Abstract

The aim of this thesis is to focus on the specifics of conducting an interview with children who find themselves in a difficult life situation. The objective of the theoretical part is to define and characterize life situation and a child in crisis with the support of the reference literature and present the specifics of social and pedagogical work with a child in crisis. The practical part is presented as an analysis of model interviews on the helpline for children and two case studies. The objective of the practical part is to 1. demonstrate the procedure of conducting an interview with a child in crisis based on the analysis of model interviews of the helpline for children – Linka bezpečí; 2. develop own case studies of working with children clients of the helpline for children – Linka bezpečí and reflect the procedures of conducting interviews. One of the main conclusion of this thesis is that particular features of a human being in crisis are in accordance to what is described in the reference literature. The essential specific of each interview is its uniqueness. In relation with the uniqueness of an interview, we use procedures to build up high quality relationship and trust with a client. Working with emotions, order, planning of a solution, looking for social support.

Keywords
Child, life situation, crisis, Helpline/Linka bezpeci, interview, case study