Content Dialogue	Analysis/Assessment AND Self-Correction	Gut-Level Feeling/Response
Karissa: Hi, my name is Karissa Goodman and I am going to be your social worker today.	Names/Warmth	
Client: Nice to meet you.		
Karissa: You too! What's your name?		
Client: Peter.		
Karissa: Okay. And is that how you would prefer to be called, Peter?		
Client: Yes		
Karissa: Okay, well it is lovely to meet you Peter. So did you have an easy time finding the office today?	Small Talk	
Client: Yes		
Karissa: Okay, how are you feeling about this weather outside? Because it's almost November and so last it was cold at this time, but it's still really hot outside.		
Client: Well I am from Florida so I am enjoying the weather.		
Karissa: Okay. So what brings you here to Tennessee?		

Client: School		
Karissa: Okay. So you're going to school here, are you in college?		I was feeling really happy here because he
Client: Yes		kept giving me things to keep the small talk going instead of just one word
Karissa: Okay. So what's your major?		answers.
Client: Well I am double majoring		
Karissa: Woah		
Client: In English and music education.		
Karissa: Okay, well how is that going?		
Client: Always busy		
Karissa: I can imagine		
Client: But am enjoying it.		
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?	Clarify How I Work	
Client: Alright		
Karissa: So we're going to be meeting for approximately 15 minutes. And during		The more that I've practiced, the more comfortable I feel with this part. As I was

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?		doing this, I felt pretty confident in myself and knew that this was a skill I could do.
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?	Start of Exploring Clients Concerns	
Client: I am really having a problem with my boss. He wants me to take materials and things from other departments.		
Karissa: Okay	Active Listening	
Client: He doesn't seem to understand that these departments are totally separate from one another.		
Karissa: Okay	Active Listening	

Client: And I have talked to the office		
manager of the history department, and		
she says I need to get permission from the		
head of the department in order to borrow the supplies.		
the supplies.		
Karissa: Okay. Well since you have told	Clarification	As soon as I said this, I had a thought to
me that you're a college student, I am		myself wondering if I am even allowed to
guessing that this is a job on campus. Is that right?		guess about things pertaining to the client.  I wanted to take it back.
that right:		I wanted to take it back.
Client: Yes		
Karissa: Okay and when you said there is a history department that he is taking from	Clarification	
and another department. What is this other		
department?		
Clients The calculate description		
Client: The scholars department		
Karissa: Okay. So which one do you work	Clarification	
for?		
Client: Scholars		
Cheff. Scholars		
Karissa: Okay, so you're in today because	Paraphrasing	
your boss is asking you to take things		
from the history department for the		
scholars department, but they are two totally different departments. Am I right?		
different departments. I'm I'ight:		
Client: Yes. He is a history professor		

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

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

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	Active Listening	
Client: He wants me to take little things like plates and napkins that do belong to the history department.		
Karissa: Okay	Active Listening	
Client: I know he did give the history department some of those things		
Karissa: Mhmm	Active Listening	
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.		

Karissa: Okay, so they're two separate divisions?	Clarification	
Client: Mhmm		
Karissa: And how are you feeling about this?		
Client: Very conflicted morally because I want to do my best, and I was hired because I have the skills.		
Karissa: Mhmm	Active Listening	
Client: I have experience with this type of job		
Karissa: Mhmm, okay.	Active Listening	
Client: I feel like he thinks that I do not know how to do my job.		
Karissa: Okay, so you are feeling very conflicted, as you said, um because you feel like you're competent and he doesn't really understand and get that you do know how to do your job. Is that correct?	Paraphrasing and Reflection	
Client: Mhmm. I feel like he is not used to having an assistant who actually knows what they are doing.		
Karissa: Mhmm, okay.	Active Listening	

Client: So he is micromanaging me and that makes it harder for me to do my job.		
Karissa: Okay	Active Listening	
Client: I don't know		
Karissa: Mhmm		
Client: It is very difficult		
Karissa: Okay. So like you said, you're feeling micromanaged because you do know how to do your job, but since he's had different undergraduate students who haven't been able to, he is kind of generalizing that down to you. Is that correct?	Paraphrasing and Reflection	
Client: Mhmm		
Karissa: Okay. So Peter, um, what are you hoping that I can help you with here today?	Beginning of Goal Formation	I felt confident in asking this question, because it opens up so much more.
Client: I'm hoping to learn how to communicate my concerns with him.		
Karissa: Okay	Active Listening	
Client: In a way that doesn't make it feel like I am attacking his authority.		

Karissa: Okay	Active Listening	
Client: I've never had a class from him, but most scholars seem to be satisfied with him.		
Karissa: Mhmm	Active Listening	
Client: So I do not think he is bad at this.		
Karissa: Mhm		
Client: I do think that he does not know how to manage an employee well. I don't want to be argumentative.		
Karissa: Mhmm		
Client: I do want him to know that I do know how to do this job.		
Karissa: Mhmm, okay. So I'm hearing that you're here because you want to better communicate with your boss, between the employee and employer relationship. Is that correct?	Paraphrasing	
Client: Mhmm		When I was filming, I felt like I left such a
Karissa: Okay. So, um, I am going to ask you a rather odd question. And you're going to have to use your imagination okay?	Introducing the Miracle Question	huge pause and kind of just jumped to the miracle question. I felt so awkward with that little moment of silence, and I did not know what to do.

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Client: Okay		
Karissa: So, let's say that you go back to wherever you live tonight okay? And you finish your homework and you go to bed. And it is the best night of sleep you've had in the longest time. Okay? But while you're asleep, a miracle happens. And the miracle is, that the problem that brought you here today has been solved. But you're asleep, so you do not know that this miracle has happened. So when you wake up tomorrow morning, what is going to be the first thing that tells you this miracle has happened and that the problem that brought you here today has been solved?	THE MIRACLE QUESTION I did not like how I said "Wherever you live". I should have worded it differently like "Peter, do you live in the dorm?" and then said "Let's say you go back to the dorm"	I felt very confident when asking the miracle question. I tried to slow it down and talk in a quieter voice.
Client: When I go in to work in the morning, my boss wouldn't have any more arbitrary suggestions on the filing system.		
Karissa: Okay.	Active Listening	
Client: That'd be the first thing.		
Karissa: Okay. So if this big miracle were to happen, what would you notice is different about you and the way you carry yourself throughout the day?	Follow up questions	I was actually really proud of myself when I asked this. Because the client kept saying things that others could change, and not himself. I felt good when I asked this.

Client: I'd be a lot less stressed.

Karissa: Okay. Would your boss notice anything is different about you?	Follow up question	
Client: I think he'd probably an increase in my work being done.		
Karissa: Okay. So there would be a better communication flow between you two?	Paraphrasing	
Client: Mhmm		
Karissa: And I heard you mention that you meet with the scholar's students face to face, um, would they even notice anything different about you during your one on one meetings?	Follow up question	
Client: They'd notice I would be more pleasant.		
Karissa: Okay	Active Listening	
Client: They'd notice I'd be able to help them more efficiently.		
Karissa: Okay. So what I am hearing is, you'd feel more pleasant and be able to help people more efficiently. They communication between your boss and you would be more open, and you'd be less stressed. Is that correct?	Paraphrasing	
Client: Mhmm		

Karissa: So has there been any times in the past couple of weeks where that has happened? Where the communication between you and your boss would be less strained and you didn't feel as stressed going into this job?	Exploring for exceptions	
Client: No		
Karissa: Okay. Do you have any ideas on maybe some steps that you could take in order to like, get to that? Like one little thing.		I was a little freaked out when he said that there hadn't been and exceptions at all and I did not really know what to do.
Client: I could tell my boss that I do have a problem with the way he is micromanaging me.		
Karissa: Okay	Active Listening	
Client: Because he hired me because I can do the job well.		
Karissa: Okay so maybe opening the lines of communication between you and your boss and telling him how this is making you feel. Right?	Paraphrasing	
Client: Mhmm		
Karissa: Is there anything else that maybe you could try to feel less stressed or more pleasant? Like when you're meeting with		

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.	Paraphrasing	
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?	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.
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.		

Karissa: Okay, and is there anything you could do to get to that 7?		
Client: If I was able to get all the files digitized.		
Karissa: Mhmm		
Client: That would alleviate a lot of stress.		
Karissa: Okay. And how possible is that?		
Client: It would take about a week.		
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.	Thinking Break	
Client: Okay		
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	Feedback  Compliments	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.

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	Bridge	
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?	Suggestions	
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?	Closing Session and Summarization	
Client: Mhmm		

Karissa: Okay, and you don't like that,	Summarization	
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?		
Client: Mhmm		
Chene. ivinimin		
Karissa: Okay, well I want to thank you so	Setting Plans for future sessions	
much for coming in Peter, and I would	0 , ,	
definitely like to meet with you next		
week. Does the same time work for you?		
Client: Yeah		
Variance Olyana small thanks you for a series	Claring the ression	
Karissa: Okay, well thank you for coming	Closing the session	
in. It was nice to meet you.	I should have added "I will see you next	
Clients Ven to a	week!" to kind of confirm our meeting for	
Client: You too	then.	