COMMUNICATION WITH THE FAMILY OF ADOLESCENT FROM THE SOCIO-EDUCATIONAL PERSPECTIVE

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Abstract

The significance of the personal connection through the communication process today more than ever before becomes the value and also the attitude that deserves attention. At school environment the more that it is now seen (understood) more than a storage area and a suplent of parents neglected educational activity. If we wanted it to be characterized naturally, we could say that we meet parents and school enemies today. The vision of the negative trends which children and parents ascribe to this environment is intensifying. It is headed from the low social status, which is ascribed to person acting in it, and their total value in society. Family relationship to helping profession is given by general attitude to the value. Deliberately talking about helping profession, because in addition to teacher, to contact the family and school comes with a school psychologist, an educational consultant, a social educator or a social worker. This trend we analysed in a school environment in which is located the field of study socio-educational worker and students are disposal directed to the social field.

Growing number of problem families, divorced families, single parent families educating children or families with mistreated, neglected or abused children, which arise as a result of dysfunction. Therefore we consider not only the highly current dealing with the causes, effects and starters of dysfunction, but especially with possibilities how to be closer to the family. It can be help with communication, open space for dialogue, interaction parent and student and social - educational worker. The process of dialogue will be ensured by creation of a bridge, a connection with the needs, attitudes and values of this small social unit.

INTRODUCTION

The theme of family is always very detailed and there is a number of opportunities for its reporting. It is difficult to find the only brief and exact definition which would catch the characteristics of the social phenomenon and the social system in the widest extent which is called family. Today, the most widely used form of family is monogamous family, it means that it consists of a marital or partner of the couple and their children. Helus (2007, p. 149) predict: „Family despite the transformations, which passes through, the problems with which it is confronted and facing failures, remains a distinct second human togetherness, without which most contemporaries knows your life imaginable. In particular, is an important, although for many fugitive stabilizer intimate interpersonal reciprocity, stronghold of home. Its task is to implement its functionality against particularly serious but a child. So you can find hard the environment that would correspond to the needs of children and adolescents and established as effective primary conditions for the development of their personality, including their educational success.”

Nowadays we are witnesses of move-
ment in the preferences of the values in the individual sphere of life and in our opinion, it is shown as one of the most serious problems of social regulation of the quality of life. We truly pay attention that present family is not a fixed stabilizer of intimate interpersonal sympathy. Its value in the eyes of young people who live in various interpersonal relations in which is failing the function in one or more levels is vanished. It is difficult task to bring back the value of the sincere, open and emotional relationship communication of today’s family. Due to the known facts about current hectic tempo of life it is the set to these values possible only through successful communication connection with the adolescents. The important role can be played by helping profession versus adolescent. The success lies in gaining the person of adolescent for dialogue, a person’s willingness to admit responsibility for their actions and also in acceptance of another opinion. Through communication we gain pieces of knowledge, opinions, we learn about the attitudes, values, way of life and life style. It regulates our actions and behavior, affects our aspirations, our performance and directs the overall perspective on our life and society. Internal lack of integration of family tends to be a hallmark of antisocial and delinquent behaviour of the youth. People coming from such environment have reduced ability of overall social adaptability or tendency to traumatic up to unsocial manifestations of behavior. For this reason appears the value of communication as stabilization pillar of family values. When we establish the social contact, isolation and loneliness is abandoning because to have someone close to belongs to the basic human needs. There is not the vacuum for the development of behavioral pathological elements.

THE VALUE OF COMMUNICATION

The value we understand as an interdisciplinary concept, studied from aspects of various scientific disciplines. Boroš (2001) understands the value as a specific feature of social and natural phenomena and at the same time it is shown its importance for the human life. Its significance lies in the positive and negative meaning. Therefore it is possible to talk about communication as a part of the value. Especially in the work of helping professions educator, social worker or psychologist with a primary social group of adolescent. The completel model of absent form of the relevant dialogue in relation parent and child appears in the school environment. It forces us to reflect to the need to highlight the need for social interaction assisting profession with family. It is indisputable that there is the space for communication process and it is given the chance to act more efficiently to the adolescent. Cooperation with parents, effective communication and active listening tois acting as a motivation. Therefore, in this spirit, we also understand the importance of motivational level.

If we are working with adolescents and their families should not be forgotten to the meaning of the importance of psychological value as amount of psychic energy associated with the same mental element (Hall, et al., 1999, p. 104) If someone considers the aesthetic beauty of the high value, he is surrounded with many of valuable and beautiful things. Who long for power as the value he does the maximum of activities for its gaining. It is essential unique aspect of human, that should be taken in the right direction. Communication with the family stands on the foundations of the use this energy. On this fact it can be built the system of values with the teenagers. The choice of values is not dictated by the system of requirements, but by the model of method exemplifying. The model has the unsubstitutable function. Parents often fail in this task. Busyness, emotional drought, changing of values more and more gives the truth fact of postponing responsibilities to the environment of school.

Kačáni (2004) indicates that the most common causes of dissatisfaction with the environment of the pupil are:

- non-compliant atmosphere (insincerity of parents, incorrect punishments, favouring of sibling, egoism of parent);
- limiting the child’s personality (lack of finances, inappropriate intrusion into the intimate life, arbitrary handling with the free time);
- disturbed family relations (known, classified, hypocritical family).

All these facts affect the educational activity and have educational consequences. The value of communication is in the fact of classifying just mentioned aspects, it vents accumulated and unprocessed feelings from them. Family today is more than ever before connected with relations and it is interactively influenced by members of the family mutually and each member is its determinant. Parents independently and also together, as well as children. It's a group of people with a common history, present reality and future expectation of interconnected transactional relationships. The child and the parent are mutually supported, the child sees the parent as the protector general, helpful me. Parents partially determine the way of their child life. The significance of
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Communication influence is therefore necessary to.

We understand the family as a system of relations in the meaning:

- of a closed family system - typically solid structures such as the relative points for order and change (nuclear family);
- an open family system – law and change arise from the interaction of relatively strong, but evolving family structures (incomplete family);
- random family system – all the structures are unstable (the dysfunctional family).

The process of integrating the child into a family environment, in any way, is a natural phenomenon of primary socialization, we mainly understand from the principle that the person is going to gain from this model throughout his entire life. Determination of the correct family diagnosis precedes the anamnestic survey for particular predispositions in a definite way of behaviour. In the various studies on the family we understand the diagnosis of a family as the characteristic of family functions, relationships, communication, expectations, conflicts and ways of solving problems that are presented. The result is the proper involvement of the professional support of social groups in terms of functionality. The diagnosis, which we start working with the family from, should include the following:

- current problems – why the family gets into the care of experts;
- the role and the function of parents – we explore partnership relation, as well as the performance of the parental function, it is essential to clarify expectations and perceptions about their own functions and the functions of others members in the family, possibly difficulties in adapting to the specific roles;
- family relationships – their dynamics, alliances and schisms, the role of scapegoat;
- process of communication – clarity, accuracy and forthrightness of their arguments, openness and simple communication, eventual disorder;
- conflicts and problems resolution - toleration, degree of solidarity in the family, which is exposed to conflicts, the avoidance of problems, the process of resolving them to the members of the family in active way and should exit.

The evaluation of the family as a system of relations should begin in non-authoritative partnership spirit. It is a process which is in the context of expectations. Professional should listen to the members of the family in active way and should exite their attention in their active listening to. His function is the effort to empathize with the members of the family without projection. Simultaneously the members of the family should not feel to be submitted to questioning. Sooner the professional reaches the conclusion what is the main problem in the family, the members of the family themseves should have the space to form their problems. The solution of the family problem in the given situation by the family itself is better than the solution of the family problem by the professional.

One of the primary interests of the adolescent is growing up in a functional family. The main way to solve the situation of individual in risk is supposing healthy family environment. However, it continues the focusing on deficits. It is checking for what legal duties are not fulfilled by parents, why they don’t want to take care of children, or they are unable to take care of them. The orientation for emotionality relationship parent-child is missed. And in doing so, it is necessary of thinking about the diversity, individual nature of the causes of the problems. Every family has its own genesis, its own ontogenetic trace, in which there are certain failures. Nevertheless, there are also the values and qualities.

Communication with family of adolescent? You need to concentrate on the orientation of value of the individual itself, which was formed under the influence of primary socialization. In fact, it is the regulator of behavior and options for individuals. According Mátel (2010) key values utilized in terms of assisting professions are:

a. the value of the services;

b. the value of justice;

c. the value of the dignity of a person;

d. the value of human relationships;

e. the value of the trust;

f. the value of competency.

In the doctrine of the values of professional we can find the formula for a successful communication with the broken family. The value of the service is associated with altruism and prosocialibility. Passing the professional skills without expectation of economic satisfaction is a supportive mechanism for adoption. The value of justice means to refuse any form of discrimination, violence, or social exclusion on the base of nationality to ethnic identity, religion or special lifestyle. In the next value it can look for the right to self-determination, to prepare for such conditions,
that the person can freely decide. The following value of human relationships will help draw in the person into the partnership. Visible preservation of ethical standards, principles and standards will benefit from the trust in the relationship. At last but not at least knowing of specific standards, ways, customs, lifestyle helps to accept the professional rather than as a strange person. Success in communication with adolescent, and later with his parents begins with effort to discover his own psychological resources and carry out the changes in his life, which are important for him. To create such type of environment in which it comes to combination of supporting values, attitudes, personal qualities and communication skills assisting profession. It is the assumption that adolescent accepts his own regulation of behaviour.

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There is a lot of possibilities how to have a real dialogue with the family of adolescent. Knowledge of behavioral patterns is an advantage, mainly due to we recognise the way of his thinking about. So we understand any other mental processes of individual and of the whole group. The most common is an educator, or other helping professions in the position of negotiator. To basic communication skills are included - patience, perseverance, and convince the art of listening to, flexibility, courtesy (tact, politeness) and ambition. To offer a sense of challenges for the dialogue is a prerequisite for the continuation of the relationship. Negotiation means at the same time effective dialogue, the age, gender, culture, subculture and religion. Too big age difference between helping person and teenager, possibly between parents and professionals. A man does not understand a women and reversely. Bipolarity is useful if communicated people can find in the another person, whereas precisely this dimension in communication was lacking. For example, gentleness, sensitivity, emotionality in reliving. It is indisputable that the religious beliefs, cultural maturity or membership of a particular subculture can help me put a brake on the one hand and communication with the family adolescenta on the other. Perception and acceptance of differences is the key to the creation of a favourable therapeutic atmosphere for communication. The whole complex of requirements, therefore, directed to create empathy and prosocial feedback.

The course of communication itself consists of three main lines and the supporting characters:

a. language, next to language and outside of the language speech;

b. emotional and the content page;

c. progress may be equal or asymmetrical.

The ability to reflect in its proceedings the following facts give a chance to avoid the aggressive way of communication or passive form. Not even one obtained long-term willingness to communicate. Therefore for the negotiator should be typical assertive and tactical methods of the communication process. The tactic of negotiator is in the ability to adapt, the negotiator know to show interest about the next in communication and the reciprocity is not a burden for him. Negotiation means to reconcile the parties in opposition, involved in brokering a new beginning in the relationship.

The another level how to make a dialogue with the family is empathy and prosociability. Each person is able to empathize with another, but this ability is like all human abilities to private or individually developed. It can be drilled and improved. There is necessary natural communication contact to feel empathy to another person and also specific situation. The result of empathy then becomes very close to identical the survival of the situation with another man. (Bernát, et al., 2007) Simply said, cancel your own interpretation, range of attitudinal assessment. The most common factors influencing the barrier effective dialogue is the age, gender, culture, subculture and religion. Too big age difference between helping person and teenager, possibly between parents and professionals. A man does not understand a women and reversely. Bipolarity is useful if communicated people can find in the another person, whereas precisely this dimension in communication was lacking. For example, gentleness, sensitivity, emotionality in reliving. It is indisputable that the religious beliefs, cultural maturity or membership of a particular subculture can help me put a brake on the one hand and communication with the family adolescents on the other. Perception and acceptance of differences is the key to the creation of a favourable therapeutic atmosphere for communication. The whole complex of requirements, therefore, directed to create empathy and prosocial feedback.

The third aim of the assisting profession is to assist the family to avoid stressful situations and conflicts stemming from them. Sheer stress is unavoidable, and certainly not in the family cohabitation. We can only get better cope with certain situations. Stress arises when our life goals already not coincide with our needs. In communicating with an adult, as well as with adolescent it is therefore important to eliminate interpersonal conflicts. Through communication can be recognised almost perfectly the inner world and the inner experience of the individual, thus fulfilling a secondary need for certainty and security. Unconditional positive acceptance of the means to reduce stress from feeling of controlling and evaluation. Communication is thus deprived of masks, dissembling, agonizing over whether to trivialize the consequences of the undesirable procedure. Internal map of the soul is so stripped of troublesome experiences and ready for the registration of a new understanding of the facts, a new perspective on the matter.

Communicator, in relation to the family, can...
be an educator, a social worker, or a psychologist or he is also an informant and an adviser where to seek help. And there is the fourth condition for the success of communications with a small social group. The family must have a certainty in the information area. The counseling "consider a specific professional activity implies a process of utilizing existing resources and how to aid possibilities to deal with the current problems in the life of personality". (Oláh, Schavel, 2006, p. 82)

Communication in the context of family counseling is a Professional help to a family, based on the specific interaction between experts and members of the family, which allows to:

- the clients the best orientation in their situation;
- optimization in the function of the family system;
- optimization the life of each of its individual, so to be able to effectively deal with the challenges that life brings, to manage challenging situations, crisis and conflicts. (Prevendárová, 2001, p. 16)

This also includes the provision of information as a form of aid, training some of the skills and competences, as well as the promotion of, respectively, joining the family on its life's journey in such stages, which are excessively burdensome, for example, after the birth of a disabled child, in case of divorce, death and e.t. In regards to the services provided in the short-term, specialized institutions, where the family has a team of professionals available. The aid takes the form of a short series of arranged meetings. Some of these services consist of defending the interests and rights of the family in relation to other entities, particularly in socially disadvantaged environment. Openness to possible changes, the ability to accept feedback, new vision, constant readiness, willingness to look for ways to make things better, effort, willingness to take responsibility after the improvement. These and many other aspects is possible to achieve with communication, which starts perhaps at school, or as well in another area of the interaction of a professional and an adolescent.

CONCLUSION

What is it the importance of successful communication with family of adolescent? Therefore we communicate to exchange and obtain information and knowledge. Also, therefore, that we persuade and obtain the other on our side, for the fulfilment of the tasks set by us or someone else. In no small rate due to know themselves and others. The success lies in the communicator ability to captivate the attention of the addressee, to whom is given our information. But even before it is good if helping profession realize that it goes to look for the good of the human being and not a negative side. Internal motivation is mutually successful to the dialogue, in fact, it creates a channel of communication. Communication in the steady-state systems such as family, class, or whether the peer group is followed by rules, which are recognized by the majority, without prejudice to this rule was stated by the majority. Stand up face to facet conformism is bold, but on the other hand brings the fruit even in the dialogue. We are trying to form an adolescent by communication not only biological being, but above all social one. The being which understand the human relationships, the relevant human attitudes and try to know your limitations. It is the purpose of the initial communication contact with adolescents. There is the beginning of the interaction knowledge of behaviour of the family – the child.

Effective and at the same time beneficial communication is focused on the family, person, not on the actual problem. The belief in personal change, an approach based on preference for the benefit of another, non-directive, understanding emotionality gives dispositions for an effective dialogue. Assisting professions frequently see communication problems in the unsolved problems of the family and, exceptionally, see the criticism in their own ranks. It is necessary to admit that the fault may also occur in a professional, for example, on the basis of the effect of a selective vision. Low parents activity in communication with the assisting profession, or high involvement, where parent is seeking anything to apologize to a child at any price is a barrier, which unquestionably value of communication interaction decreases. Therefore helping profession must incorporate in this level before it will rely on the contribution of communication.

REFERENCES


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