THE IMPORTANCE OF RESILIENCE IN PROMOTING THE PROFESSIONAL EFFECTIVENESS OF SOCIAL WORKERS

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Abstract. The publication is developed in the context of reflection on the problems of social work, which highlights the importance of the phenomenon of resilience in the professional everyday life of social workers in solving diverse problems. The purpose of this article is to reassess the importance of resilience in the professional activity of social workers, describing with what kind of methods and in what kind of way the development and strengthening of psychological resilience can reduce the risk of burnout of social workers at work, promoting their professional self-efficacy both in their daily work life and when dealing with client problems. The authors, based on the findings of the analysis of theoretical sources, describe the dominant qualities of the pillar of resilience in the professional activity in promoting the psychological resilience and self-efficacy of social workers. The survey data of social workers confirm that the difficulties in developing resilience are related to the lack of information about resilience, the risk of burnout and the resulting insufficient psycho-emotional resources of social workers. The publication highlights the potential of resilience methods in increasing the psychological resilience and self-efficacy of social workers in their professional activities.
Keywords: developing resilience, psychological resilience, resilience methods, risk of burnout, social workers.

Introduction

The social work, which is carried out by local government social workers in cooperation with other social work specialists and representatives of helping professions, is a multifunctional profession that solves the existential issues of people's lives, promoting changes and new opportunities. Social work is considered as "hight level of emotional work" (Howe, 2008). Data from a study conducted in Great Britain shows the burnout of social workers. Social workers were assessed for their tendency toward burnout by completing the Maslach Burnout Inventory. The results of the study indicate that 73% of respondents have an increased level of emotional exhaustion. 26% of respondents report high levels of depersonalization (Ratcliff, 2024). Heavy caseloads, large numbers of clients, negative media influence, the prestige of the profession in society, and low pay are well-known causes of social worker burnout. On the other hand, the study carried out in the USA reveals that right after the start of Covid-19, 26.21% of social workers meet the diagnostic criteria for post-traumatic stress syndrome (PTSD), 16.22% of respondents indicate severe depression, 63.71% report burnout and 49.59 % for secondary trauma (Holmes, Rentrope, Korsch-Williams, King, 2021).

The research conducted in Latvia in 2021 with the survey of social service managers, made by the Latvian Ministry of Welfare in the regions clearly showed the situation of social work in the country, indicating that there is a tendency towards a lack of employees and burnout of those employees who are in work relationships. The results of the study show that the shortage of social workers in the municipal social services are high - 65%. It is known that social workers work in overload conditions, the number of active client cases per month for social workers is most often 20-30, but the survey also mentioned 59 cases, more than half of

the respondents admitted that they are overloaded daily and often the existing resources of social workers are only sufficient for crisis interventions. Findings were made that social workers who do not have the appropriate education to work in the social field work are in the workplaces of the respondents. The proportion of social service managers who believe that the vacancy problem will become even worse in a few years has increased to 93%. The fact that 86% of social service managers believe that the acquisition of new professional skills for their employees is very relevant or rather relevant, shows the lack of skills necessary for current social work situations (Krīgere, 2022). Tools and techniques that can help develop the psychological resilience of social workers can keep professionals in the workforce and prevent burnout. Social workers, especially those who work directly with traumatized clients, are more susceptible to developing secondary traumatic stress. They may experience symptoms of secondary traumatic stress from reading or hearing about what people have experienced, such as abuse or child abuse (Social Work degree center, 2024).

Resilience is one factor that protects employees from compassion fatigue. Resilience is a personality quality that is related to an individual's ability to think positively and understand that a person has the ability to at least some extent influence individual's environment and the things around him or her. Accepting that it is not possible to influence all things, it is important to learn to see those that can be impacted (Kettunen, 2015). Also with social work clients, constructive positive thinking tactics can be useful in improving the life situation, increasing the efficiency of one's professional activity. Calhoun and Tedeschi (2004) offer the term "posttraumatic growth" to describe the expansion of a person's worldview after a traumatic event (Calhoun, Tedeschi, 2004). The type of resilience that can occur in social workers who experience secondary trauma when dealing with the effects of clients' trauma is called local posttraumatic growth.

Social work is inherently stressful because workers work with oppressed and vulnerable individuals in society, they defend the interests of their clients when the rest of society mostly chooses to turn away from them (Social Work Degree Center, 2023). Due to the specific nature of their work, social workers need to know about resilience, as well as purposefully develop it in their professional activities in their everyday life. Developing persistence of resilience or increasing the impact of resilience can help social workers cope with complex social situations and the high daily stress they experience in their professional work responsibilities. Developing resilience can help to avoid burnout (Rose & Palattiyil, 2020).

The aim of the publication is to reassess the importance of resilience in the professional activity of social workers, describing with what methods and in what way the development and strengthening of psychological resilience can reduce the risk of burnout of social workers at work, promoting their professional self-efficacy both in their daily work life and when dealing with solving client problems. The theoretical methods used for research data collection include the analysis of scientific literature in social psychology, social work, social and educational sciences. Empirical data collection methods: surveying social workers, content analysis of documents relevant to the content of the study.

Literature Review

The term "resilience" was first used in construction science, where it described the flexibility of materials: it was considered that a material is resilient if it returns to its original state after bending, pressing, squeezing, etc. Rubber can be used as an example. This definition of resilience in construction science vividly reflects the origin of the term: "resilire" from Latin and means "return" or "rebound". Later, the term "resilience" was adopted by social psychology (Sparrks, 2024).

Resilience is a central concept that describes well-being at work, used to understand the ability to be flexible and bounce back from adversity (Kettunen, 2015). In today's changing world, it is necessary to be able to develop the ability to adapt and be resilient against stress. Resilience and its development play an important role in a person's everyday life and in improving his quality of life. According to the Cambridge dictionary, resilience is the ability to be happy, successful, etc. after something difficult or bad has happened (Cambridge Dictionary, 2023). Resilience, according to the APA Dictionary of Psychology, is the process and outcome of successfully adapting to difficult or challenging life experiences, particularly through mental, emotional, and behavioural flexibility and adaptation to external and internal demands. The adaptation of people to the diverse situations of life is influenced by various conditions, among which the dominant factors are following:
• the ways in which individuals view and engage with the world;
• availability and quality of social resources;
• specific coping strategies (APA Dictionary of Psychology, 2019).

Resilience is acquired over a lifetime, and the social environment plays a central role in this process. If an individual has established a strong relationship with at least one person, then the development of resilience is positive as the child grows. However, genetic or biological factors are not insignificant when it comes to resilience. It is impossible to talk about a "resilience gene" that a person has or does not have in his genetic structure. However, genetic predispositions determine the individual framework in which resilience can develop (Sparrks, 2024). It is important to note that being resilient requires skills that can be trained and developed over time. Building resilience takes time, strength and help from the people around you. It depends on personal behaviours and skills (such as self-esteem and communication skills) as well as external influences (such as social support and resources available to the individual) (Hurley, 2024). Resilience does not mean that an individual no longer experiences stress, emotional upheaval and suffering, but indicates that a person has the capacity and ability to cope with difficulties on his own and is able to ask for help from others when it is necessary.

The Seven Pillars of Resilience offers a resilience-building model that highlights four basic attitudes (acceptance, attachment, solution-oriented thinking, healthy optimism) and three practices (self-awareness, self-reflection, self-efficacy) to help individuals build and develop resilience in a healthy way (Vordermeier, 2022). It is important for every person to maintain a healthy life balance and successfully cope with difficulties. Finding the resources necessary for success depends on the quality of our social, self-created, and natural environments quality (Ungar, 2019).

A study published in May 2022 in the International Journal of Environmental Research and Public Health shows that people with greater resilience, ability to cope with challenges and developed emotional intelligence are likely to have better overall well-being than those with lower resilience (Lacomba-Trejo, Mateu- Mollá, Belgarde-Nunes, & Delhom, 2022).

Social work is focused on people's welfare and well-being, so it is important into work to look more into methods and different ways to develop your own and clients' resilience in everyday life. Several factors that help develop individual resilience can be emphasized and characterized. They are as follows:
1. A healthy focus on the positive.

Realistic optimism is an important characteristic of resilient people. They realize that almost any situation can be changed for the positive without losing sight of reality. This basic attitude can help to deal with challenges and not to lose courage. An individual's ability to be more grateful can increase levels of well-being (Emmons & Crumpler, 2000). One way to develop the focus on the positive is to practice gratitude. This can be done, for example, by

creating a gratitude journal in which all the things an individual is grateful for can be regularly recorded.

2. Self-efficacy.

Self-efficacy is the belief that one can achieve something with one's abilities and qualities. To reinforce this awareness, it is possible to describe the experiences of success that have been achieved so far, as well as to review positive feedback about the work done or personal milestones and achievements. To promote self-efficacy, it is also possible to use methods that help set personal and professional goals. Understanding that the employee, and also his client, can change himself, others and the environment around him through his actions, helps a person regain control over his life and make changes when they are necessary (Lütke-Laxen, 2022).

3. Future orientated.

Future orientation means that the individual places great emphasis on planning, preparing for, and imagining the future. It involves a mindset that focuses on long-term goals, aspirations, and outcomes rather than just the concerns of the present moment (ArkBuilders, 2024). It is impossible to change the past, only the present and the future can offer the individual some room for manoeuvre. Thus, the focus of each person (applicable to both employees and customers) should be directed primarily to the future, which can be created and shaped itself. Techniques that help to develop it are visualization of goals and setting visions. Conscious preparation and clear focusing of individual desires and future visions help to realize future goals. The study *Future Orientation: A Construct Affecting Adolescent Health and Well-Being* (2013) describes that youth who develop a future orientation indicates that they have clearer goals, more successful planning abilities, and a stronger ability to overcome obstacles in the future (Johnson, Blum, & Cheng, 2013).

4. Acceptance.

Resilient people can accept situations they cannot change. It is the ability to let go of your expectations, illusions and ingrained ideas. It reduces stress and gives more satisfaction with the decisions making. If it is not possible to accept situation what have happened in the past, a conversation can help, so that certain emotions can be identified first. If the situation is in the present, the focus should be on what the individual can change so that it is possible to move from passivity to activity (Lütke-Laxen, 2022). It is important to pay attention to inner feelings, to give up thinking about what others should or should not do, not to pay much attention to how and what things should be fairer (Alford, 2021).

5. Taking responsibility.

Taking responsibility for one's actions means accepting the positive and negative consequences of choices and behaviour that's been taken rather than attributing them to external factors or the actions of others. Acknowledging the consequences of certain behaviours is often more difficult than blaming circumstances or other people for negative situations. In the long run, taking responsibility for itself actions show strength of character and willingness to grow (MasterClass, 2022). It is important for an individual, when facing problems and difficulties, not to fall into the role of a victim, but to take responsibility for the situation. It is necessary to deal with the situation constructively. Firstly, it means admitting mistakes. At the same time, taking responsibility also means standing by the decisions made and being able to defend it even in cases where the plan did not succeed (Lütke-Laxen, 2022). Above all that, the individual must understand why he does the things he does. What is the purpose of these actions, words and what does he want to achieve. Knowing the answers to these questions makes it easier to take responsibility for the actions that are taken - regardless of whether they are positive or negative.

6. Solution orientation.

Everything changes and nothing is clear and fixed (People Change, 2021). Often, when problems arise, the individual has a desire to immediately express his dissatisfaction with what just happened. As individual releases emotions, he can feel the negativity quickly pass through the body, affecting the thoughts, what the individual hears, says, and interacts with those around them. This negativity shows the inability to deal with the problem, the weakness that the client or the social worker themselves have when facing problems. When addressing a problem, one focuses on how unfair the situation may be. In those moments, problems can lead to more problems (Dula, 2021). As opposed to problem orientation, solution orientation is focusing on the solution rather than the problem. With a solution-oriented attitude, attention is not lost, and goals can be achieved more successfully. It involves a proactive and positive attitude and action to overcome obstacles rather than dwelling on the problems themselves. Focusing on solutions often leads to more productive and constructive outcomes in various aspects of life (Stankiewicz, 2023). The differences between problem-oriented and solution-oriented thinking are seen in the Figure 1.

Solution Focused
- What's wanted
- What's working
- Progress
- Influence
- "Counter" in the past
- Collaboration
- Resources and Strengths
- Simplicity
- Actions

Problem Focused
- What's wrong
- What needs fixing
- Blame
- Control
- Causes in the past
- The expert knows best
- Deficits and Weaknesses
- Complications
- Definitions

- Jackson, P. & McKergow, M. *"The Solutions Focus: Making Coaching and Change SIMPLE" 2nd Ed."*

*Figure1**The difference between solution orientation and problem orientation***
(Jackson, McKergow, 2007)

7. Creating your own network (Orientation towards creating a network).

Strong social connections and a supportive network of family, friends and community play an important role in developing resilience. Resilient people consciously reach out to others for support when needed, and a strong social network also satisfies a person's need for belonging and contact. It is important for the individual to be aware of his network in the beginning. What is the individual's relationship with which person? Who could be helpful to him, in what kind of situation? The first review helps to connect with the right person at the right moment (Lütke-Laxen, 2022). A reliable support system provides emotional, practical and sometimes financial help during difficult times. A good way to identify your social circle is by creating your resource map. On the resource map, it is possible to mark friends, acquaintances, colleagues, social professionals, institutions, family, etc., and in which areas they are able to help. By creating such a map of social resources, it is easier to navigate where to turn for help in moments when it seems that no one will be able to provide it to an individual.

It is important to note that being resilient requires skills that can be worked on and developed over time. Building resilience requires certain individual resources: motivation, will change, ability to adapt, and the ability to ask for and receive help from the people around you, as it is likely that individuals will experience several failures as they develop. It depends on personal behaviours and skills (such as self-esteem and communication skills) as well as external factors and influences, such as social support and available resources (Hurley, 2024). A study of 1,032 college students analysed in the February 2022 issue of Psychology, Health & Medicine found that emotional resilience was associated with reduced stress and

more positive overall life satisfaction in the early stages of the Covid-19 pandemic. (Hu, Ye, Yildirim, & Yang, 2022).

Looking at the findings of the theory of resilience, it is necessary to take also look at the importance of the human security factor in resilience. Human security is "freedom from fear and deprivation" (Bello, 2005). It is necessary to mention that there are people who feel so threatened that they do not believe that they can influence the processes in their lives and often see only new threats instead of new opportunities. The consequences of such a sense of danger may include, for example, increased levels of anxiety, depression and other illnesses, including alcohol and/or drug addiction, in extreme cases, suicide (Bello, 2005). In such cases, it is not possible to talk about using resilience methods to improve the condition/living standard of a person or a client. The use of resilience methods depends on the individual's situation. In cases where an individual's safety is at risk and his basic needs are not met (also in cases of mental illness), such a model cannot be used, and it is necessary to use other techniques.

Methodology

The choice of methodology is related to the applied research conducted in the context of the development of the publication on the understanding and importance of the nature of resilience in social work in Latvia. The focus of the study is the study of current data on social workers' professional workload, awareness and practical use of resilience potential and methods in the work environment.

The data collection of the empirical study was carried out in a quantitative research approach based on the research method - questionnaire. The questionnaire was sent electronically to the e-mail addresses of Latvian social services. Methods used in the research: theoretical research - analysis of scientific literature, data collection methods: quantitative method - structured survey (instrument - questionnaire); data analysis methods: statistical analysis (Microsoft Excel) and descriptive statistics method (Excel charts). Submission of respondents' answers was anonymous, and participation was voluntary. In the introduction to the questionnaire, the research participants had the opportunity to familiarize themselves with the information about the objectives of the research, the usability of the data and the fact that the survey is anonymous. The protection and confidentiality of personal data in the processing of questionnaire data is fully respected, guaranteeing it in the questionnaire address. In the introductory part of the questionnaire, the nature of the survey was explained to the respondents and the anonymity of the information provided was guaranteed. The contact information of the researcher will also be indicated. The quantitative survey was organized using the Internet survey method - Google sheets. The unique form code was sent to several Social Services where social workers work. In total, the following participated in the quantitative survey: 67 respondents who work in Latvian regional social services as social workers who work with families and children, adults, as well as in service departments.

In the survey process, the opinions of Latvian social services employees about professional challenges in the work environment were ascertained on whether there is currently a sufficient number of social workers in their institution where they work; what is the respondents opinion about why there is a shortage of employees and what level of awareness of employees about the nature, meaning and necessity of resilience to include it in social work as one of the resources for promoting the professional self-efficacy of social workers.

Research results

In the survey, to the question about the current situation in the social service with employment, 30 of the respondents answer that there is a noticeable shortage of employees, 20 that there is a slight shortage of employees, 13 respondents mention that there is a large shortage of social workers, and only 4 of respondents are confident to answer that there is a sufficient number of employees. The results confirm the relevance of the 2021 study by the Ministry of Welfare, when in 65% of cases the social services of Latvian municipalities lack social work professionals, also in 2024. In response to the second question - why, according to the professionals themselves, there is a shortage of social workers, the majority notes that representatives of this profession do not receive sufficient remuneration, and the work is associated with a high risk of burnout. More than half of the respondents (40) emphasize that the profession is not valued in society. 31 respondents highlights that there is too much work at the workplace, 27 respondents emphasize that there is not enough motivation in the work environment, 12 of survey participants note that they do not receive enough support in the work environment. In possibility to name additional reasons for the lack of employees, the respondents have added the following reasons: insufficient pay, high risk of burnout and other important aspects of professional activity that affect the motivation of social workers and their choice to work in the field of social work. In Figure 2 is showed a summary of the causes of the shortage of social workers.
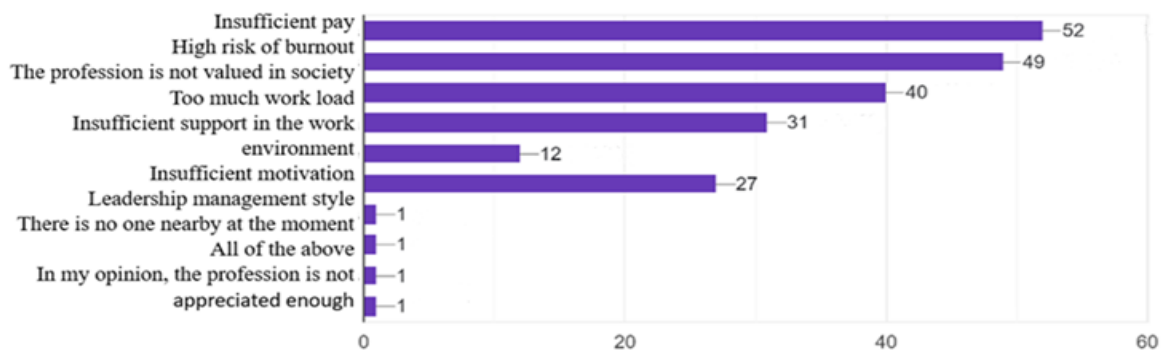

*Figure2 **Respondents opinion on the causes of the shortage of social workers** (created by the author)*

To the third open question - what methods do you use at work or after work to maintain a positive sense of self, the majority of respondents answer that they do sports, dance, improve their strength by doing gardening or going outdoors to relax and visit a sauna. Various hobbies are also mentioned: reading books, visualization methods, positive thinking, traveling, relaxing with friends and family, using humour which points to different methods that involve building resilience that help maintain an individual's well-being. It is noted that several respondents are helped by professional attitudes such as setting boundaries, "not taking work to home". Other individual resources for self-preservation and renewal are also mentioned: faith in God, meditations, supervisions. The answers also mention that alcohol and cigarettes are used to maintain a positive sense of self. One of the respondents gives the following answer: *"It must be said honestly that various methods have been tried, but still I have come to the point of burnout."* It is important to mention that each person is looking for how to maintain a healthy life balance and successfully deal with difficulties. Finding the resources necessary for success depends on the quality of the individual's own social, self-created and natural environment (Ungar, 2019). All the answers given by the respondents clearly highlight the need to find new opportunities in practice to improve the professional activities of social workers, focusing on the potential of strengthening resilience.

When asked about how the respondents could use or have been already using resilience in social work, 13 respondents choose not to answer this question or answer with the words that they do not know or have no answer because they do not use it. *"I don't use it. First of all, I don't like this word very much - I don't know why. And in practice I very rarely use these definitions."* The answers confirm one of the major existing contradictions in social work - the lack of information for social workers, as well as the gap between theoretical knowledge and practical experience. Another response was received: *"Stress in social work should not be adaptive. Such situations should be avoided as much as possible. One should try to understand the essence of the situation in order to be able to find an adequate solution. Thinking this way, there is no place for stress. Service dept. soc. employees are exposed to stress that comes directly from the customer with his dissatisfaction. You should try to put the client in a calm atmosphere or ask them to clear their heads so that they can calmly look for a solution."* The specific experience confirms that in the professional reality, the practice of a competent social worker is dominated by action strategies that are related to the awareness of resilience factors and contribute to ensuring their self-efficacy in stressful situations.

Several respondents confirm that supervision, covisions, meetings and joint events at work are used to strengthen resilience, it was also answered that self-development, training and seminars, doing educational courses, specialist consultations: psychologist, supervisor, psychotherapist consultations are successful in professional activity, indicating the significant impact of support and human contact in maintaining and improving the well-being of individuals. Several responses mention different methods and also opportunities to do with clients – visiting museums, providing support to them and other opportunities to restore internal resources, , thus a healthy focus on the positive, the promotion of self-efficacy is already successfully included in work practice with clients.

One of the respondents gives the following answer: *"Yes, I have successfully adapted to difficulties, threats or significant sources of stress by taking responsibility for what is happening - but only with long-term work experience; there have been injuries and tragedies in social work, for example the death of a colleague, but this motivated and I did change the workplace. Basically, I accept situations and focus on the solution, I have created my own network with people who focus on the positive. Self-efficacy and orientation to the future happen more in private life."* Over time, the respondent has developed his resilience in his professional and personal life by using certain individual resources: motivation, will, ability to adapt and the ability to ask for and receive help from the people around him. Another response that describes the essential challenges of social work: *"I just took and left the social field on with a long vacation so I wouldn't be a psychopath and could keep my sanity. Because as I observed, colleagues who have been working in the social field for 10 or more years are not really healthy people, neither mentally nor physically."* And *"Adapting to conditions in the work environment, workload. But they believe that adaptation is not enough. Sooner or later, the employee will also encounter burnout if unfavourable conditions at work + overload are combined."* In the answers, it is repeatedly mentioned that employees develop resilience when faced with threats in the work environment.

The received answers emphasize how important it is to develop resilience and include it in social work: *"To be aware that it is essential for social workers to learn the skills of resilience theory, because resilience skills are especially necessary for this professional group. So, it would be necessary not only to act out various stressful situations, but also to actively check in social work how much the employee is stress-resistant and able to make the necessary decisions. If the employee has not proven that he is able to make decisions in stressful situations, then a resilience program should be developed, after which the employee would have the opportunity to develop this essential ability."*

The next, fifth question was asked about the development of resilience, considering seven ways, respondents were asked to rate how useful they think each of the ways is. Figure 3 shows the results, according to the respondents, the most useful method for developing resilience is acceptance, followed immediately by a healthy focus on the positive, which are two of the four basic attitudes. According to the results of the survey, it can be seen that there are respondents who believe that several methods are rather unnecessary, for example, orientation to the future, taking responsibility, orientation to the solution and also building one's own network.
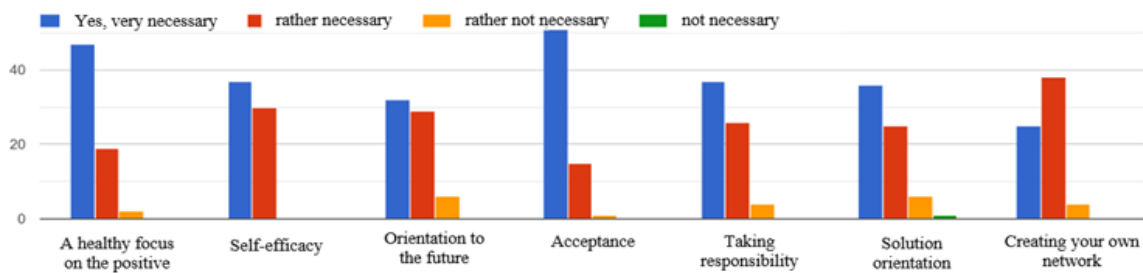

*Figure3 **Assessing the utility of respondents' resilience** (created by the author)*

The last question of the survey (seen in Figure 4) is it possible to strengthen existing social workers, as well as new ones, against the risk of burnout using resilience methods, 38 of the respondents believe that it would probably possible, 16 - answer that "Yes, it would be", but 8 of respondents answered that it would probably not be possible. Several additional comments were also received, making known about the lack of awareness and misunderstanding about resilience in social workers, such as *"I don't understand the point if resilience wants soc. the employee adapts to stressful situations and everything bad. A lot of stress is one of the reasons for burnout."* Findings were made that foresee specific solutions: *"The risk of social worker burnout will exist if we do not work on it ourselves. Releasing tension - by swimming or meditating. So that thoughts about the case do not follow everywhere, because each person has his own choice, whatever it may be, and social worker can only suggest options, how the client could improve the current situation, but the solution must be accepted by himself, so worker does not have to carry it on his back. It is not easy to keep up but not to stress too much, it is need to work on it."* The need for resilience methods in social work and their integration in the field of social work is also mentioned, and it is also recognized that there must be a sufficient level of understanding at the management level about how much time different social work processes and procedures take.
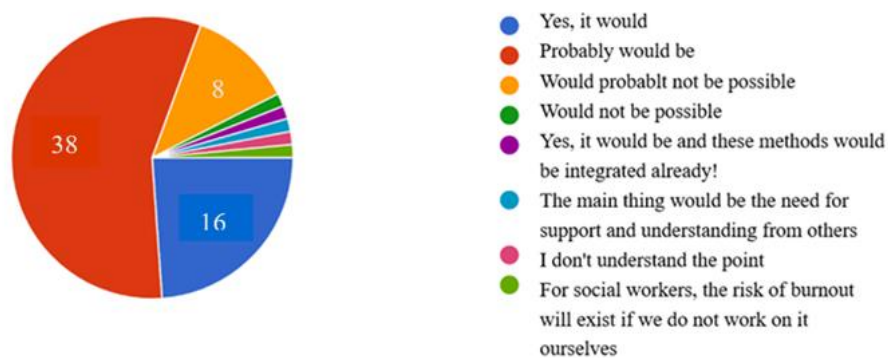

*Figure4 **Respondents' opinion on the possibility of resilience to reduce the risk of burnout**
(created by the author)*

According to the obtained data, it can be seen that several social work professionals already use several methods in their professional and private daily life that help maintain emotional well-being, which can be linked to developing resilience. By dividing the methods according to the theory of 7 pillars of resilience, social workers currently use the most - acceptance, healthy focus on the positive, promotion of self-efficacy. Although the results of the survey in the question about the effectiveness of the methods indicated that the method of building one's own network is rather unnecessary, the answers to other questions often indicated how important professional and human support is in the daily life of social workers, reducing the risk of burnout.

Conclusion

1. Resilience in social work is the quality of the professionalism of social workers, which manifests itself in the practical ability and skill to manage and solve problems and complex situations in a healthy way, so that they do not negatively affect the well-being of social workers and reduce the risk of their professional burnout.

2. In the current work situation in Latvia, there is a shortage of employees and an overload to the existing employees in the work environment, which can often cause disturbances in emotional balance and well-being, a high level of stress and the need for psychological support in the work environment for social workers.

3. In increasing professional self-efficacy and restoring personal resources, the methods offered at work are successfully used as resilience methods - supervision, covisions, gathering events, as well as outside work activities, professionals strengthen themselves with physical activities, spiritual practices, contact with family and friends or developing their hobbies.

4. Resilience as an actual, necessary and consciously promoting factor of professional self-efficacy is confirmed in several answers of social workers by the mentioned challenges: "threats and risks" or other traumatic events related to professional activity.

5. Some of the current social work professionals lacks an understanding of the concept of resilience and the necessity to integrate it into their practice. When looking at 7 methods that develop resilience, some respondents consider several practices rather unnecessary.

6. The majority of the surveyed respondents, after familiarizing themselves with the theory of resilience, believe that there is a need for the inclusion of resilience in social work practice and that it is needed to create a new educational program.

7. Collecting empirical research data, it is clear that its needed greater awareness to the social workers about resilience and its essence in promoting the effectiveness of social work.

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