

## The Mechanisms of Establishing Rapport and Its Practices in Social Work Profession: A Critical Review

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**Abstract :** *Social casework is one of the basic trinity methods of social work as a profession that serves the individuals especially who have psychosocial problem in the society. It enables the client, a psychosocial problematic person who is failed and unable, to solve the problems by his/her own capacities and initiative. In this case a social worker helps the client as a guide. For doing so, rapport as a professional relationship works here as the medium of interaction or a platform of giving and taking services between the social worker and the client. Without having established rapport between them, this method is termed as the inactive one to render services to the client. The purpose of this paper is to emphasize on how a social being becomes a problematic person and rapport is built up aiming at enabling him/her to solve the problem and also the dimensions of its practices in social work profession.*

### Introduction

A good professional relationship i.e. rapport is necessary not only for the perfection, but also for the essence of the social work service in every setting.<sup>1</sup> Social Work is a service-oriented profession. Its ultimate goal is to render service to the problematic people of the society. Social casework, which is one of the methods of this profession, has a process of serving the problematic person called

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problem-solving process. Here two different types of person are engaged in this process though as human beings they are equal. In the terminology of social casework one is called the social worker, a person who provides professional help, and another is the client, a person who receives help. In this connection rapport, a professional relationship that is established between the social worker and the client, plays a very important role in rendering service to the client. It is accredited that the social workers can do nothing for the client without establishing this relationship. Considering its inevitability in social work profession, rapport is seemed to be the soul and also a platform of dynamic interaction between the social worker and the client.

### **Social Work: When it is needed as a Problem Solving Process for the Clientele People**

The concept of social work as a dynamic profession is of very recent origin. It has emerged from the complexities and multidimensionality of social problems in the societal arena. It is also considered as an approach to social development. Like other professions such as teaching, advocacy, medical and business, it has recognition in the developed world. It renders services to problematic people for the purpose of assisting them as individuals or groups to attain satisfying relationships and standards of life in accordance with their particular wishes and capacities and in harmony with those of the community.<sup>2</sup> Its primary aim is to enable individuals, groups and communities to meet their own needs and to accomplish their own objectives. For this, social work has two types of methods: principal methods and auxiliary methods. These methods are both curative as well as preventive and developmental by nature. Among them social casework, one of the basic methods of social work, enables the individual to solve his psycho-social-economic problems with the help of resources available within him and in the community for attaining better adjustment and normal social function.<sup>3</sup> In fact every individual in the social context is the result of a unique combination of the social psychological and biological factors. He has some different problems as well as ability and resources both in him and in the community. He has a social status and he also performs some roles

and functions as per this status. He somehow differs from others in respect of plans and decisions; likes and dislikes, attitudes and emotions, knowledge and experiences, hopes and aspirations, needs and demands etc. Every moment he tries to solve his problems by his own abilities and efforts. When he fails to do so, he feels an inability in him while emotions from the psychological factors add to his inability and he begins to think that his problems are greater than they are in reality. This type of problem is called the psychosocial problem. The problem, thus, gradually swallows the client's power partly or totally to solve the problems and to cope with his life situations. He cannot perform his social roles and functions accurately. He is dislocated from his status and he begins to malfunction in the society. Finally he fails or about to fail to cope with his social problems and normal functions. Maladjustment to everything encompasses him and his life. In these circumstances, he is taken to a social work agency by the social worker himself or by his family members, where a social worker works as a professional representative. If the very person is considered as a client, he is given help by applying problem solving process so that he can restore, maintain, improve or enhance his social functioning by improving his role performance. How a person in the society is turned into a client of a social worker that has been shown by a figure below.



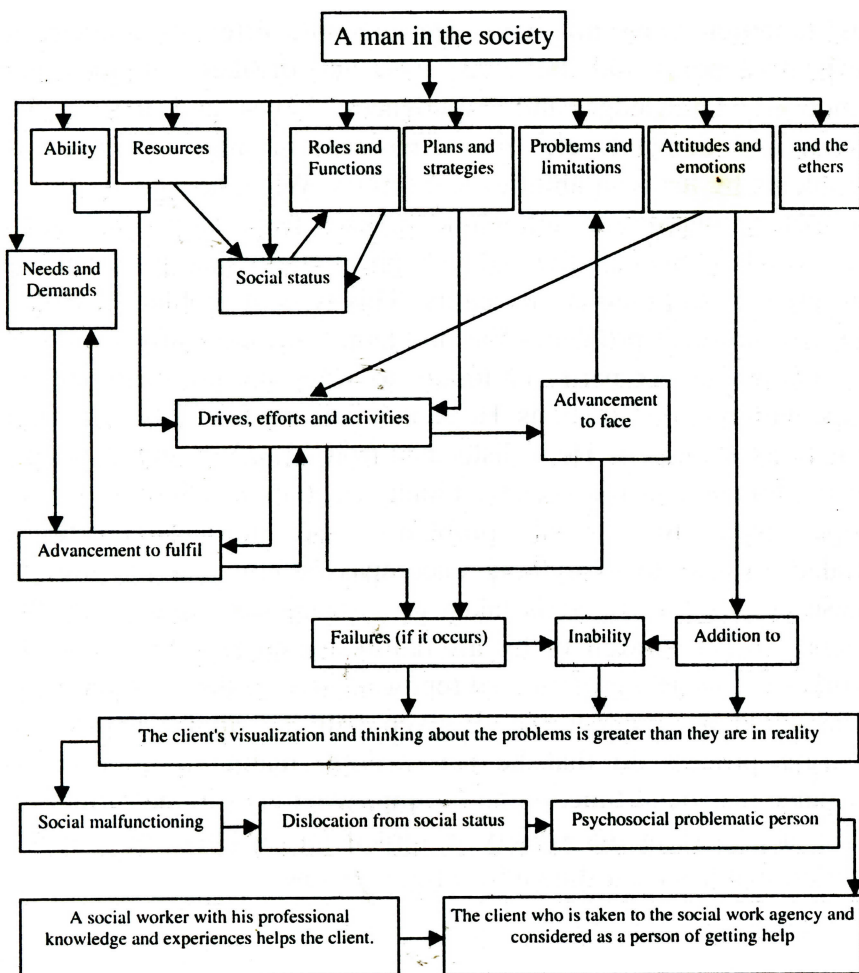


Fig: 1 How a person becomes a psychosocial problematic person and a client of a social worker

## Rapport as a Professional Relationship

Rapport is a term borrowed from psychology.<sup>4</sup> It means a professional relationship which begins to establish between the social worker and the client from the very beginning when a psychosocial problematic person comes to solve his problems and a social worker accepts and considers him as a client. It continues and gets maturity throughout the problem solving process and ends up when his (client) problems are solved. It sometimes works as a social relationship and the main force of activities which create an ability in the client to get the central core of the difficulty in these



relationships and power to utilize the direct action of mind upon mind in their adjustment.<sup>5</sup> It can also be utilized as a treatment relationship like doctor-patient relationship of medical profession.<sup>6</sup> It intends to accelerate the dynamic interaction of attitudes and emotions of the social worker and the client with the purpose of helping the client achieve a better adjustment between himself and his environment<sup>7</sup> which helps to explore his personality trends or drives.<sup>8</sup> Professional meeting in this regard is arranged for assisting the client to make a better and a more acceptable to his personal problems.<sup>9</sup> Though an atmosphere of collaboration, bargaining or conflict may be created to do so,<sup>10</sup> the client avails the opportunity of making choices both about taking help and the use of resources.<sup>11</sup> Some common interest between them works here as pace maker.<sup>12</sup> As a primary emotional responses it can be ebbed and flown from person to person as human behavior evokes different active reactions.<sup>13</sup> Thus rapport disguises a professional relationship between the social worker and the client which as a dynamic interaction of emotions and attitudes helps the client make a better adjustment to his problems and existing environment and develops the client's capability to state and focus the reality and emotional problems and to find out the means for carrying out functions. It also eases the client to exchange his painful feelings and experiences of life and helps him minimize the anxieties through face-to-face conversation with the social worker.

The relationship is only one species of interpersonal relationship.<sup>14</sup> Many interpersonal relationships are underlined in the society e.g. husband-wife, parent-child; natural relationships e.g. friend-friend, customer-salesman; modern industrial relationships e.g. employer-employee, management-union etc. Though the husband-wife relationship is non-professional and permanent and its emotional component is so deep and penetrating; parent-child relationships also indicates the same, friend-friend relationship may be temporary or permanent, strong interpersonal relationships are the real source of happiness on earth and simultaneously poor interpersonal relationship are the main source of unhappiness. Similarly, many professional relationships are also existed such as teacher-pupils, physician-patient, advocate-client and social worker-client. The teacher-pupil relationship is temporary but may be limited within the classroom. Actually it is a relationship at an intellectual level. The physician-patient relationship depends upon

whether the patient would be well accepted by the physician or not; the expertise and medicines help the patient cure, although the cooperation of the patient is needed. The advocate-client relationship is related to the merit of a case and mostly depends on money. Suffice it to say that all the interpersonal relationships have a generic similarities and each belongs to a particular feature. Despite being a professional relationship, rapport differs from the other professions on many points; first: as human beings both the case worker and the client are equal; secondly: in the terminology of social work profession the social worker is a helping person and the client is the person of receiving help; thirdly: the relationship lasts till the solution of the client's problem. Fourthly: without having a good rapport the entire casework process cannot be applied. The help from the both sides is indispensable. Besides the client is helped to help himself. So, rapport must be needed here. In spite of these differences the psychiatrist-patient relationship has the greatest homogeneity to rapport because of the depth of emotional components.

### **Rapport : The Mechanisms of Its Establishment**

The material of the relationship is an interaction of the attitudes and emotions of the social worker and the client.<sup>15</sup> It means that the attitudes and emotions are considered the principal, possibly the only, material of establishing rapport between them. It is clear that each individual of the society possesses a different attitude and emotion that apparently differ from the others. The social problem and its impact upon the clients, their ability to cope with the social environment, the strengths and weaknesses of the personality, the emotional maturity also differs. The dissimilarities of a client's wishes and desires, the efforts and activities differentiate him from others. But the emotions of the social worker are confined by the principles of social work profession and his attached agency. The kind and degree of the client's problem also vary from another one due to emotional differences, since desires and expectations are germinated from the emotion and attitude and also become different among the societal people. Despite these variations the clients' have a pattern of basic emotions and attitudes that are common, possibly to all. These common features of emotion and attitudes create seven human desires among the people who are in psychosocial problems. They are as (i) the clients want to be



accepted as a person of worth, a person with special identity in spite of his dependency, weaknesses, faults or failures; (ii) the clients want to be treated as an individual, not as a case or a type or a category; (iii) the clients express their feelings that may be positive or negative. The feelings may be of injustice, hatred, dissatisfactions, insecurity, fear and the like or of their opposites; (iv) the clients want to get a sympathetic response to their feelings; (v) the clients never want to be judged or condemned for their faults, failures or difficulties in personal life; (vi) the clients want to make their own choices and decisions rather than to be commanded; and (vii) the clients want to keep their information confidential and neither to inform it to others nor to ruin their reputation to the agency for helps. These desires can vary from client to client even within the same client at different times. It may be that the client has or do not have a consciousness about the desires. Even he can or never expresses those to social worker. But these desires create emotions in him, which are somehow exposed in his behavior. A sensitive social worker can realize these evidences. The desires drive him to a response to the client and if the client can conceive the dynamic interaction between the social worker and the client begins and rapport also begins to establish. The clients' above desires, the social worker's response as a principle against each desire and the clients' response can be evident, if these are discussed elaborately.

### **1. To be Accepted as a Person of Worth Vs Principle of Acceptance**

Every human being has an intrinsic value. He has an innate role and status, rights and privileges, needs and desires, duties and functions, resources and inalienable worth in the situation; he wants to do anything or to get something maintaining his social position. He must not be approached as a common person. Besides the client mentally remains in a devastating situation owing to painful symptoms of his problem. An inability makes a room in him. He fears from the uncertainty of the social worker's acceptance. So when a person comes to the social work agency with a problem, he has an intention to be accepted as a person although he has resentment about present social life but he is somewhat conscious of his manner, dignity, weaknesses and failures. In spite of faulty manner dependency or failures he intends to be well accepted with special care. We also expect the



same in our personal life. For example, when we go to a doctor, we expect a especial care from him. Anyway a sensitive caseworker accepts the client with his situations following the principle of acceptance. This principle works as two-way process in social work. Here the social worker will also be well accepted by the client.

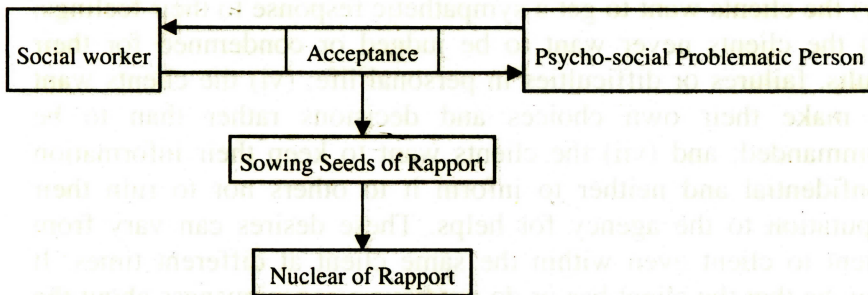


Fig: 2 How mutual acceptance assists rapport first to be established between the social worker and the client.

Thus the both of their acceptance sow the seeds of rapport and consequently a nuclear of rapport is established between the two.

## 2. To be Treated as an Individual Vs Principle of Individualization

Modern social work is client-focused. Here is considered that each client is an individual; each problem is the specific one. So, services must be directed on the particular circumstance around a particular situation. In social settings each individual is different on the basis of his unique problems, ability, resources, emotions, attitudes, roles and status, knowledge and experiences, personality, likes and dislikes, choices and decisions etc. So he has a right to be individualized. He intends to be behaved as an indistinct person of the society not just as a human being despite his personal differences. He does not want to be categorized. In this respect the social worker, according to the principle of individualization, gives the client a unique recognition and helps him for a better solution of his problems. The client can also realize that he is dignified with a special case and the solution of his problem is possible. Thus, both of them come into a very close contact and this closeness helps them proceed to build up rapport.

### **3. To Express Feelings Vs Principle of Purposeful Expression of Feelings**

The client, as every person, is by nature a social being and the problem or need is psychological. He has cognition and volition, drives, impulses, senses, feelings and emotions. Actually man's life is full of events. As a human being innumerable events may occur in the client's life from which negative or positive feelings can make a place in him. It may also happen that the causes of the client's problems are of fear, insecurity of social life, hatred to his deeds, or social injustice. For the adequate growth and development of personality he needs to share and express his thoughts, attitudes and feelings to another person. When a person with a psychosocial problem comes to a social worker he tends to express more the positive feelings than the negative feeling. The purpose of the client's expression is directly related to his desire of acceptance, to his desire to be treated as an individual, to his desire of getting help, to his desire of making his own choices and decisions, and to his desire to keep all information secret. The social worker, keeping pace with the principle of purposeful expression of feelings, goes for the client's desire to be expressed the feelings freely especially his negative feelings without discouraging and condemning. The expressions may lessen the client's pressures and anxieties and become a form of psychological support. The negative feelings may be the real causes of the problem. While it may help the social worker understand the client's problem accurately and go for more substantial study, diagnosis, and treatment. After all, it may help the caseworker and the client to deepen the relationship. Besides, the desire for expression and sharing experiences have been singled out by the social workers as a very pertinent point in establishing rapport.

### **4. To Get Sympathetic Response to Problems Vs Principle of Controlled Emotional Involvement**

Every communication in social work is the two-way process. When the client talks to the social worker directly, he expects some responses and the social worker reacts as per the rules thinking that silence would create a disinterest in the client that can make a barrier in communication. So the social worker needs to understand



the meaning of his emotions and attitudes about the problem and respond the feelings of the client. In fact, the client's problems are created by a good number of events among which the negative facts may have caused a troublesome situation in his life. This is why the client cherishes a desire in him that the social worker should be more attentive to listen to him and be sympathetic in responding to this problem. He never wants disgrace, reproach or condemnation and the like from the social worker. It needs to be mentioned here that there are such events, feelings and experiences in the client's life that may be similar to the events of the social worker's life. So the social worker must nurse the truth in his professional life in a way that every social worker has two selves: one is individual self and another is professional self. He must practice his professional self and render the services to the client omitting his individual self. In these circumstances, the social worker follows the principle of controlled emotional involvement and tries to sensitize the client's problems and react carefully for the sake of social work profession. The client may realize that the social worker is very much positive to him. Finally this realization from the both sides helps them come into a close contact to make an effective rapport.

### **5. No Chastisement for Evil Deeds Vs Principle of Non-Judgmental Attitude**

The psychosocial problems emerge from the faults, misdeeds, crimes failures, dependency etc of a person's life. Every moment a person himself tries to remove these. He sometimes becomes successful or sometimes he fails. Being failure, he comes to a social work agency for help. He has a feeling of incapability in him. He apprehends a fear of being judged whether he is innocent or guilty of doing wrong. He remains afraid of being labeled as failure, an inadequate person or a moral weakling as he has a past experience that many men are convicted guilty while many others are innocent. So the client wants neither to be judged nor to be condemned. According to the client's desire the social worker follows the principle of non-judgmental attitude. Being assured of the social worker's non-judgmental attitude, the ability to express grows in the client and he feels free to reveal the negative aspects of his situations that help the social worker discover the client and

his problems. According to the principle of social casework, judgments of the person are irrelevant, unmerciful and hazardous. Thus the relationship between them becomes more tightened.

## **6. To Make Own Choices and Decisions Vs Principle of Self-Determination**

Like other human beings the client has some problems, a unique ability and also his own choices and decisions. He always intends to achieve the goals of his life and to solve his problems by utilizing resources in accordance with his decisions. But he maintains some gaps or mistakes for which he fails to solve problems and to achieve his goals. Despite these, he has no intention of surrendering either his basic right to freedom of making decision or his achievements. Even he does not want to be condemned for making wrong decision to do social work service effective. The social worker as a professional representative of social work, gives the client the right and freedom in making own choices and decisions as per the principle of self-determination. The freedom is also needed to recognize and activate the potentialities of the self-determination. The freedom is also needed to recognize and activate the potentialities of the client for self-protection and to see and utilize the available resources in him and in the community. The client is helped so that he can make proper decision in case of arising problem in future. The client's right to self-determination is confined by the capability of making decision, by the framework of existing law, by the ethics of social work profession and by the functions of the agency. However this principle helps the social worker make a realistic treatment plan and helps the client participate in implementing it. Thus the mood of relationship becomes deeper from deep between them.

## **7. To Keep Secrets about Self Vs Principle Confidentiality**

As a social being each individual has a human right and also a natural right to keep his information secret. He wants to keep all of his information confidential to others. This right is not an end itself but a means to protect other rights. In social casework 'confidentiality' means the preservation of secret information concerning the client. Confidentiality has two meanings one is professional code of ethics; another is an element of social work relationship. It is a basic right of the client. Though the client



remains in troubles with psychosocial problem, he is fully conscious about the secrecy of his information. Because he has such events in his life, if they are disclosed to others, these may endanger his life, social status and position. So he wants an assurance directly or indirectly from the social worker. Otherwise he will not disclose the problem-related information in details. In our practical life when we intend to share our personal affairs with others, we also expect an assurance from them. Even we want and take a promise from our close people in this regard. Otherwise we refrain ourselves from telling them our confidentiality. However if the social worker fails to make the client assured, a good relationship will not be established and the provided services will not be effective. So, the social worker follows the principle of confidentiality and makes the client assured implicitly or explicitly. The client also shares the details with the social worker. The convergence helps them maintain a good rapport. It can be said here that confidentiality is maintained for the greater interest of social work profession.

From the above discussion it is clear that both the social worker and the client are to maintain these principles. They are interrelated; each implies the others. A defect in any one of them underlies a defect in the relationship; absence of any one signifies the absence of good relationship. Each desire of the client as an element and each principle as a principle of rapport include three directions that are shown in a table and described below.<sup>16</sup>

| First Direction                                                                                                                                                                                                                                                                                                                               | Second Direction                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Third Direction                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| The desires of the client                                                                                                                                                                                                                                                                                                                     | The response of the social worker                                                                                                                                                                                                                                                                                                                                                                                                                                   | The awareness of the client                                                                        |
| <ol style="list-style-type: none"> <li>1. To be accepted as a person of worth</li> <li>2. To be treated as an individual</li> <li>3. To express feelings</li> <li>4. To get sympathetic response to problems</li> <li>5. Not to be judged</li> <li>6. To make his own choice and decisions</li> <li>7. To keep secrets about self.</li> </ol> | <p>The social worker is sensitive to understand and appropriately respond to these desires following different principles. These principles are consecutively;</p> <ol style="list-style-type: none"> <li>1. Acceptance</li> <li>2. Individualization</li> <li>3. Purposeful expression of feelings</li> <li>4. Controlled emotional involvement</li> <li>5. Non-judgmental attitude</li> <li>6. Client's self determination</li> <li>7. Confidentiality</li> </ol> | <p>The client is somehow aware of the social worker's sensitivity, understanding and response.</p> |

### **The First Direction (from the client to the caseworker)**

Each client has seven common but basic desires that enumerate feelings in the client. He must reveal these desires to the social worker directly or indirectly in spite of his fear, weaknesses, anxieties and uncertainty as he is directed to help. In the first direction, on the basis of making him assured, the client becomes agreed to build up a fruitful relationship between them.

### **The Second Direction (from the caseworker to the client)**

The social worker is somehow conscious of the basic desires and feelings of the client and understanding their meaning though the response of the caseworker is absolutely internal. He sometimes expresses it though his attitudes or verbally. It is clear that if the client gets positive response from the social worker he will proceed to establish rapport; otherwise not.

### **The Third Direction (from the client to the social worker)**

The client can somehow realize the caseworker's response. This is also evident to the social worker that the client expresses it through his attitudes. This direction implies that the client is fully satisfied about the social worker's response to make a relationship with him.

Thus, the three directions begin to circle the problem solving process of casework (which is shown by a figure). The client comes into a very close relationship with the social worker for help at a particular stage of the process and a good rapport is established between the social worker and the client.

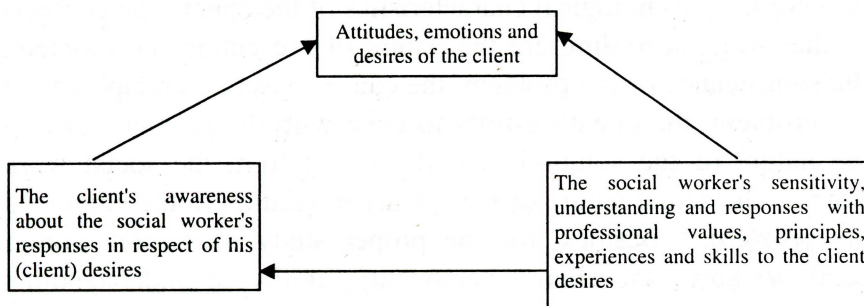


Figure: 3 The circle of establishing Rapport



## Practices of Rapport in Social Work

The relationship (rapport) is the soul of social casework and also of social work profession.<sup>17</sup> It is compared with human body as human beings physically have two essential parts: the body and the soul. The human body consists of many organs. The soul lives in it. Their internal interaction produces energy, which helps men to a back-and forth movement and interaction. But without having soul the human body is totally dead or on the contrary, social casework has also two vital parts: the casework process that is called problem solving process also and the rapport. The entire casework process consists of study, diagnosis, treatment, evaluation, prognosis, referral and follow-up. Here rapport works as the soul within the process. Their internal interaction produces energy, which helps the social worker and the client toward a dynamic interaction. This interaction ultimately drives the social work services to the success. One of the basic trinity methods of social work, casework has its own process called the problem solving process. This process is set to apply as the client comes to social worker and continues till the solution of the client's problem. Here rapport helps the process to keep alive. So rapport is called the most important part of social work profession. The roles rapport are discussed below elaborately.

**Firstly:** Psychosocial study is the first step of the social casework process. Psychosocial study means the social worker's process of acquiring the relevant information needed to decide on and develop a rational plan for helping the client.<sup>18</sup> Its main objectives are to gather facts regarding socio-economic conditions and to assess and observe the psychological characteristics of the client. The contents of the study, according are the nature of presenting the problem, the significance of the problem, the causes onset an precipitants of the problem, the client's efforts to cope with the problem solving the nature of the solution or ends sought from the social work agency, the actual nature of the agency in relation to the client and his problem.<sup>19</sup> Besides, for the proper study the social worker needs to know the client's personality, ability of understanding, perception, likes and dislikes, social positions, personal feelings, experiences etc. The social worker can only get the matters through

establishing rapport with the client. Otherwise the study would be the vague one.

**Secondly:** Diagnosis is the second step of the problem solving process. It means the process of identifying a problem and its underlying causes and formulating a solution.<sup>20</sup> It is a continuous process that begins from the first meeting between them and goes on throughout the problem-solving process. Diagnosis must comprise both the classification of difficulties and individualization of the client. In fact, the success of the process and services mostly depend on the classification of the client's problem and individualization of each client. In this connection, a good rapport helps the client's problem define and make the diagnosis effective. Without this proper diagnosis is impossible.

**Thirdly:** Treatment is the most important step of the problem solving process. In social casework, treatment is a sum of activities and services directed toward helping an individual with his problem.<sup>21</sup> The ultimate goal of the study and diagnosis is to formulate a realistic treatment plan to make the client adjusted with his problem effectively. Treatment does mean a complete cure but suggests the measures to improve the client's personal and social functioning. So the success of the offered services depends upon the nature of the client's problem, the need, motivation and working ability of the client, the physical, mental, economic and cultural conditions of the client; the expected help of the client etc. To know the factors exactly a good relationship is very much essential. Besides, each and every client has an ego mechanism of defense. It may be positive or negative. If the positives are supported and the negatives are modified of defense. It may be positive or negative. If the positives are supported and the negatives are modified or changed, the client can go for a realistic solution. In this respect the treatment plan, the third step of the process, offers the client can two types of service: supportive treatment and modified treatment. The former, has some techniques such as reassurance, logical discussion, ventilation, direct intervention, utilization of habitual pattern etc. is applied to support the client's positive ego mechanisms of defense so that a certain change can be brought within the client through the



development of self-awareness and utilization of resources. The latter one has only a technique i.e. technique of clarification that is used to modify the client's negative attitudes and behavior so that a desirable change can be brought up in his life situation lessening external pressures and offering tangible agency services. In this connection, rapport is necessary. Again the treatment is made to apply upon the client and his problem. So the client's participation in the phase of treatment plan is essential. His participation should not be expected without having a good relation.

**Fourthly:** Evaluation is one of the main steps of the process. In social casework it means an attempt to assess the strengths and weaknesses of the problem solving process.<sup>22</sup> It is a continuous process that begins in the first interview with the client and continues throughout the process. It also assesses the client's strengths to work on his problem, his reliability, his practical assets and his character.<sup>23</sup> Besides, observation and case records are also important in evaluation. Thus evaluation is not possible if the client does not come into contact with the social worker.

**Fifthly:** follow-up is a relevant step of the process. Generally follow-up means an attempt to keep the client into a close contact as to whether he works according to the given treatment or not. In casework follow-up is indispensable because of the complex nature and changing environment of the client. Without it, the client may once again return to the previous stage. Here a desirable relationship helps the social worker to follow up the client properly.

**Sixthly:** when a problematic person comes to a casework agency, he may have a different type of problem such as physical, mental or psychosocial problem etc. So he may need help immediately. The social worker identifies the nature of the client's problem through prognosis and refers him to the proper agency. It may be said that the social worker can only help a problematic person, if he accepts him as a client with his problem. Then he applies the problem solving upon him. Here rapport less important but cannot be denied.

**Seventhly:** The present social work is data oriented. To make the problem solving process effective data play an important role. Data are also essential to get into the client and his problem. Social casework has some sources of data collection in this respect. Interviewing, the most important one, is one of them. It means an arranged meeting between two or more persons with face to face relationship wherein professional conversation takes place with a view to drawing information and facts concerning the problem and the client for diagnosis and treatment.<sup>24</sup> In fact, every man in the society is a well combination of the biological, psychological and social factors whereas external appearance does not give the total picture of a man. So man needs to be counted on the basis of his personal positions and social situations. No man can intend to express his confidentiality. Though the client is a problematic person, he is aware of himself. He does not want to appear before others and to share his feelings and experiences with another person. So, in order to get a clear picture the social worker needs to go into the client's personality through interview. It becomes possible only when the social worker can make a good professional relationship with the client.

**Eighthly:** Case recording is a very important matter in social casework. It is not an end, but a means to an end. A social worker memorize all the discussions and deliberations of an interview with the client. He is needed to record and to show the case situation. A case recording does not include only what the social worker and the client said but also the significant reactions, the changes in mood, behavior and response of the client.<sup>25</sup> A sensitive social worker is to observe, analyze, interpret and summarize these specific matters more accurately making a realistic treatment plan for the client. Without making any relationship, a social worker cannot get and record the certain contents about the client and his problem.

From the above discussion it is clear that rapport works as a part and parcel in every step of the problem solving process in social work. Rapport also plays a pioneer role in attaining the casework's objectives and making its elements clear.



## Conclusion

Social work is a modern profession based on scientific knowledge and skills especially in the developed world. This was not so before the first two decades of the 20th century. In ancient times it was simply rooted in the philosophy of philanthropy, charity, religion and relief. After industrial revolution the rapid social change took place in the forms of societies. Industrialization and urbanization grew steadily and the simple social problem turned into more complicated and multi facet. The previous social services failed to control the psycho-socio-economic problems of the society. In these circumstances, social work emerged as a profession based on the scientific methods to provide real help to the people. Social casework as one of the basic scientific methods provides the person-oriented services to the client who is in psycho-socio-economic problems. A professional social worker represents these services under a social work agency. For this purpose, social worker needs to study, diagnosis the client and his problem accurately and adequately and also to formulate a realistic treatment plan for the solution of the client's problem. On the other hand, when an individual with problems-in-him comes to a social agency, he seeks help from the social worker with his social and personal dignity. Simultaneously, he becomes afraid of his acceptance, confidentiality, faulty behavior, own choices and decisions to the social worker. He expects to get assurance directly or indirectly from the social worker on these points. The social worker also remains aware both of the client's desires and the norms and values of social work profession. When the client can realize the social worker's sensitivity, understanding and positive response, he comes into a very close contact to the social worker. As a result, a professional relationship, called rapport in social work profession, is established between the social worker and the client. The rapport grows, develops, changes and matures. When the purpose has been achieved, it comes to an end. This relationship is very much essential in the very process. It is fundamental that the methods of social work especially casework process cannot be applied even for a single instance without

building up rapport. For example, the human body consists of some essential organs. These organs and human body become dead without having the soul in it. Oppositely, if the casework method is imagined as human body, It has some essential parts also, which is called untidily a problem solving process, like study, diagnosis, treatment, evaluation etc. Social casework is well combination of these parts in which rapport may be like a soul. It produces energy throughout the problem solving process. A treatment plan whatever its noble objectives can never go into the light without making a good professional relationship (Rapport) between the social worker and the client. Not that, the other methods of social work as group work and community work cannot be applied effectively on a group or a community without building up any relationship with them. Actually the concept of the relationship is central to all of social work practice. Suffice it to say that rapport is the most important not only for the application of social work methods especially social but also for the perfection of social work profession.



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