 13. Common Pitfalls

1) A common pitfall is for pressure of work to lead us into a non-reflective approach, potentially rushing about trying to get so much stuff done without a clear focus or a clear basis of understanding.

Supervision can be an important antidote to this, but not everyone is fortunate enough to receive good-quality reflective supervision that encourages us to think, analyze and learn. This does not mean that we cannot avoid a non-thinking response without good-quality supervision; it just makes it somewhat harder, and therefore all the more important that we do not lose sight of the need for reflective practice.

common 흔한, 일반적인, 보통의  
rush 급히 움직이다, 서두르다 / about 이리저리  
get so much stuff done 너무 많은 일들을 하다  
stuff 일

antidote 해독제, 해결책, 해소 수단  
fortunate 운이 좋은  
good-quality 양질의  
reflective supervision 사려 깊은 슈퍼비전  
somewhat 얼마쯤, 약간, 다소  
lose sight of ~을 간과하다, 놓치다, 잊어버리다  
reflective practice 생각하는(숙고하는/성찰하는) 실천

2) 'You can't please all the people all the time' is a well-known adage, and it is certainly true in social work. So, one of the pitfalls to avoid is overstretching ourselves by trying to do too much for too many people. We will have to draw a line in terms of what we can do to help and what we can't.

One thing that can stand in the way of avoiding this pitfall is a sedimentation model of social work, by which I mean the dangerous assumption that the role of social workers is to fill all the gaps left by the other public services to deal with whatever is left after other professionals have drawn lines around what they can or cannot do.

please 만족시키다, 기쁘게 하다

adage 격언, 속담

overstretch 감당할 수 있는 것 이상을 (하계) 하다

draw a line 선을 긋다, 한계를 두다

in terms of ~면에서, ~에 관하여

stand in the way of ~에 방해가 되다

sedimentation 침전 / assumption 가설

3) Another important pitfall to avoid in terms of our actions is that of practising defensively.

I emphasized the importance of professional accountability - this is a question of making our practice defensible, not defensive. Similarly, I highlighted the dangers of a risk-averse approach that encourages defensiveness.

What is needed is proper professional accountability rooted in our knowledge, skills and values, and not a defensive 'cover your back' approach that involves losing sight of that knowledge, those skills and those values.

in terms of ~면에서, ~에 관하여  
defensively 방어적으로, 방어적 태도로

emphasize 강조하다, 역설하다  
accountability 책임, 책임성  
defensible 변호·옹호할 수 있는 / defensive 방어적인  
risk-averse approach 위험을 회피하려는 실천 방식  
encourage 조장하다, 부추기다  
defensiveness 방어적 태도

cover your back 문제가 생길 경우를 대비하다  
involve 수반하다  
lose sight of ~을 놓치다, 생각하지 않게 되다

#### 4) Becoming a 'culture victims'

Cultures are very powerful influences, but they are not all-powerful, we can bypass those influences if we so choose, however difficult that may be at times.

Ask yourself which is the stronger influence on your practice ; your professional values or the culture you work in? If it is the latter, you are in a very dangerous situation. Think carefully about the consequences of this. We need to make sure that we do not become passive victims of that culture.

victim 희생자, 피해자

all-powerful 전능한 / bypass 우회하다

consequence 결과, 영향

make sure that ~ 반드시 ~하게(~이게) 하다



## 14. Managing Career

I have come across many people who have been promoted and subsequently regretted it, finding that they were much happier in their previous job. Some have had the courage and integrity to return to their previous level when the situation has arisen

Career progression can be vertical (promotion) or horizontal (development). We can think of career progression in developmental terms, including both personal and professional development. By including personal development, what I am saying is that a career can offer the opportunity for each of us to grow as a person, rather than simply get better at our jobs.

come across 만나다

subsequently 그 뒤에, 나중에  
regret 후회하다

finding that = when/because they found that  
find that ~을 알게 되다.

integrity 진실성

career progression 경력 진보

vertical 수직적 / promotion 승진

horizontal 수평적 / development 발전

in developmental terms 발전이라는 면에서

offer the opportunity 기회를 주다, 제공하다  
get better 좋아지다

If we think of our career as a journey, a pathway through our working life, then we can think of career progression in terms of a process of enriching that journey as fully as possible, gaining the greatest satisfaction, maximizing our learning and development and making the best positive contribution we can to making our society a more humane one.

It is about having a fulfilling and rewarding career, whether or not that involves increasing your salary or your level of power and responsibility. Imagine that you are at or near the end of your career looking back over what you have achieved in your working life. What would the important things be? What would matter most to you?

journey 여정, pathway 길  
working life 취로 기간  
in terms of ~의 면에서, ~에 관하여  
enrich 풍요롭게 하다, 질을 높이다  
maximize 극대화하다  
make positive contribution to 긍정적 기여를 하다

it is about ~ 중요한 것은 ~이다.  
fulfilling 성취감을 주는  
rewarding 보람 있는  
career 직업, 직장 생활, 경력  
involve 수반하다  
matter 중요하다

## 15. Commit and Relish

Social work is not for the fainthearted; it is for people who relish a challenge, people who are prepared to commit fully to making a positive difference to the lives of some of the most disadvantaged members of our community and play a part in making our society a more humane one.

Social work is important, which means that you are important, and so it is essential that you are as well equipped as possible for the challenges ahead.

※ The work we do in social work makes a vitally important contribution to making our society a humane and civilized society. We therefore have much to be proud of especially when you consider the very difficult circumstances in which we carry out our duties. (How to Survive in Social Work. 2024. p. 124)

fainthearted 소심한, 용기 없는, 겁 많은  
relish 즐기다  
commit to ~에 헌신하다  
making a positive difference 긍정적 변화를 일으키다  
disadvantaged 불리한 조건에 있는  
play a part 역할을 하다, 일조하다

essential 필수적인, 극히 중요한  
equipped 갖추어진

vitally important 지극히 중요한  
civilized 문명화된, 고상한  
be proud of ~을 자랑스러워하다, 자랑으로 여기다  
circumstances 상황, 환경, 형편  
carry out 수행하다  
duties 업무 (duty 직무, 임무)  
survive 살아남다

## 16. Special Pitfalls

I have already emphasized that the issues relating to equality, diversity and social justice are complex and sensitive. One of the implications of this is that it is quite easy to get things wrong. Because of this it is important that we are alert to the main pitfalls to avoid, and that is what we are going to focus on here.

### 1) Dogmatic reductionism

Dogmatic refers to the tendency to adopt a rigid approach, to look for hard and fast rules that are just too inflexible to work in such complex circumstances. Reductionism refers to the tendency to oversimplify complex, multi-level matters to a simple, single-level explanation.

emphasize 강조하다, 역설하다  
relating to ~와 관련된  
implications 영향·결과; 함의, 내포된 뜻  
get things wrong 일을 그르치다  
be alert to ~을 경계하다, ~에 대해 방심하지 않다

dogmatic 독단적인 / refer to ~을 나타내다  
tendency 경향 / rigid 엄격한, 융통성 없는  
hard and fast (규칙 따위가) 매우 엄격한  
inflexible 융통성 없는, 경직된  
work 작동되다, 효과가 나다(있다)  
reductionism 환원주의  
oversimplify 지나치게 단순화하다  
matters 문제, 일

A classic example of dogmatic reductionism is the 'political correctness' approach to the relationship between language and discrimination. Simply banning certain words without any explanation or more sophisticated understanding of how language works is a woefully inadequate response to the challenge of tackling discriminatory forms of language.

Simply telling people what they can or cannot say is more likely to alienate them than to enlighten them. What is called for is a much more sophisticated understanding of the issues involved, a greater sensitivity to how language works and how it can contribute to (or challenge) discrimination.

classic 전형적인, 대표적인

political correctness 교묘한(정치적 수법의) 올바름

politically correct : agreeing with the idea that people should be careful to not use language or behave in a way that could offend a particular group of people

ban 금지하다 / sophisticated 세련된, 교양 있는  
woefully 통탄스럽게, 한심하게 / inadequate 부적절한  
challenge of ~라는 일, 과제 / tackle 씌름하다

is more likely to ~할 공산이 더 크다, 더 ~할 것 같다  
alienate 멀어지게 만들다, 소외감을 느끼게 하다  
enlighten 계몽하다, 깨우치다

work 작동되다, 기능하다

contribute 기여하다 / challenge 도전하다, 대항하다  
discrimination 차별

## 2) Defensiveness

The prevalence of dogmatic reductionism at one time led to a hostile, hectoring approach to the issues, characterized by a punitive way of dealing with perceived incidences of discrimination, rather than an educational and empowering one.

One of the consequences of this was that a culture of fear developed, and this discouraged people from addressing discrimination and oppression issues, preferring to steer clear of them wherever possible for fear of having a label of racist, sexist or whatever attached to them. As a result of this, defensive approaches were very common at one time.

prevalence 유행, 널리 퍼짐 / at one time 한때, 일찍이  
hostile 적대적인  
hectoring 위협조의 ← hector 위협하다, 호통 치다  
characterized by = and it(a hostile, hectoring approach) was characterized by 그 특징은 ~이었다  
punitive 처벌의·형벌의  
perceived incidences of discrimination 인지한 차별  
consequences 영향·결과  
discourage 용기·의욕을 잃게 하다, ~하지 못하게 하다  
address 다루다  
preferring = so they(people) preferred  
steer clear of (문제의 소지가 될) ~을 피하다, 멀리하다  
wherever possible 가능하면, 되도록  
for fear of ~할까 봐 (두려워서)  
attach 붙이다

### 3) Essentialism

This is a philosophical term that refers to the mistaken view that people have a fixed personality that cannot be changed: 'That's the way he is; he can't help it' or 'That's her nature; she'll never change.'

This is another process of oversimplification. For example, saying that someone is 'a racist', as if this is some sort of character flaw inherent within them is unnecessarily defeatist.

Often people will express racist ideas because they are reflecting their upbringing, or because they have a limited understanding of the issues involved.

People can and do change their attitudes and behaviours, so presenting their discriminatory characteristics as fixed and unchangeable is both unhelpful and inaccurate.

Essentialism 본질주의

philosophical term 철학 용어 / refer to ~을 가리키다  
mistaken view 잘못된 생각 / personality 성격  
can't help it 어쩔 수가 없다 ← help 피하다, 억제하다

oversimplification 지나친 단순화 / racist 인종차별주의자 / some sort of 일종의 / character flaw 성격 결함  
inherent 내재하는; 고유의, 타고난 / unnecessarily 불필요하게, 지나치게 / defeatist 패배주의적인

express 표현하다

racist ideas 인종차별적 생각

reflect 반영하다 / upbringing 양육, 가정교육

present ~ as ... ~을 ...으로 나타내다, 묘사하다  
inaccurate 부정확한, 틀린

## 17. Challenge elegantly

In social work we are likely to come across discrimination on a fairly regular basis. If we ignore it (or become so blasé that we fail to recognize it), we are in effect condoning it, giving a message that it is acceptable.

It is therefore essential that we challenge discrimination consistently and persistently. However, what arose as part of the dogmatic reductionism problem was a tendency to challenge in a hostile, aggressive way.

For example, I was once a guest speaker at a university when a male student made a mildly sexist comment that would have been best handled calmly and sensitively and as a learning opportunity (especially as this was the first week of the course for the new intake of students).

However, one of the tutors stood up at that point and said

come across 만나다 / on a fairly regular basis 꽤 자주 ← regular 잦은, 정기적인, 규칙적인

blasé (이미 여러 번 겪은 일이라서) 심드렁한  
recognize 알아보다 / condone 용납하다

consistently 한결같이 / persistently 끈질기게  
tendency 경향  
hostile 적대적인, aggressive 공격적인, 싸움조의

guest speaker 초빙 강사, 초청 연사  
mildly sexist comment 약간 성차별적인 발언

tutor 강사, 지도교수  
point 손가락으로 가리키다



in a harsh, hectoring tone of voice words to the effect of: ‘Let’s make it quite clear right from the start: that type of oppressive language will not be tolerated on this course.’ The result was: acute embarrassment all round; a rapid end to the discussion I had managed to generate; the foundations laid for a defensive approach for this group of students from here on in.

This type of over-the-top challenging is known as ‘inelegant’ challenging, because it is crude and ill thought through. What is needed, then, is *elegant* challenging – that is, carefully worded challenges that are designed to help people appreciate why you are objecting and help them to learn about the issues. It is assertive challenging geared towards win-win outcomes, rather than an aggressive win-lose where the result is likely to be resentment and a possible backlash (as well as a potential hardening of attitudes).

harsh 거친, hectoring 위협하는(호통 치는) 듯한  
to the effect of ~라는 취지의  
tolerate 용인하다, 참아주다

acute embarrassment 심한 당혹감, 어색함  
all round 모두에게 / rapid 빠른  
generate 만들어 내다; 일으키다, 생기게 하다  
from here on in 이제부터 앞으로 쪽

over-the-top 과장된, 지나친  
inelegant 우아하지 못한, 품위 없는  
crude 막된, 상스러운, 세련되지 않은  
ill thought through 사려 깊지 못한  
elegant 우아한, 품격 있는  
carefully worded 신중하게 표현하는(말을 골라 쓰는)  
appreciate 제대로 이해하다  
object 반대하다, 항의하다  
assertive 적극적인, 확신에 찬  
geared ~에 맞게 설계된(구성된), ~에 맞춘  
resentment 분개, 노함 / backlash 반발  
harden 완고하게 하다

## 18. Family Ideology

Family ideology, in the sense of the conventional rosy view of the family, will tend to highlight the positives of family life and downplay the negatives and problems associated with many people's experiences of family life, such as physical, sexual and emotional abuse, neglect, bullying, financial exploitation and so on.

The family can also be seen as playing a major part in the maintenance of inequality and discrimination – for example, by reinforcing unequal gender roles and possibly inculcating racist attitudes towards minority groups. Indeed, family experiences play a major part in shaping our worldview.

In considering the family aspect of our practice in social work we therefore need to be aware of the dangers of uncritically adopting the dominant family ideology.

conventional 전통적인  
rosy 장밋빛의; 낙관적인, 희망적인  
view of the family 가족에 대한 생각  
highlight 강조하다, positives 긍정적인 면  
downplay 경시하다, negatives 부정적인 면  
associated with ~와 관련된  
bullying 괴롭힘, exploitation 착취

maintenance 유지  
reinforce 강화하다  
inculcate (생각 등을 머릿속에) 심어 주다  
racist attitudes 성차별(주의)적 태도  
play a major part 중요한 역할을 하다

adopt 채택하다, 취하다  
dominant family ideology 지배적인 가족 이념

## 19. Development

One clear expectation of being a professional is that we continue to get better; the longer we have been in the job, the better we should be, as we should constantly be learning and improving (hence the idea of continuous professional development, CPD).

The opposite of this is 'plateauing'. This refers to making initial improvements through our learning, but then reaching a level where we feel comfortable and settling for that, with little or no further learning or practice development.

This is often referred to as 'satisficing', an artificial amalgamation of 'satisfactory' and 'sacrificing' - in other words, settling for 'good enough', rather than trying to achieve the best results possible. This reflects a clear distinction between a bureaucratic approach (just get the

constantly 끊임없이, 꾸준히  
hence 이런 이유로, 그래서  
continuous 끊임없는, 지속적인

plateau 정체 상태를 유지하다, 발전을 멈추다  
refer to ~을 가리키다, 나타내다  
initial improvement 초기의 향상  
settle for ~에 만족하다, 안주하다

artificial 인공의, 인위적인  
amalgamation 합병, 합성  
satisfactory 만족한 + sacrifice 희생시키다  
distinction 차이, 대조  
bureaucratic 관료적  
get the job done 일을 해 내다

job done and tick the box, good enough is good enough) and a professional one (get the job done as effectively as possible and achieve the best results, do the best we can). The latter is a values-driven approach, while the former is a defensive ‘just do enough not to get into trouble’ approach.

Continuous professional development means more than just attending a training course from time to time. It also involves: (1) drawing out the learning from our practice, including through supervision and team discussions; (2) continuing to read and undertake personal study; and (3) making use of online resources. An important concept in this regard is ‘self-directed learning’, which means taking ownership of your learning, not leaving it in the hands of others.

tick the box 네모 칸에 체크 표시를 하다  
values-driven 가치 중심의  
get into trouble 귀찮게 되다

attend a training course 교육·연수 과정에 참여하다  
from time to time 가끔  
involve 포함하다  
draw out 끌어내다, 얻어내다  
undertake (책임을 맡아서) ~을 하다  
make use of ~을 이용하다  
self-directed learning 자기 주도 학습  
ownership 소유권 / leave 맡기다

※ Satisficing

This is the technical term for aiming simply for 'good enough', rather than going for the best outcomes possible. The term is made up of *satisfactory* and *sacrificing*. Once we reach a satisfactory level, we sacrifice doing even better. One of the features of professionalism is that we aim for optimal results, best practice, rather than satisfactory practice.

How to Survive in Social Work. Neil Thomson 2024. p. 22

aim for = go for ~을 지향하다·목표하다

satisfactory 만족한, 만족스러운

sacrifice 희생하다, 희생시키다

optimal 최선의, 최적의

# Human Rights and Social Work

: Towards Rights-Based Practice, [4th Ed.](#) 2022. 10.

## 1. Who defines needs?

One of the criticisms of all human service professionals, and perhaps particularly of social workers, is that they use their professional position to privilege their definitions of need over the definitions made by others.

Illich's well-known critique of the various professions as 'disabling' specifically includes social workers. He claims that, by increasingly taking on the role of defining people's needs for them, professions have disempowered people by preventing them from defining their needs for themselves.

criticisms of ~에 대한 비판

privilege ~에게 특권을 주다

privilege A over B : A를 B보다 특별하게 취급하다

critique of = criticisms of ~에 대한 비판

claim that ~라고 주장하다

disempower ~를 무력하게 하다

define needs 욕구를 정하다, 분명히 밝히다

It also suggests that a significant human right is the right to define one's own needs, and that professional practice is therefore a form of human rights abuse.

Such an argument suggests the desirability of reformulating social work practice so that it seeks to return to people the power to define their own needs and seek to have them met.

Need definition must be seen as a partnership between the social worker and the person, family, group or community in which the expertise of each is shared and where the social worker assists and facilitates the need definition process by the people most directly affected.

suggest 시사하다, 암시하다

argument 주장

need definition 욕구 규정  
expertise 전문적 식견·지식

facilitate 가능하게·용이하게 하다

most directly affected 가장 직접 영향을 받는

## 2. Social Work Languages

### 1) Intervention

The idea of a social worker 'intervening' is problematic on two grounds. First, it locates the social worker outside the systems within which interactions occur. The word implies the action of an external agent coming in to fix things up and then departing. The social worker cannot be seen as a partner in an action process, but more as an outside expert.

The second problem is that all the action is seen as belonging to the social worker, the one who is doing the intervening. The role of others such as families and communities in effecting change is minimised. Thus the idea of 'intervention' serves to disempower, and to make people who are disadvantaged seem passive recipients. It does not really value the human rights of the client as an

intervene 개입하다

on two grounds 두 가지 근거에서

locate ~을 어디에 두다

imply 의미하다, 암시하다

external agent 외부의 행위자(주체)

fix up 수리하다, 고쳐 놓다 / depart 떠나다

outside expert 외부의 전문가

belong to ~에 속하다, ~의 것이다, 차지이다

effect (어떤 결과를) 가져오다, 일으키다

minimize 최소화하다, 축소하다

disadvantaged 불리한 조건에 있는, 사회적으로 혜택을 받지 못하는

passive recipients 수동적으로 받는 사람

value 소중하게 생각하게, 가치 있게 여기다



active participant in the change process.

## 2) Supervision

A 'supervisor' in the lay sense of the word is an overseer, a person who is in a position of superior power, who knows better than the supervisee how the job is to be done, and who should be telling the supervisee how to do it. There are strong elements here of control and surveillance: the worker's performance is to be closely scrutinised and if necessary corrected by the supervisor, whose wisdom is not to be questioned.

## 3) Profession

Professions have been criticised by a number of writers because of the inappropriate wielding of professional power as a form of control. If this is the case, professionalism has significant human rights implications, and indeed the term 'human rights

lay 비전문가의, 문외한의; 일반인의  
in the lay sense of ~에 대한 일반인의 감각에서  
overseer 감독자, 감독관  
surveillance 감시  
closely 면밀히  
scrutinize 세심히 살피다, 면밀히 조사(검토)하다  
question 의문을 품다, 이의를 제기하다; 왈가왈부하다

criticise 비판하다  
inappropriate 부적절한  
wield 휘두르다, 행사하다  
If this is the case 이런 경우에는 ← case 사실, 실정  
implication 함의; 영향

profession' would be an oxymoron.

If the very idea of a 'profession' carries with it disempowering practice, then it is incompatible with a human rights perspective. In that case, the sooner social workers stop thinking of themselves as professionals, the better.

#### 4) Military metaphors

Military metaphors are frequently used by social workers that have origins in, or associations with, military activity, including 'strategy', 'engagement' and 'operational plan'. Such terminology raises the question of why professions apparently committed to social justice, human rights and well-being should be happy to borrow terms from an institution devoted to violence, and which many social workers would regard as the antithesis of social work values.

oxymoron 모순어법

very 바로 그, 바로 이  
incompatible 양립할 수 없는

metaphor 은유, 비유

association 관련

engagement 교전 / operational plan 작전 계획

terminology 전문 용어 / apparently 명백히  
be happy to 기꺼이 ~하다

institution 단체, 집단(의 제도)

devote 몰두하다, 바치다 / antithesis 반대(되는 것)

전략, 전술, 보루, 무장, 아군, 지원군, 포문...

사회사업을 전쟁 용어로써 이야기함이 꺼림칙합니다.

### 3. Social Work Processes

#### 1) Interview vs. Dialogue

The social work interview has typically been constructed in unequal power terms. It is generally expected that the social worker, not the client, will be the one who 'controls' the interview.

Dialogue requires that both the worker and those with whom they are working are seen as having equivalent wisdom and expertise, rather than professional expertise being privileged over the expertise of others.

Hence the social worker has to be able to give up the need to be (or to be seen to be) in control, and instead must allow the interaction to develop in a way that is determined by both parties.

typically 보통, 일반적으로  
construct 고안하다, 구성하다

equivalent 동등한, 대등한  
expertise 전문적 지식·식견  
privilege ~을 더 특별하게 취급하다

## 2) Planning

The problem is that this usually occurs before the social worker has even met the client or the community with whom they are to work. It directly negates it and denies the client or community the right to self-determination. It leads to a social work practice where the service is pre-packaged and delivered to the recipient, who has no say in its design or delivery.

Social workers can ask for a seat at the planning table and, more importantly, argue for the need to incorporate in the planning process the people who are most likely to be affected. This is surely a requirement of social work that is genuinely based on human rights principles; to do otherwise is to violate the clients' rights to self-determination.

be to 용법 : 예정, 의무, 의도, 가능, 운명

negate 무효화하다

It(앞 문장) directly negates it(planning)

deliver 전달하다

say 발언권, 결정권

delivery 전달

argue 주장하다

incorporate 포함하다

be affected 영향을 받다

requirement 필요조건

genuinely 진짜로, 진정으로

otherwise 다르게, 달리, 다른 방법으로

violate 위반하다; 침해하다

### 3) Management

The very idea of management seems to symbolise control, surveillance and domination. The management discourse seems to locate the manager in a position of superiority and to imply an unequal power relationship with at least the potential for oppressive practice and the denial of human rights.

An area where the idea of management extends into the practice realm is that of 'case management'. The terms 'case' and 'management' need challenging as they reduce people to cases to be managed rather than referring to individuals that not only would benefit from support but also have agency.

very 바로 그, 바로 이  
management 관리

symbolise(symbolize) 상징하다, 나타내다  
surveillance 감시 domination 지배

discourse 담론 locate 두다  
position of superiority 우위  
imply 암시하다

reduce people to cases 사람을 케이스로 바꾸다

refer to 가리키다

agency (특정한 결과를 낳는) 힘, 동력, 작용 - 주체성

#### 4) Research

One of the important aspects of human rights-oriented research is that it should, where possible, include the people being 'researched' in the design, implementation, interpretation and presentation of the research.

Social research can often simply reinforce power differentials by being something that is carried out by 'researchers' on 'subjects', so that the researcher can gain new knowledge (and credit, prestige, career advancement), while the benefit to the researched may be marginal. Such research, needless to say, is itself counter to human rights principles.

design 설계  
implementation 수행, 실행  
interpretation 해석  
presentation 발표

reinforce 강화하다  
differential 차이, 격차  
carry out 수행하다  
subject (연구·조사의) 대상  
credit 명예, 자랑거리 / prestige 위신  
marginal 미미한  
needless to say 말할 필요도 없이

## 4. The role of clients

### 1) Choosing social workers

The capacity of a person to choose their social worker is often limited or non-existent. A social worker is 'assigned' to a client, often without the client being consulted.

This decision is often made on the basis of an assessment of what sort of social worker would be 'best' for this particular person; but how often is the person themselves involved in that assessment?

In many cases, they will not know the particular social workers who may be available, but there is still the possibility for a person to express a preference for a social worker with certain characteristics (sex, age, and so on) or with particular experience or practice orientation.

assign 할당하다, 배당하다  
consult ~의 의견을 듣다

assessment 평가  
involve 참여시키다  
be involved in ~에 참여하다

available 이용할 수 있는 (선택할 수 있는)  
preference 선호  
characteristics 특질, 특성  
orientation 지향

In some instances, the person will actually know some of the workers in the agency and may wish to express a preference for or against a particular worker being involved in their case.

## 2) Supervision of social workers

If we are really serious about a human rights perspective on social work and maximising the rights of clients, supervision of workers by clients is a natural consequence.

Clients, after all, are in a better position than anyone else to know how effective the 'professional help' of social workers has been, to reflect with the social worker on that worker's practice, and to help the worker on the path of professional development.

In some instances 어떤 경우에는  
case 문제, 사안

maximize 극대화하다  
supervision of workers 사회사업가에 대한 슈퍼비전  
consequence 결과, 결말

after all 결국, 어쨌든  
reflect on ~을 돌아보다, 성찰하다



### 3) Employment of social workers

It is also worth considering, in any agency setting, the role clients play in the employment of social workers, including the development of selection criteria, the recruitment process, and the actual interview and selection panels, as well as in 'performance reviews' of social workers and other employment processes.

### 4) Involvement in the agency policies

Client involvement in the policies, procedures and overall direction of the agency is another key component of a human rights approach to practice.

This has been an ongoing issue in many social agencies, and there are considerable problems associated with it. It is too easy for such involvement to become tokenistic, or for 'client representatives' to be co-opted into the existing power structure of the agency so that they have

worth ~ing ~할 가치가 있다

selection criteria 선발 기준

recruitment 모집

performance reviews 성과 검토, 업무 평가, 인사 고과

employment processes 채용 절차

involvement 참여

overall 전반적인

key component 핵심 요소

ongoing 계속 진행 중인

considerable 상당한, 꽤 많은

tokenistic 형식적인

co-opt 선임하다·끌어들이다

representative 대표

little impact.

Genuine client involvement that really makes a difference is hard to achieve, largely because of the tacit acceptance (by managers, workers and clients) that existing power differentials are somehow natural and unchangeable.

Such assumptions need to be actively challenged in the workplace as part of an approach to practice that respects human rights and seeks to maximize self-determination.

impact 영향력

genuine 진정한, 진짜의  
tacit 암묵적인  
differentials 차이, 격차  
somehow 어쨌든

assumption 가정, 생각  
workplace 직장, 일터

## 5. Anti-Colonialist Practice

Examples of colonialist practice include:

- a. only reading social work texts and journals from 'developed' countries
- b. organizing training programs for social workers from the Global South so that they can learn the lessons of the Global North, in a one-way flow of communication
- c. imposing one's world-view on another person
- d. playing the role of 'visiting expert', or validating another in playing that role
- e. specifying the objectives and outcomes of practice before engaging in dialogue with the people one is supposed to be helping
- f. privileging one's own wisdom over that of another.

colonialist 식민주의자, 식민주의적

developed countries 선진국

training programs 연수·교육 프로그램

Global South 남반구의 저개발국

Global North 북반구의 선진국

impose 강요하다, 받아들이게 하다

validate 인정하다, 승인하다

specify 명시하다, 특정하다

engage in ~을 하다

privilege ~을 더 특별하게 취급하다

In this context, colonialist practice implies any form of practice that assumes that the practitioner is coming from a position of superiority, where the world-view of the practitioner is thereby imposed on others, and where practice serves to promote the interests and needs of the practitioner rather than those with whom the practitioner is working.

Colonialism in social work can be subtle and insidious, and many practitioners are not aware of the colonialist implications of their practice. Other groups, however, are well aware of such colonialism; this is especially the case with Indigenous peoples, who have clearly pointed out the ways in which many conventional practices of professions, including social work, have effectively colonized and disempowered Indigenous peoples and their communities.

colonialist practice 식민주의적 실천, 관행  
imply 의미하다, 나타내다  
assume that ~라고 여기다, ~를 당연하게 생각하다

effectively 사실상·실질적으로  
subtle 미묘한, 포착하기 힘든  
insidious 서서히 또는 모르는 사이에 해를 끼치는  
colonialist implications 식민주의 영향  
Indigenous people 호주 원주민  
effectively 실질적으로, 사실상  
colonize 식민지로 만들다

Similarly, people with disabilities, people from cultural, ethnic and racial minorities, and almost any other 'client group' have found their genuine lived experiences 'colonized' and devalued by mainstream professional practice (whether of social workers or others).

The colonizing effect of mainstream social work has been seen historically in the often quite inappropriate imposition of social work formulations from the United States and United Kingdom in other cultural and national contexts, denying the validity of the local experience. This is the case both for social workers from minority groups who reside in the West and for countries at the receiving end of colonial constructs that have been imposed.

devalue 가치를 내리다, 평가절하하다  
mainstream 주류의

constructs 생각  
inappropriate 부적절한, 부당한  
imposition 도입, 강요  
validity 타당성, 유효성  
case 사실, 실정  
reside ~에 거주하다  
end 쪽  
construct 생각, 개념  
impose 도입하다, 강요하다

There is a necessity for social work to recast Western theory and knowledge to fit local contexts; this generates practice theory by grounding social work in local cultures.

From this point of view, the lack of awareness by social workers of the processes and experience of colonialism is a major weakness in most social work education. Social workers who are concerned with practising from a human rights perspective need to work consciously to counter the effects of colonialism and not practise from a colonialist position.

recast 재구성하다

fit ~에 맞다, 맞추다; ~에 적절하다, 적절하게 하다

generate 만들어 내다, 발생시키다

ground ~에 기초(근거)를 두다

be concerned with ~에 관심이 있다, 관심을 가지다

consciously 의식적으로

counter 대응하다

## 6. Praxis

The idea of 'praxis' is that theory and practice, or learning and doing, cannot be separated.

It is through theory/reflection that we develop practice/action, and at the same time it is through practice/action that we develop theory/reflection. We learn by doing and we do by learning.

Praxis is therefore about both knowledge and action: knowledge without action would be sterile, ungrounded and irrelevant, and action without knowledge would be anti-intellectual, uninformed and usually dangerous.

Social workers are constantly learning and reformulating their world-views and approaches to practice, as a direct consequence of their day-to-day work. They are formulating theories ('grounded theories' in research

reflection 속고, 성찰

sterile 불모의, 불임의; 헛된, 무익한  
ungrounded 근거 없는  
irrelevant 부적절한, (현실과) 관련 없는  
uninformed 잘 모르는, 무지한

reformulate 새로 만들다, 재구축하다  
consequence 결과  
grounded 현실에 기반을 둔, 근거 있는

terminology) and acting as researchers/practitioners in the sense of collaborative inquiry.

※

Praxis in 'Generalist Social Work Practice. 9<sup>th</sup> ed.'

- ① praxis, the process by which people take action, critically reflect on their experiences, and determine new strategies
- ② Ethic of Praxis : Engages in a continuous loop of action, reflection, and action throughout social change efforts
- ③ Engaging in Praxis : Social workers and clients take actions and then pause to observe and reflect to guide the next step. As the work unfolds, reflection and action intertwine in praxis.

terminology 전문 용어  
inquiry 연구, 탐구

engage in ~을 하다

pause 멈추다  
observe 관찰하다  
reflect 숙고하다  
unfold 펼쳐지다  
intertwine 뒤얽히다, 엮이다; 밀접하게 관련되다