

## Process Recording

Name: Bree Adams

Pseudo-Client Initials: MC

Date of Interview: October 1, 2018

Verbatim Dialogue	Identify Skill Used	Analysis/Self-Correction
<p><u>"Beginning" Section 0:00 min – 3:00 min.</u></p> <p>Bree: Hi, my name is Bree what's your name?</p> <p>Client: Hi, my name is Mia.</p>	<p><i>Names.</i></p>	<p>I don't think I did well starting off the interview. I felt that the "Hi" was very sudden and abrupt. CORRECTION: Using a calmer, less intense voice, adding more warmth into my voice, and using pauses will help the beginning feel less sudden.</p>
<p>Bree: Mia, it's such a pretty name. Is...</p> <p>Client: Thank you.</p>	<p><i>Warmth/ability to put client at ease</i></p>	<p>This comment could have been more effective in putting the client at ease and showing warmth if more warmth was in my voice. CORRECTIN: Adding more warmth into my voice when complementing the client and slowing my words down will be helpful.</p>
<p>Bree: Is that the name that you'd like me to call you or do you have a different name?</p> <p>Client: No, Mia's good.</p>	<p><i>Start of small talk</i></p>	<p>The question became confusing even to me as I asked it. CORRECTION: I could have asked, <b>"Is that what you would like me to call you, or is there a different name you would rather me use?"</b></p>
<p>Bree: Okay, well it's so nice to meet you. I'm, I'm glad that you could come in today.</p>	<p><i>Small Talk, trying to show warmth an put client at ease</i></p>	<p>By using, "before we actually get started", it indicated that</p>

<p>Um, so before we actually get started, um, why don't you just tell me a little bit about yourself.</p> <p>Client: Well, I'm a student, um, or I'm a college student. I'm a sophomore um, I'm a nursing major and um the school I go to is about like 9 hours from home so I'm kind of far from home. I don't get to see my family much but um, ya I like the school that I'm at. I get to do a lot of things, I'm on the gymnastics team which I really like a lot. I like to play a lot of sports on the side and run. I just like to keep myself busy and I also like music.</p> <p>Bree: Oh okay, that's awesome! So, with your gymnastics, have you been doing that for a while or..?</p> <p>Client: Ya, I've basically been doing it since I was a kid. My mom was kind of got me into it cuz she did it when she was younger, and my siblings did it.</p> <p>Bree: Oh wow. So, it's sort of in your family then.</p> <p>Client: Ya</p>	<p><i>Clarification/Small Talk continued</i></p> <p><i>Paraphrasing</i></p>	<p>we hadn't started our time together. CORRECTION: It would have been better to use, <b>“Before we talk about what brought you here today, I would like to start by getting to know you a little better. Why don't you tell me a little bit about yourself?”</b></p> <p>I should have used this opportunity to paraphrase what she had just said to ensure I had heard correctly and help her feel heard. CORRECTION: <b>“Oh okay, it sounds like you keep yourself pretty busy with studying nursing, being on the gymnastics team, music and other sports outside of that. And you are also sort of on your own it sounds like because your family lives so far away. So, with your gymnastics...”</b></p> <p>“Oh wow” could have been taken as judgmental CORRECTION: <b>“Oh okay, so, it's sort of in your family then.”</b> Would have been a better use of words here.</p>
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<p>Bree: That's awesome. Um, and try and keep yourself busy and stuff that's, um, that's, that's awesome and that's really admirable to you know be into all this athletic stuff and um everything... so before we actually get started in talking about what brought you in today, um, I just sort of want to clarify how I work and how this session's going to work um, and then you can ask me any questions that you have about anything. So, we'll be talking today for about 15 min and during that time, um, I'm not going to tell you what to do. We're just going to get to know each other a little better and um, figure out brought you in today and then later on I'd actually like to do what's called an echo-map. And it's where we sort of figure out who's important to you and organizations that are important to you and we put them on a map and then we figure out, you know, your relationship with them. If it's a strong relationship or if there's some conflict there. Um, just as a visual picture um and it, it can help us later, um, in future sessions. Does that sound okay with you?</p>	<p><i>Paraphrasing, Clarify how I work</i></p>	<p>Paraphrasing was very awkward and had little content. My nervousness showed in me fidgeting with my hands and I noticed that my client looked down at my hands noticing I was nervous. Add empathy. CORRECTION: Better use of paraphrasing could include the following: <b>“That’s very admirable that you are able to make time for the gymnastics, music, and outside sports while you are in college and I can tell that it is something that is important to you...”</b> Practice not fidgeting with my hands.</p>
<p>Client: Ya, that sounds good.</p> <p>Bree: Okay, so also one other thing is everything you say here today is confidential. Um, I'm not going to share it outside of this room. Um, but</p>	<p><i>Confidentiality</i></p>	<p>Saying that the shared information would not be shared outside of the room was false. I also caught myself from saying “disabled</p>

<p>there are a couple exceptions to that. If you bring up that you're going to harm yourself or someone else, I do have to report that. And also, if you um mention that you or someone else is going to harm an elderly person or a dis... person with disabilities or a child I'd also have to report that as well just for everybody's safety.</p> <p>Client: uh-hmm</p> <p>Bree: Do you have any questions about that?</p> <p>Client: No</p> <p>Bree: Okay, so why don't you go ahead and tell me a little bit of why you're, wh-what brought you in today?</p> <p>Client: Okay...</p> <p><u>"Middle" Section 6:55 min – 9:55 min</u></p> <p>Bree: Ya, so your feeling um, you feel sort of doubtful and um for the most part you said the relationship's good but you know when it happens, it's hard not to think about it as you said. And um, it sort of makes you a little bit uneasy and you said that um this tone is also the same tone that</p>	<p><i>Clarification, making sure client understood</i></p> <p><i>Exploring client's concern</i></p> <p><i>Paraphrasing, Reflecting</i></p>	<p>people" but I need to be confident and sure of what I am going to say. CORRECTION: <b>"Okay, also everything you say here today is confidential. With the exception of my teacher and peers reviewing this video, I won't share it with anyone else. There are a couple exceptions to that..."</b></p> <p>I think this was a good question to ask here to address any questions or concerns the client had about anything I had said so far.</p> <p>I was unsure and got mixed up in what I was trying to say. CORRECTION: Practice being more confident and sure in what I'm saying before I say it. Something like this would have been better: <b>"Okay, so why don't you go ahead and tell me what brought you in today?"</b></p> <p>This opportunity could have been used to ask about her family and access for ACE's CORRECTION: <b>"Ya, so your feeling sort of doubtful about some things and you said when this happens its hard not to think about it. It makes you a little bit uneasy when he uses this tone</b></p>
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<p>should know about what's going on?</p> <p>Client: No, I don't think so</p> <p>Bree: Okay, well if it's okay with you I'd like to do the echo-map right now and um sort of figure out the important relationships you have. And I know we've talked about a couple but just sort of write those down and um figure all that out. Is, is that okay with you?</p> <p>Client: Ya</p>	<p><i>Introduce echo-map</i></p>	<p><b>from your friends and you've brought it to his attention, has any of this helped at all?"</b></p> <p>Lost train of thought at the end  <b>CORRECTION: "Okay well if it's okay with you I'd like to do the echo-map right now and figure out the important relationships and support systems you have. I know we have already talked about a couple but just to write those down and talk about any others that you might have. Does that sound okay with you?"</b></p>
<p>Bree: Okay, so um first of all we're going to put you, because you're obviously in this situation so we're going to put you. I'm going to draw a circle around it. And um so lets start out with um your boyfriend. He's a pretty important part of your life, and what was his name?</p> <p>Client: James</p>	<p><i>Close-ended question</i></p>	<p>I'm satisfied with this answer; however, I think it would have helped to leave out the word "obviously" and it may have also been helpful to let the client determine which support system she wanted to start with. The reason I picked one to start with was to show the client that I had been listening and also to help direct the client in this new process. I feel that either approach would be acceptable.</p>
<p>Bree: Okay, alright and would you say that your relationship with him is, is pretty strong? I know we've said there's some conflict um so how wou.. how would you say your relationship is um between being very strong or sort of neutral and having conflict?</p>	<p><i>Close-ended question</i></p>	<p>I feel that there was too much information in this question and it could have been simplified to be more understandable  <b>CORRECTION: "Okay, and I know we've talked a little bit about some of the conflict that is in your relationship, but overall</b></p>



<p>friends outside of school um do you have a certain group of friends that you always hang out with or?</p> <p>Client: um, I spend a lot of time with my boyfriend but also my roommate, we're really close so I spend like a good amount of time with her too so like the 2 people I spend the most time with is her and my boyfriend.</p>		<p><b>CORRECTION: "Ya it sounds like you do your part to help them out and they are also very supportive of you. That's a great support system. One other thing you had mentioned before was other friends. Do you have a certain group of friends that you always hang out with in school or outside of school?"</b></p>
<p>Bree: Okay, and what's your roommate's name?</p> <p>Client: Jessica</p>	<p><i>Close-ended question</i></p>	<p>Could have paraphrased to show the client I was listening  <b>CORRECTION: "Okay, so you spend a lot of time with James and your roommate, what is her name?"</b></p>
<p>Bree: And that relationship is also strong?</p> <p>Client: Ya, we're really close.</p>	<p><i>Close-ended question</i></p>	<p>This question implied that the relationship was strong and even though she had said they were really close that didn't necessarily mean it is a strong relationship.  <b>CORRECTION: I could have used a more open question such as: "And how would you say that relationship is?"</b></p>
<p>Bree: Okay, and you would say you guys both give things into the relationship?</p> <p>Client: uh-huh</p>	<p><i>Close-ended question</i></p>	<p>This question is hard to understand  <b>CORRECTION: Using a less complicated question may have opened up more dialogue. "Okay, and would you say you put energy into the relationship? Would you say she puts energy into the relationship?"</b></p>



<p>Bree: Okay, other than these, um, individuals that we've talked about, are there any other organizations, or groups, or other individuals that are important in your life?</p> <p>Client: I guess I'd say, um, the gymnastics team I'm on it's called gym-masters, um, ya that's the team I'm with. I spend a lot of time with them and um I wouldn't say I'm super close with a lot of people but I still like the team is a big part of my life and I like being a part of the team and um ya I just spend a lot of my time there, so it takes up a lot of my life.</p>	<p><i>Open-ended question</i></p>	<p>Although I said this was an open-ended question, I think it could be interpreted as a close-ended question as well. CORRECTION: asking the question in more of an open-question way could have felt more inviting. <b>“Okay, other than the individuals that we have already mentioned, what other organizations, or groups, or individuals are important in your life?”</b></p>
<p>Bree: So would you say that's sort of a mutual relationship or is it a strong relationship?</p> <p>Client: Um, well as far as the people, I mean I don't hang out with them outside of practice. Um, but like the team or like the sport, gymnastics, I like that a lot and it's always been a passion of mine, so I think that would be a strong relationship.</p>	<p><i>Close-ended question</i></p>	<p>This again could have been asked in a more open-ended question way. I could have also paraphrased what my client had just said to let her know I was listening. CORRECTION: <b>“So you spend a lot of your time with Gym-masters and you said you aren't super close with the people but it's still a pretty big part of your life. So how would you say your relationship is with the team? Or with the people on the team?”</b></p>

<p>Bree: Okay. And being, um, in a team, they obviously help you grow in your skills. Um, do you help them grow in their skills as well?</p> <p>Client: um, well, um, I guess like with the freshman since I'm a sophomore I try to like give them some tips or advice from what I've learned from being on the team last year.</p>	<p><i>Paraphrasing, close-ended question</i></p>	<p>I could have paraphrased better  <b>CORRECTION: "So you are saying that you may not be close to the team members but the sport overall is your passion and you said it would be a strong relationship. As a part of a team, do they help you with your skills? Do you help them with their skills?"</b></p>
<p>Bree: Okay</p> <p>Client: But I try not to be too much because I'm not the coach obviously and the coach is the one that you know is giving the ultimate advice so...</p>	<p><i>Active Listening Skills</i></p>	<p>The client kept talking so there was nothing I could have really said. It was important for me to let the client say what she wanted to</p>
<p>Bree: Ya</p> <p>Client: I don't want to take over or anything.</p>	<p><i>Active Listening Skills</i></p>	<p>While my "ya" was just to make it clear that I was listening, I think it interrupted what my client was saying.  <b>CORRECTION: nodded head instead of interrupting client</b></p>
<p>Bree: Okay. Well we've don...we've um gotten a lot of information here and I'm seeing that you have a lot of strong relationships and um connections that support you and you also support them and that's really great it's, it's admirable that um your...it sounds like you're very committed to a lot of your relationships and um... so in the fut... in future sessions, I would you know, like to continue working on this issue with you and um figure out some goals and um</p>	<p><i>Summarizing, closing the session</i></p>	<p>I only summarized the echo-map when I should have summarized the whole session  <b>CORRECTION: "Okay, well we've talked about a lot today. With your boyfriend and the struggles you've been having in the relationship. And as you mentioned all of this has been worrying you. We've also talked about many relationships in your life that you seem to be committed to which is very admirable and it is a</b></p>

<p>solutions that we can put in place that are going to work best for you in your situation. Um, does that sound okay?</p> <p>Client: Ya, that does.</p> <p>Bree: Okay, well if it works out for you, I'd like to meet again um the same time next week at two o'clock and continue working on this with you.</p> <p>Client: Thank-you</p> <p>Bree: Alright</p>	<p><i>Closing the session</i></p> <p><i>Closing the session</i></p>	<p><b>strength that you have. So in future sessions, if it works for you, I'd like to continue working on this issue with you and figuring out some goals and solutions that will work best for you in your situation. How does that sound?</b></p> <p>This could have been asked more as a question to give the client more self-determination  <b>CORRECTION: "Okay, would you be able to and want to meet again next week at this same time to continue working on this?"</b></p> <p>This was an abrupt ending  <b>CORRECTION: "Okay well thank you again for coming in and meeting with me and I look forward to next week!"</b></p>
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