

Abstract

The presented diploma thesis solves fears which are experienced by workers in low-threshold institutions for children and youth (NZDM) in their ongoing contact work. The theoretical articles are focused on the description of NZDM - its principles, target group, methods and protective mechanisms of work. The following articles describes workers in NZDM. Due to the topic of diploma thesis, the fears are defined in the next articles. The research part of the thesis solves meanings and experiencing of fears using the interpretative phenomenological analysis by A. Smith.

The analysis outcome is of high importance experiencing frustration, uncertainty and refusal. The fears are experienced in the background of their own personal life experiences, in the clients specific lives, in the relationship with clients, experiencing competency and work requirements. The most commented values are the intrapsychical safety and self-esteem. The analysis also shows the protective strategies for coping with the fears. Workers talked about the benefits of the experienced problems.