

What Makes an Effective Human Services Worker?

Write each of the six learning outcomes for this chapter on index cards. Arrange these cards near you as you read the chapter. On each index card, take notes about the appropriate learning outcome. Exchange your index cards with a partner. Discuss how your notes are similar or different.

The learning outcomes for this chapter are to

- describe two key components of effective communication;
- apply the decision-making process to make a responsible decision consistent with personal needs, wants, values, and priorities;
- summarize the steps of the problem-solving process and explain the importance of critical thinking during this process;
- give examples of measurable short- and long-term goals;
- use constructive conflict management to resolve a conflict; and
- explain and recognize the value of effective collaboration and leadership skills in human services.