

Fifteen Minute Interview Processes Recording

Savannah Grignon

Southern Adventist University

Abstract

This paper looks at and evaluates the content of a fifteen-minute interview. The interview is based off skills learned from a solution-based therapy class. In the first column of the table the dialogue is recorded. The shaded area is what the interviewer said, and the non-shaded boxes are those of the pseudo client. The middle column is where the dialogue is evaluated for skills and corrected if need be. The gut-level responses and feelings of the interview can be found in the final section.

Fifteen Minute Interview Processes Recording

Content-Dialogue:	Analysis/Assessment and Self-correction	Analysis/Assessment and Self-correction
Therapist: Hi	Introduction	I am nervous because I want this interview to go well.
Client: Hello		
Therapist: My name is Savannah. What is your name?	Names	Sometimes I feel like this phrase sounds as though I am talking to a child.
Client: Gabby		
Therapist: Gabby? Its really nice to meet you.	Names and small talk	
Client: Its nice to meet you too.		
Therapist: Is that what you'd like me to call you?	Names and small talk	
Client: Uhm yeah, Gabby.		
Therapist: Okay That's a really pretty name. So, Uhm, how have you been so far today?	Small talk	I felt kind of awkward asking this question. I was nervous so I feel a though I was stumbling a for a bit in the beginning.
Client: Uh, I'm doing okay.		
Therapist: You're doing okay? Did you get here alright?	Small talk	
Client: yeah		
Therapist: Okay, that's good. Tell me a little bit about yourself. I'd like to get to know you.	Small Talk	I'm trying to be warm and friendly to put the client at ease. She seems tense.
Client: Uhm, well I go to school here. Uhm I'm from Michigan, I've lived there my whole life... at least for the most part. I was homeschooled when I was younger, then I went to private		

<p>schools and I graduated then I came here. I got a full tuition scholarship, that's why I'm here, 'cause otherwise I might not even be in college... So yeah, now I'm here. Uhm, I had a boyfriend. I had never had a boyfriend. It was my junior year of high school until last year. Yea, that's kinda why I'm here.</p>		
<p>Therapist: that's why you're here?</p>	<p>Active Listening Skills/clarification</p>	<p>I noticed when my pseudo client was telling me about herself that she started to hint at what she was seeing me for.</p>
<p>Client: Yeah</p>		
<p>Therapist: Okay then. Well, if you don't mind before we begin, I'd like to clarify what's going to happen in this session. Everything you say will be completely confidential unless I feel like you or somebody else is in danger of harm. Is that okay?</p>	<p>Clarifying how I work</p>	<p>I wanted to acknowledge how I worked, but I couldn't ignore the fact that my client started to tell me their concerns, so I clarified to let them know I heard them and to make sure I understood, then clarified how I worked.</p>
<p>Client: mhmm.</p>		
<p>Therapist: Okay, and so during our session, we're going to talk a little bit, and before we end, we'll take a thinking break. That gives me time to gather my thoughts and come back with ideas and suggestions for you.</p>	<p>Clarifying how I work</p>	<p>Because my pseudo client brought up what was troubling her, I felt like it was an appropriate time to begin the session</p>
<p>Client: Okay.</p>		
<p>Therapist: So what can I do to help you?</p>	<p>Open-ended question/Exploring for client's concern</p>	

Client: well, I guess I can just tell you what happened. Uhm, so the boyfriend I had, uh, I think I was kinda shy. So when I found out that he kinda liked me, 'cause I didn't know and I liked him back... so I found that out and we started talking and that's how we ended up dating. We went out for a while and then it was a great relationship for almost two and a half years.		
Therapist: Okay	Active listening skills	
Client: And I guess, Uhm... sorry I haven't really talked about this.		
Its okay, you can take your time	Warmth/ putting the client at ease	With a time constraint of only 15 minutes, sometimes it is hard to not want to move fast, but I allowed my client to take her time.
Uhm, there wasn't like a bad break up, it was kinda like we just kinda decided to take a break because we thought like we wanted to like see other people I guess. Cause I guess if you're only with one person, then how do you know for sure that they're the one that's going to make you the happiest. And we both kinda said that. He's the one that brought that up, so I feel like if he would've never said anything, I woulda just gone along with it.		
You would've stayed in the relationship?	Clarification/ Close-ended question	I was fairly certain I knew what she meant by "I woulda just gone along with it" but I decided to make sure just in case.

<p>Yeah, I thought things were fine, for the most part. Nothing was you know, too much that we couldn't work out. And anyways we talked about it and you know, I always wanted him to be happy, so uhm, I agreed to it. So it was kinda mutual, kinda not, but it wasn't ugly or anything. Anyways... the more I thought about it, the more I wondered, "Was it my fault? Did I do something wrong?" I felt like I did everything I could in the relationship to be a good girlfriend. I guess I just wonder if it was my fault. I've had a lot of guilt because of it.</p>		
<p>Okay...</p>	<p>Active listening skills</p>	<p>She is talking a lot and I think that after she is done talking that I wont even need to ask many exploring questions because she has covered so much</p>
<p>You know, its been like a year or something since we broke up and we're still friends. But I just shouldn't be thinking about it this much, you know, I should be over it, right?</p>		
<p>Well, everybody is different...</p>	<p>Active listening skills</p>	<p>It is getting kind of hard because I would like to ask her questions, but chose to give her the freedom of her own time to discuss what she'd like.</p>
<p>I just don't want to feel guilty anymore and be able to go like without thinking about it at least one day. So yea...</p>		

<p>So you've told me a lot so far. Just to make sure I've heard everything correctly, what I heard is that you had your first boyfriend, dated for a couple of years, recently broke up this last year because you felt like you both maybe should see other people, but he brought it up. And if he hadn't brought it up, you probably would've just stayed in the relationship, but you wanted him to be happy and so you allowed him the freedom to see other people. Now you're feeling guilty-</p>	<p>Summarization</p>	<p>Finally I was able to talk back. I decided to summarize because I wanted to begin to make the transition into the exceptions and goal formation point of the session as we were running out of time.</p>
<p>Yes</p>		
<p>Okay and you want to try to get rid of some of that, stop thinking about it so much...</p>	<p>Reflection</p>	
<p>Mhmm, also I forgot to say something before... he said that he wants to like try and see what other people are like and I was like, "Oh I should probably do that too". And there were like some of my friends who were saying the same thing, like "How can you be sure if he's the one if you've never dated anyone else?"</p>		
<p>So some of your friends were say-</p>	<p>Attempted rephrasing and echoing clients key words Unintentional interruption</p>	<p>I thought she was taking a pause in her talking so I wanted to clarify something, but then she interrupted me and I felt as though I accidentally interrupted my client.</p>
<p>And other people were saying like, "If you're happy, you know, why you would give that up?" I don't know, I've heard both.</p>		
<p>So you're hearing a lot of things then.</p>	<p>Paraphrasing</p>	
<p>Yeah.</p>		

What did you think about it?	Exploring question This question probably was not useful to the session	After she explained her situation to me, I did not get to ask her any questions for myself and I felt like I should not go on with the session until I explored for myself
The advice?		
Yea, I mean, you got advice from both sides, so what did you think about it.		I felt bad that my question was not clear from the beginning and I had to clarify my intentions
Well of course you want to go with the one that is good, because you don't want to end a friendship or anything and so if he wanted to like leave its not like I'm going to keep him from that. I don't want to be controlling him.		
Okay...	Active listening	I do not know why I say "Okay" so much.
But, you know, theres like truth to both advice that I got, so...		
Okay, so for this session to be useful for you today what would you like to get out of it?	Exploring for client concerns	I am hoping that through this question I can know what is important to her and what I should be focusing on.
Uhm, just uh some tips on how to feel less guilty, have more confidence in myself. Knowing that I did the best I could, and that's all I can do.		When she said this, I realized most of what she wanted I could not give her. I can help her come up with tips of her own, but I cannot give her the emotional support she seemed to desire.

So you want to feel less guilty, be more confident in yourself-	paraphrasing	Just repeating what she said to me so that we are both on the same page and my client knows she is heard.
Also, I'd like to know that he's happy.		
Okay, you said you're still in contact with him and you're still friends?	I do not know why I brought the session here. I feel like it wasn't useful in the end.	
Mhmm		
How do you think he's doing? Do you think he's happy?		
Uhm actually, I don't think he's that happy, but I don't know if I'm just saying that because I biased like "Oh, he was happy with me, but now he's not..." I just get the vibe that he's like depressed.		
okay		
And he hasn't seen anybody else either		
Have you seen anybody else since?	I do not know why I asked this question either because I already knew the answer.	
Uhm, I don't start things...		
Oh, because you said you're shy right?		
Yea, I just kind of observe people, and I try to make friends.		
So let me ask you some scaling questions so I know where you're at and where you want to be.	Introduction to scaling questions	
Okay		
So, right after you guys broke up, remember how you felt right after you broke up? On a scale of 1-10, one being the worst you've ever felt in your life, and ten being the best	Scaling question	I wanted to know where she was a year ago so I could know how far she came.

you've ever felt in your life, where were you immediately after you broke up?		
Uhm, I guess a 9 or a 10..		
You felt really good?	Clarification	Somehow she had misunderstood the question. I hoped it was not my fault.
Oh I thought you said ten was bad.		
No, ten was the BEST you've ever felt		
Ohhh no....		
I was really confused, I thought you might have misunderstood.		
Zero or a one		
Okay so it was like pretty far down there...		
Yeah.		
Now today, you're coming to me, because you wanted to talk about it. Where are you today?	Scaling question	
Uh, ten being like amazing?		
Yeah, ten being where you want to be. You know, like the best option.		
Uh, on a good day I'm like a 6 or a 7, but I feel like lately I'm like a five. Maybe its just the weather we've been having though...		I was glad she was on the top half of the scale
Yeah, it can do that sometimes. So you said on a good day it's a 6 or a 7, but lately you've been at a 5? So we'll just take it in the middle and say you're at like a 6. So, what is it that makes it a 6? What are the good and the bad things?	Setting up to interview for exceptions	IN my head I knew what I wanted to ask, but I feel like I did not word it the way I had wanted.
Uhm, well a good thing is my friends I have. I have a few close friends. Not as close as I was with him, but still close. So friends, uhm, family that are far away, I know that they're always there supporting me, being able to go		

<p>to school, just things like that. I guess bad things are like... the weather, you know, whatever affects my mood, and just like he's in a different state right now so I can't like spend time with him. We like talk on the phone, but like I know that's different. I feel like even if I wanted to have a conversation with him, it wouldn't be face-to-face. It would be like on the phone or Skype or something. Uhm, I feel alone a lot of times, you know, even though I'm not alone, 'cause I always like had someone there, and now you don't.</p>		
<p>So what do you think it would take to get you from what you just described to me, a six, what would it take to get you to a seven?</p>	<p>Goal formation</p>	<p>She started talking a lot again and I was getting nervous about the time.</p>
<p>Uhm, it would be nice to have like a long conversation with him about it, you know, just reestablishing everything, see if he's happy, 'cause that's what I want. I wanted him to be happy. ...And maybe get the chance to talk to my family more, become closer to the friends that I have... I'm doing pretty well in school, so that's a good thing.</p>		
<p>Okay, so the things I heard would be talk to him about it, spend more time with the friends that have helped you already so far. It sounds like your friends and focusing on other relationships has helped you out in the past, is that true?</p>	<p>Paraphrasing Goal formation</p>	
<p>Mhmm</p>		
<p>Okay that's good. So a day that would be a seven might be a day that you spent with your friends...</p>	<p>Interviewing for exceptions</p>	<p>I feel like I should have stated this in question form</p>

<p>Oh yeah, for sure. I don't know if its like because they distract me, but I also just feel like I have control and I just need people around me sometimes. Sometimes you just need that, but I like to know that I have people who are like close to you.</p>		
<p>So I'm going to ask you an interesting question... Suppose you go to bed tonight and everything is exactly the same. So today was a five. You felt like you were alone and you know you still felt guilty, and it just wasn't that great of a day. And you go to bed tonight and a miracle takes place, and the miracle is that you're now at a ten. Like through the night it goes from a five to a ten. The miracle is that the situation you just described to me is solved. So you wake up in the morning, but you don't know that the miracle took place. Suppose, what would be the first thing you realize that would let you know that today is a good day?</p>	<p>Miracle question</p>	<p>I felt rushed, but I still wanted to paint a full picture.</p>
<p>Uhm, well two things I think of right away is he would call me an be like, "Hey, lets talk later" and then we could have a good phone conversation or a Skype call, or my friends would say, "Hey, come out with us this weekend, its going to be a lot of fun!"</p>		<p>We were running out of time quickly. I had to make a decision between leading the session so I could finish the assignment within the time frame and get all the points, or demonstrate what I learned in class and remain with the client. I chose the latter and hoped I would not lose that many points.</p>

Okay, well since we can't exactly control the actions of others, uhm lets see, uhm, what would it look like to you personally? You know, how would you feel when you woke up in the morning?	Follow up questions to the miracle question.	I had a feeling she would probably say something unrealistic. I wanted to word the miracle question better.
I'd just be like confident		
Okay	Affirming that I heard her.	It probably was not necessary at that point and I may have interrupted her thought, but I guess it was force of habit.
You know, just feel like really happy and confident.		
That's good. What would you do? What would you do during the day?	Follow up questions to the miracle question.	
Uhm I would laugh a lot		
Okay, so you would laugh a lot and do things that make you happy. Those sound like wonderful things.	Paraphrasing	
Yeah.		
I'm going to take a thinking break really quick, and when I come back, I'll try to get you some suggestions from what we talked about.	Thinking break	We were so
[THINKING BREAK]		
Okay, well we talked about a lot of stuff today, and uhm I know you mentioned that you want to feel better about the break up, it's been a while, and you mentioned that hanging out with your friends has definitely helped, kept you busy on other things. I just wanted to say that I am so thankful that you came in to see me today. When you first broke up you were at a one or a two, and now you're a six. So you have just come so far and I just wanted to commend you	Feedback. Compliment, bridge, suggestion. Setting a plan for future sessions	Like usual, I felt like my feedback came out awkward. I kind of rushed the feedback as well because we were already well over 15 mins.

for that. I would say to you take a look at the things that have worked so far, you know, hanging out with friends, focusing on other relationships, things that have helped, and uhm things that make you happy. So what I'd like to do is I'd like to meet with you again and we can discuss what you've tried and what has worked and what hasn't. Is that alright with you?		
mhmm		
Well, I'm really glad that you came in today, and I look forward to seeing you again.	Closing.	
Okay sounds good.		