

Mini-Course: GRIEVANCE PROCESSES

CE Hours: 1

***Reading:
Pp. 177-182,
135-138, 242-
244***

Learning Goals:

- 1) To be familiar with and describe the three most common forms of grievance process.
- 2) To name 7 types of disciplinary sanctions.
- 3) To discuss the difference between jurisprudence and relationship prudence.

Self-Study Practice:

Here are some reasons for unethical behavior and misuses of power:

- Naivete (either genuine not knowing the standard, or not knowing what you should know about right use of power)
- Personal clumsiness or awkwardness
- Because you can get away with it
- Self-protection
- Countertransference (i.e. misdirecting anger, punishment, or judgment toward client)
- Poor judgment
- Inability to be compassionate or empathic
- Power paradox
- Misplaced ego needs: love, power, respect, sex, money, intimacy

Please take a few breaths, relax, and recall a time when you used your power in a way that caused some harm. Look over the above list and do your best to identify and understand the factor or factors that led to this situation. Find the place inside you that knows how to be compassionate, and offer yourself some compassion. How can you help yourself learn from this mistake so that you won't continue this pattern?

Assessment Questions:

- 1) Name 3 kinds of of grievance processes.
 - 1.
 - 2.
 - 3.
- 2) Name 5 types of disciplinary actions.

- 1.
- 2.
- 3.
- 4.
- 5.

3) What is meaningful to you about the idea of relationship prudence (as compared to jurisprudence)?

4) Imagine that you are a member of an ethics committee and the following grievances were brought to you. Pick one of these four (or choose another that has a current interest for you). Describe what questions and responses your committee could use to focus on accountability, repair, and education.

1. Practitioner engaged in inappropriate hugging.
2. Practitioner didn't address client's concerns and complaints.
3. Client said that the work was not producing any change.
4. Practitioner engaged in work they were not adequately trained for.

Feedback

1. Please rate in terms of value: 1 (lowest) 5 (highest)

professional _____
personal _____
reading _____
self-study _____
questions _____

2. Please rate from 1 (lowest).....5 (highest)

What was the degree of ease, if needed, in communicating with me _____
What is the quality of reading materials (ie professional in appearance, accurate information, free of typos) _____
Was there adequate support for the content questions _____
Were the unit objectives supported by the home study materials _____
Were assignments carried out in a private and secure manner _____
Did the content lend itself to a home study format _____

3. How many hours/minutes did the following pieces take you?

reading _____
self-study _____
questions _____

4. Anything else you'd like to say?

5. Your Helping Profession _____

6. Organization Requiring CEUs _____

Continuing Education

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