

<p>Client: School</p> <p>Karissa: Okay. So you're going to school here, are you in college?</p> <p>Client: Yes</p> <p>Karissa: Okay. So what's your major?</p> <p>Client: Well I am double majoring</p> <p>Karissa: Woah</p> <p>Client: In English and music education.</p> <p>Karissa: Okay, well how is that going?</p> <p>Client: Always busy</p> <p>Karissa: I can imagine</p> <p>Client: But am enjoying it.</p> <p>Karissa: That's good. That is great that you're enjoying it. So Peter, before we get started, I am just going to kind of clarify how this session is going to go today. Okay?</p> <p>Client: Alright</p> <p>Karissa: So we're going to be meeting for approximately 15 minutes. And during</p>	<p><i>Clarify How I Work</i></p>	<p>I was feeling really happy here because he kept giving me things to keep the small talk going instead of just one word answers.</p> <p>The more that I've practiced, the more comfortable I feel with this part. As I was</p>
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that time we are going to be talking about what brought you in today and I am going to be asking a bunch of different questions to better understand how it is that I can help you. Um, anything you say is confidential unless it is going to harm you or someone else like an elder or a child. And near the end I am going to take what we call a little “Thinking Break” where I am just going to kind of step back and process what we’ve talked about and find different solutions and feedback that I can give to you. How does that sound?

Client: Sounds good

Karissa: Okay! Well thank you for coming in today Peter. Um why don’t we start by you telling me what brings you in today?

Client: I am really having a problem with my boss. He wants me to take materials and things from other departments.

Karissa: Okay

Client: He doesn’t seem to understand that these departments are totally separate from one another.

Karissa: Okay

Start of Exploring Clients Concerns

Active Listening

Active Listening

doing this, I felt pretty confident in myself and knew that this was a skill I could do.

<p>Karissa: Okay</p>	<p><i>Active Listening</i></p>	
<p>Client: But he is the head of the scholars</p>		
<p>Karissa: Okay.</p>	<p><i>Active Listening</i></p>	
<p>Client: So it is not always easy to work with him.</p>		
<p>Karissa: Okay. So can you tell me a little bit more that and the whole situation and how you are feeling about it?</p>		
<p>Client: Well I got hired as the executive assistant</p>		
<p>Karissa: Mhmm</p>	<p><i>Active Listening</i></p>	
<p>Client: That means I basically run the scholars program.</p>		<p>Here is when I caught myself saying “Okay” to much, so I switched over to “Mhmm” which is no better.</p>
<p>Karissa: Okay</p>	<p><i>Active Listening</i></p>	
<p>Client: I handle all the student files and make appointments for students.</p>		
<p>Karissa: Okay</p>	<p><i>Active Listening</i></p>	
<p>Client: Basically anything that deals with students in the scholars program is what I am in charge of. All the students meet with me.</p>		

<p>Karissa: Woah, okay.</p> <p>Client: It used to be a graduate assistant position, but then he had one</p>	<p><i>Active Listening</i></p>	
<p>Karissa: Mhmm</p> <p>Client: undergrad doing it and that has just continued.</p>	<p><i>Active Listening</i></p>	
<p>Karissa: Okay well it definitely sounds like you have a lot on your plate.</p> <p>Client: Yeah</p>	<p><i>Empathy</i></p>	
<p>Karissa: So how have you been handling all of that?</p> <p>Client: It has been difficult. Because I am taking a full load this semester.</p>		
<p>Karissa: Mhmm</p> <p>Client: I'm actually taking over a full load.</p>	<p><i>Active Listening</i></p>	
<p>Karissa: Oh, okay.</p> <p>Client: I am trying to fit in 15-16 hours of work each week.</p>	<p><i>Active Listening</i></p>	
<p>Karissa: Okay, well I am going to summarizing everything that you've told</p>	<p><i>Summarization</i></p>	

me already. So your job, it sounds like a lot. You're meeting with the students face to face, you're in charge of their files, and you're basically in charge of everything for the scholars program. A lot of it, right?

Client: Mhmm

Karissa: And your boss is asking you to take things from another department and you're not feeling comfortable with it.

Client: Basically when we have meetings

Karissa: Mhmm

Client: He wants me to take little things like plates and napkins that do belong to the history department.

Karissa: Okay

Client: I know he did give the history department some of those things

Karissa: Mhmm

Client: I don't think he understands that him giving something to the history department does not mean that it is for the scholars department as well.

Active Listening

Active Listening

Active Listening

students face to face or even with your boss?

Client: Maybe if I opened with a pleasant greeting and just started off more positive.

Karissa: Okay, so maybe starting more positively and keeping the positive going.

Client: Mhmm

Karissa: Okay, well that's great, so one more question. It is called a scaling question, so on a scale from one to ten, one being no motivation at all, and ten being total motivation, where are you right now on trying to fix this problem?

Client: 6

Karissa: Okay, and where would you like to be?

Client: 10

Karissa: Okay. So you're at a 6 right now on this scale, um and your goal is to get to a 10. But what do you think it would take to get to a 7? Just one step up.

Client: If my boss was more positive with me, that would help.

Paraphrasing

Scaling Questions

I should not have said "One more question" because that is a lie. There were like 5 more questions.

I always love asking scaling questions! So when I did this I was feeling pretty confident.

<p>Karissa: Okay, and is there anything you could do to get to that 7?</p> <p>Client: If I was able to get all the files digitized.</p> <p>Karissa: Mhmm</p> <p>Client: That would alleviate a lot of stress.</p> <p>Karissa: Okay. And how possible is that?</p> <p>Client: It would take about a week.</p> <p>Karissa: Okay, well Peter I am going to take my little thinking break that we talked about earlier, so I will be back with you in just a second.</p> <p>Client: Okay</p> <p>Karissa: Thank you Peter for letting me take my thinking break. Um, and letting me think about what we've talked about here today. So now I am just going to provide you with some feedback. First of all, I just want to commend you on first of all being a college student like you said, double majoring and all these things you are doing with your job, it sounds like a lot and it sounds like you have a lot on your plate. You're still here and you are doing good in school and I want to</p>	<p><i>Thinking Break</i></p> <p><i>Feedback</i></p> <p><i>Compliments</i></p>	<p>While I was giving feedback I was feeling very rushed because of the time limit. I could feel myself speeding up and skipping over some things. I wish that I had had some more time for this.</p>
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commend you on that because that takes a really strong person. I do agree with you that this is a very stressful situation when the communication between your boss and you is not going to well. And I do want to commend you for coming in today and for recognizing that it is causing you some problems. Some suggestions that I might have for you would be to, um, like you said, start off your days positive, with a positive greeting and then try to keep the positivity flowing throughout the day. Maybe even try talking to your boss and opening that communication and telling him how you feel, like you mentioned. Do these sound like some possible solutions that you could maybe work on this next week?

Client: Yeah, I think so.

Karissa: Okay, well Peter, we are kind of running out of time for today, so in closing this session, I just want to summarize what we talked about. So you said, your boss is micromanaging you and it's really not good because you're competent in your job and he doesn't realize that so he is shadowing over you, am I correct?

Client: Mhmm

Bridge

Suggestions

Closing Session and Summarization

<p>Karissa: Okay, and you don't like that, you want that to change. So some ways on changing that would be to open the communication and trying to be more positive. And so, the two suggestions that I suggested um, are those possible on working on this week?</p> <p>Client: Mhmm</p> <p>Karissa: Okay, well I want to thank you so much for coming in Peter, and I would definitely like to meet with you next week. Does the same time work for you?</p> <p>Client: Yeah</p> <p>Karissa: Okay, well thank you for coming in. It was nice to meet you.</p> <p>Client: You too</p>	<p><i>Summarization</i></p> <p><i>Setting Plans for future sessions</i></p> <p><i>Closing the session</i> I should have added "I will see you next week!" to kind of confirm our meeting for then.</p>	
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