

Caregiving in a connected era

The use of participatory media in social services & elderly care

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Welcome



Joke Knockaert

- Extra-European placement officer
- Officer Dual Learning program
- Lecturer Social Work Theories
- Lecturer Family Pedagogics
- Lecturer Developmental Psychology
- Lecturer Contemporary Topics in Psychology



Joke Knockaert

2012-2013

16 professional Bachelors
Number of students: 13.000
Number of staff: 1.200



artevelde university college ghent

MEMBER OF HOGER ONDERWIJS INSTITUUTEN



Address: Campus Sint-Anna
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9000 Gent, Belgium
Number of students: 1064
Number of staff: 95
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21 ECTS
Application deadline
AUTUMN SEMESTER
7 June 2013
SPRING SEMESTER
1 October 2013

<http://international-socialwork.webnode.com>

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What is social media & how can we as professionals use it??







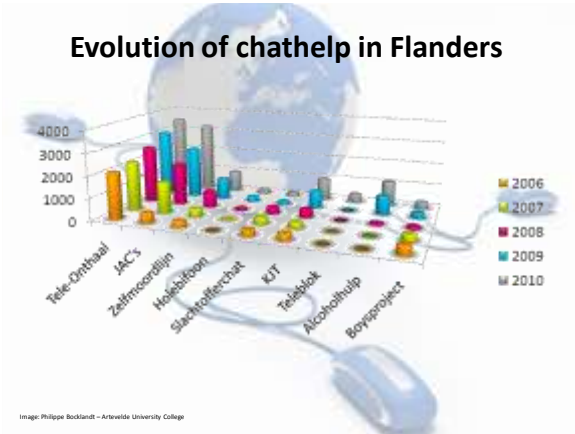






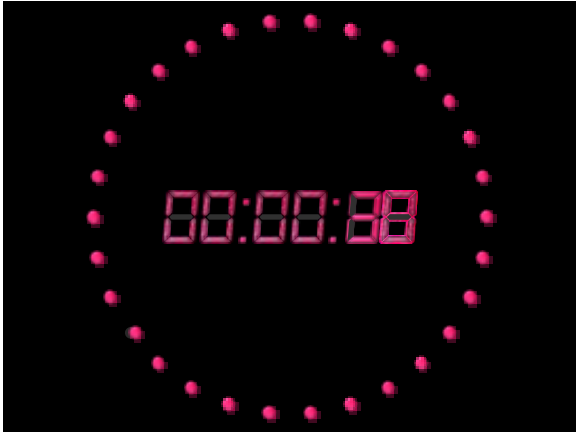














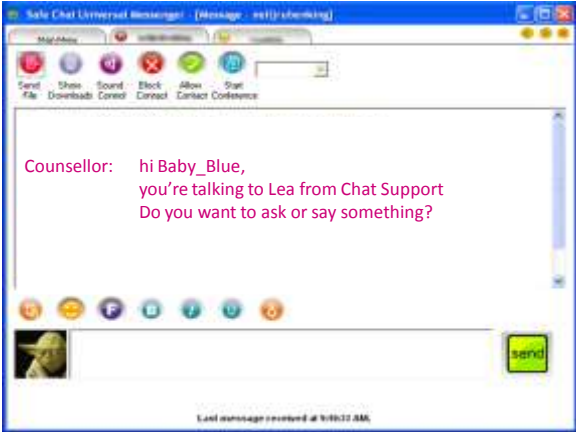


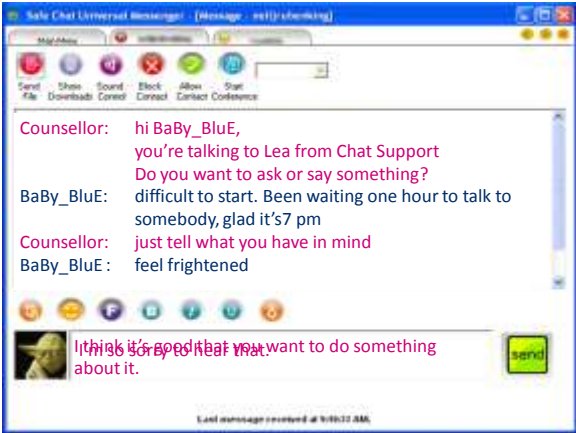


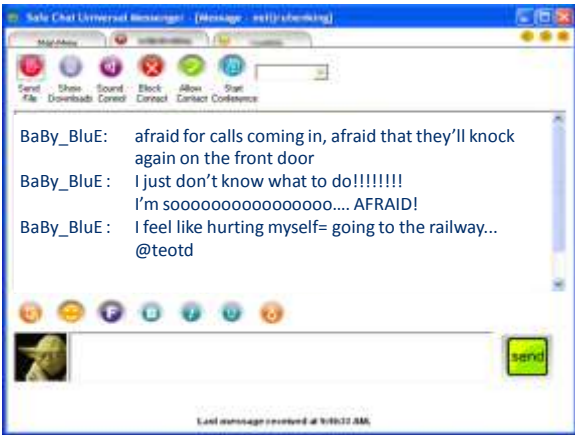




Chat alliance







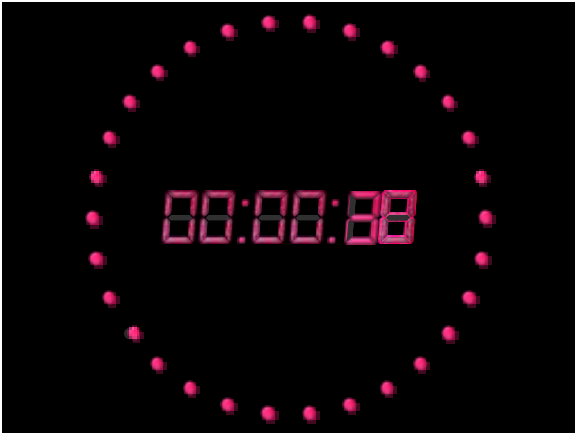


Step 1: Screen reading

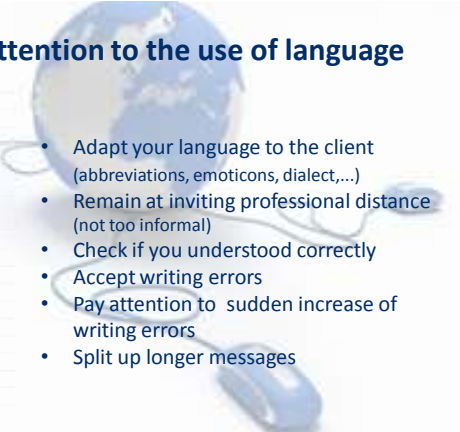
- What exactly did you see on the screen?
- What do you think? What do you feel?
- What is invisible? Unknown?

Step 2: Screen writing

- Write a reaction to BaBy_BluE
- Write your answer on your piece paper



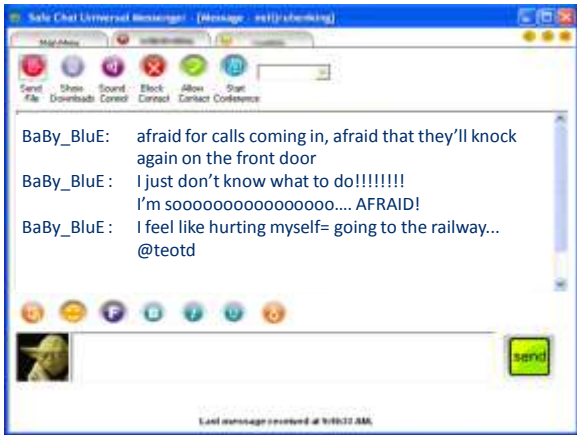
Pay attention to the use of language

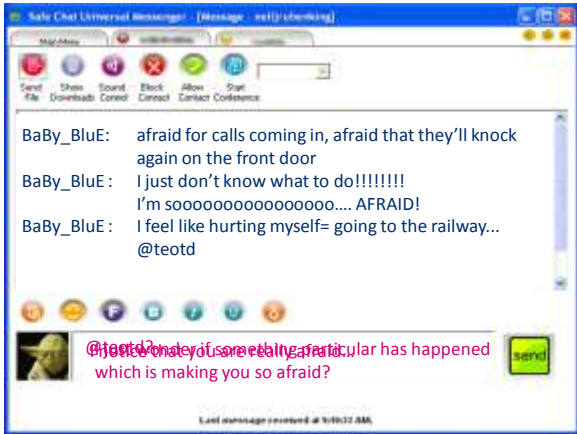


- Adapt your language to the client (abbreviations, emoticons, dialect,...)
- Remain at inviting professional distance (not too informal)
- Check if you understood correctly
- Accept writing errors
- Pay attention to sudden increase of writing errors
- Split up longer messages

Pay attention to symbols







Pay attention to pace

CROSSTALK

BaBy_BluE: afraid for calls coming in, afraid that they'll knock again on the front door
 BaBy_BluE: I just don't know what to do!!!!!!!
 I'm soooooooooooooooooooooo.... AFRAID!
 Counsellor: **Who will knock on your door?**
 BaBy_BluE: I feel like hurting myself= going to the railway...
 @teotd



Online conversation techniques

Observing is screen-reading

Clarify, structure & summarize

Steer the conversation

Asking questions ... more than providing info

Meta-communication



Download brochure:
<http://www.onlinehulp-arteveldehogeschool.be/>