

Abstract

The theme focused on the work of social workers, who work with people whose loved one has died, is very topical. Focusing on working with this topic is not so common, but it is very important to show that even social workers can work with such clients. The theoretical part defines social work, a social worker and their specialization specificity using the concept of PIE, further it deals with the method of crisis intervention, defines the terms related to death and possible reactions to it. The aim of the thesis was to answer the main research question: "How do social workers of crisis centers in Prague, with regard to the field specificity of social work, use the method of crisis intervention in situations of acute reaction to death?" To find the answer to the research question the method of grounded theory was used, but not in full, only its partial sections. The research was carried out with social workers of crisis centers in Prague. The research revealed how social workers at first get to know a client with an acute reaction to death and, subsequently, how they proceed. Within working with this type of client, they choose the method of crisis intervention, from which they use certain elements to stabilize the client from the emotional and physiological point of view. They use work with silence, breathing; they let the client manifest all their emotions, which they then recognize so that the client understands that every manifestation in this situation is acceptable. Clients need to stabilize so they can think about what to do next. Together with the social worker, they create a plan for the next few days, they receive support and reassurance that they do not have to be alone to cope with all matters. Social workers were not always able to incorporate the concept of PIE into their work, and thus the boundaries of social work were disrupted.