

**SOCW 213 Interviewing Skills  
15 Minute Process Recording**

Student Name: Daniel J. Varela  
Pseudo Client Initials: C.S

Content-Dialogue	Analysis/Assessment <u>AND</u> Self-correction	Gut-Level Feeling / Response
<p>Daniel: Hi um, my name is Daniel, I'll be your social worker today and um it looks like your name is... Is it Charity?</p> <p>Charity: Yeah.</p> <p>Daniel: Yes, do you prefer any other name for me to call you by?</p> <p>Charity: No, Charity is fine.</p> <p>Daniel: okay, good good. So, before we get into the session, um I just wanted to maybe get to know about yourself a little bit, telling me a little bit of information of who you are.</p> <p>Charity okay, um well I am a student right now and I am currently working two jobs. So, my life is really busy, uh sometimes I feel like I'm gonna go crazy with everything that needs done, but you know it's, it's been a journey and it's been fun, ya know? And, um new places, new faces, so it's been great.</p> <p>Daniel: Wow, being a college student I bet can</p>	<p><b>Names and Small Talk</b></p> <p><b>Names and Small Talk:</b> I needed to phrase that more concisely</p> <p><b>Warmth/Ability to put client at ease:</b> Nodding showing my attention.</p>	<p>Okay, pretty good start</p> <p>Ehhh that could have been phrased better...</p> <p>Wow she has a lot on her plate</p>

<p>be very frustrating and overwhelming</p> <p>Charity: Oh yeah, more time- like there are times that are worse than others, but you know just one day at a time.</p> <p>Daniel: Well, okay good to know, ya know, college-student, hardworker and before we um, continue on with this session I would like to maybe tell you, and share with you what the session will look like. We'll have a 15 minute session and within the session, you will guide me to what brings you in today, and you'll paint that canvass for me, give me as much detail as you're willing to give me, so that way I can help you as best as I can. I will be asking you a few questions, so I can um withdrawal more detail from myself so I can enhance our session together, and within the 15 minutes, I will have a thinking break, don't be alarmed I will let you know. The thinking break I will step out for a minute or so, and then I'll come back. Within that minute of me stepping out I'll be reviewing what we talked about so we can progress forward into goal formulation. Does that sound like a good idea to you?</p> <p>Charity: Yea, that sounds good</p> <p>Daniel: okay, so when the thinking break</p>	<p><b>Exploring client's concerns</b> and listening to what she has to say</p> <p><b>Clarified how I work:</b> If I had more time I would have slowed down a bit, but because of time limit I did not want to add more time with the recording.</p> <p><b>Clarified</b> what options she had within the thinking break. Did a good job of maybe allowing her to feel like she has control over</p>	<p>Great and detailed, I am happy with what I said, just a little fast but we have to continue with this session.</p> <p>I think I phrased that last bit well. So far I am content.</p>
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comes, I'll just let you know, and you can stay here or step out for a moment as well.

Charity: alright, thank you

Daniel: So, let's go ahead and continue with the session, and let me know what brings you in today?

Charity: wow, um it's kind of hard to explain I guess um well I am in a relationship, uh with this amazing guy, and we've been dating for almost a year now and the hard part is that it's all been long distance, like for the entire thing. I guess right now I've... I don't know, I've just – I just feel like the relationship's not going anywhere, anymore, you know? I guess in the beginning it was like the whole honeymoon and the fun, romance and everything like that and now it's like we hardly ever talk anymore. Ya know and being long distance is not like we can just like see each other in passing like "hey how's it going?" type thing, it's- you literally wait for that text and then when it comes you almost feel like, I don't want to respond because I'm you know busy, but I want to respond because I miss the guy like crazy, and idk it's just like (sighs heavily), I feel like he doesn't want to talk to me I get-like he get-always annoyed at me I feel like I- I- I don't know, you know what I'm saying, it's just like

what will go on during the thinking break.

**Asked an open-ended question**

**Actively listening:** demonstrated eye contact, shaking my head, and smiling when appropriate at her showing that I understand what she meant when she asks "ya know?"

Wow she's going through a long-distance relationship, and I have had a long-distance in real life too, and I can totally relate to her, but I must maintain in the posture of not knowing as well as staying professional.

it's not- I don't know what to do I just don't feel secure anymore, I feel- I really miss him, and I don't know what to do. Like, so then I just go crazy I torture myself thinking well what did I do, what did I say, am I boring, is he getting tired of me, like is this the end of our relationship now? And I guess its just a constant battle for me, like going around and round and of course that doesn't help with the other million and one things I'm trying to do as a student and working and everything and so I guess I'm just I need to find a way to be able to be okay with where are in the relationship. And to be able to like be at peace I guess and not being- going into this like spiral continuously of driving myself nuts. So, yeah I guess that's basically it.

Daniel: OKAY, thank you so much for sharing. So, it sounds as though you have a lot on your plate. First of all you're a college student, that in itself is very overwhelming and um it takes a strong person to really be where you are right now, you're also balancing out your academic life, your um, romantic relationship with your significant other that you mentioned is long-distance, and um you mentioned that sometimes- it sounds as though it's a rollercoaster ride- for lack of better terms- um, one moments- everything is going okay but

**Summarized/reflected on/empathized** what client has spoken to me about and was trying to recall on all the details she gave me. I noticed that I was feeling rushed so I really need to give time to slow down because right now I'm talking pretty fast.

I can totally relate to her because I have similar feelings, BUT I need to get out of head and allow myself to fully immerse myself in her journey.

sometimes you get too busy, he gets too busy, and too caught up with what he's doing and I guess you miss communication, like – togetherness and so what brings you in today you don't necessarily know what you should do (sighs heavily) okay these feelings are normal so I just wanted to make sure you know long distance relationships are not the easiest but they can happen and they can work out well. So, um I have a question for you I was wondering- you said um, if I can recall properly – you mentioned how um you didn't know what to do and I was curious can you like elaborate and clarify what that means.

Charity: I guess it's more like should I "bug" him well like kind of bug him, for lack of better words. Text him more you know and bug him to like call me you know whatever or should I accept it as, you know, we both are busy and be okay with like getting like one text from him a day type thing um, or I guess what I should do with that like I don't know it's just so hard because when you don't hear from him like all day it's like oh well you know are we okay, are we not, and that's when I go into the spiral, and that's when it gets really hard. So I guess knowing what to do on let it be? Or should I you know talk to him more, try to talk to him more, but then I feel like I'm annoying him and

**Asked to clarify** what she meant by not knowing what do to?

**Actively listening:** demonstrated eye contact, shaking my head,

Okay you need to slow down Daniel, just ask her what to clarify that one thought she did not finish.

Honestly I can definitely sympathize with what she is saying right now, but again I need to get out of my head.

I'm bugging him so yeah and then like I go back into that spiral which I'm trying not to do right now.

Daniel: I completely- I can only imagine what you're going through and it definitely seems as though you're just contemplating on the situation whenever like should you text him, is he okay, like am I going to annoy him, those thoughts are normal, and what are like –why do you believe you think that way ? Does he come off a certain way to make you feel as though you are annoying him has he told you that or – you you you mentioned him worrying about annoying him at times and I just wanted to know he has verbally told you that.

Charity: I guess not verbally like I don't know I guess I feel. I guess that's one of my biggest fears though- is annoying people, and so like I don't think it's just him. I kind of do that with everybody, but him specifically because you know obviously I really like the guy, so I really don't want to you now mess anything up more anything and it's not like he's come out and said it but I guess it's more- and it could be the whole he's busy, I don't know I hope he is, but it's more like you know, his texts are short and quick, and just more of like less thought into compared to like at the beginning stuff like that you know and I guess when they're like short

**Paraphrased** what the client has mentioned to me, and I wanted to understand why she felt that way **Asked an open-ended question** BUT I should have not asked why instead I could have asked “what are indicators that tell you he gets annoyed when you etc....”

**Actively listening**

Don't make it seem like it's a friendly conversation. This is a client in session, so they do not know that you have been through this. Keep it that way and do not disclose your personal information.

Why, did I just ask why? I said it so I must continue with the question.

I hear what you're saying

and stuff, it's like well. Is he upset or is he just busy you know or did he not really think it through is he distracted and just like you know. So yeah I guess that's kind of what I meant by that.

Daniel: okay, so it just really keeps you thinking, okay. So I would like to know how, obviously this is a long distance relationship. So if I may ask, what drew you- how did you guys meet up, how-were you guys-did you guys meet in the beginning, like person to person or did you find him through another means....

Charity: (paraphrased) So we met in person... friend of a mutual friend, It was on a weekend when they met, and they stayed in contact throughout that experience and he just eventually asked her out. So essentially she met him in a persona couple of times and it remained long-distance since then.

Daniel: oaky, so you met him through a mutual friend, okay. So, before I continue on with my questions. I would like to know you already restated to me earlier. Restated what brings you in today, about your relationship on what you should do, and how communication is sometimes um kind of off beat with one another and I would like to know, what would

**Asked an open-ended question** my question needed to be polished and direct, I was stumbling over my words and just made myself look unprofessional.

**Echoed client's words** by using "mutual friend"

**Paraphrased** the story on how she met her boyfriend and **asked an open question** on what she wanted from the session since I was not sure at this point. I think I could've again slowed down. But I like how I eased my way into the question by recapping what she has talked to me about.

Oh goodness get your words together Daniel, and slow down

I feel like this was information I didn't necessarily need, but I asked because I thought it would be important ...

you like to get out of this session.

Charity: I guess, honestly, to be able to I mean obviously every relationship is different and knowing what to do and what not to do isn't you know exactly going to be told me. I guess the biggest thing would be to find peace and security in who I am, um so then I don't have to have those feelings of like oh I am being annoying, oh why is he even with me, like etc.... (continues) And really when I really think about it that's what's hindering and causing all the other questions about like him and stuff like that so I guess I wanna get to the root of it. (continues) Being secured with who I am, and yeah I guess that's one of the biggest things.

Daniel: thank you so much for sharing that um, it really it takes a really strong person to be aware or what exactly um, they believe could progress them on whatever they may be going through and I'm glad to hear that you've mentioned to me that you would like to have peace and security within yourself. Um, and I would like to ask you- if you don't mind sharing- what are some things that make you- that do not make feel secure and at peace within yourself.

Charity: You know I really... the best answer to that is that when I can younger I got a lot of

**Actively listening:** demonstrated eye contact, shaking my head. And really listening to what she is saying

**Asked open ended question/Paraphrased:** I liked how the conversation seemed to be headed towards the root of the problem, so I believe that at this point the question was appropriate and I asked well.

She need to be empowered and feel like she's great and I wonder what is causes her to feel insecure and not at peace with herself.



abuse both physical and verbal and other types of abuse, um and I guess from then on I had the whole perception of oh I'm not that good, I'm just an object type thing...nobody likes me, stuff like that.... I guess honestly I don't know why I have the insecurities that I do, the only things I can guess are the things from when I was younger.

Daniel: Okay, I'm just taking a moment to think about what you just shared with me....so you mentioned that when you were younger you were both verbally and physically abused, is that correct? And you said that you have been able to cope with that, what have been using a couple of coping strategies that you used that have been used for you to kind of-um not totally 100% but help you progress forward from your past experience with abuse?

Charity: I guess I just don't really think about it, I've been told that, that is the worst thing to deal with it. Um, but I guess out of sight out of mind type of thing. And honestly when things do come up and happen it's more of like I just let them go, or just think about it and cry and then be able to just continue on.

Daniel: okay, you kind of just try not to think about it and go about your ways. (long pause)

**Reflecting** on what was shared by letting the client know I was thinking and I was **Formulating open questions** by trying to see what client has does to deal with this unfortunate experience as a child.

**Searching for exceptions:** asked her what client found to be useful or has done to progress forward from the past experience with abuse.

Honestly wasn't expecting that let me just hear what she has to say....

Okay so wow I got to take a few moments to simply ponder on what was just shared with me.

Okay let met just recollect all that was talked about since our session is coming down quick.

Okay, so you mentioned to me that you come in today because you are wanting to um, figure out what you should do with the long distance relationship. The communication is kind of off sometimes because you feel like you don't want to annoy your significant other with all these texts and sometimes he doesn't respond as thoroughly as you've thought and maybe it causes you to overthink the situation and um, I asked you what you think- sorry, I just had a brain freeze, I asked you what you wanted to get out of the session and you mentioned the boyfriend, your long-distance relationship, and how you would like to have peace and security within yourself. You've been able to mention to me your past experiences with abuse and how you've been able to cope with those by just letting it go trying to forget about it and going about your ways. So, I would actually like to ask you a peculiar question. IF that's okay with you, is that okay with you?

Charity: yeah

Daniel: yes, okay So lets say that tonight you're a college student so I think it's safe to assume that you live in a dormitory, so lets say that you're back in the dormitory, you're completed your nightly routine, and you're getting ready for bed, and finally you're laying down, resting, you close your eyes and a miracle happens,

**Summarizing** all that has been talked about in the session. I was going a little fast but at this point I'm trying to complete all the skills and I'm already short, so I wasn't even able to give the client a moment to check if I missed or misinterpreted anything.

**Echoed client's words:** she mentioned how she wanted to have peace and security, so I used that within my **summary**.

**Miracle question:** I liked how I formulated the question, it was pretty slow and concise. IF anything I could've again slowed down.

OH goodness hurry and get to the interview content and thinking break !!!!!!!!!!!!!!!!!!!!!!!

Oh I don't know if I'm gonna have time do all that is left.....

and the miracle is that the problem that brought you in today, has been resolved. However, because you are asleep you do not that this miracle has happened. So, I would like for you to answer this following question: what are some indicators the next morning that shows you that a miracle has happened and the situation that has brought you in today has been resolved. What are those indicators?

Charity: I guess I wouldn't have the fear that he doesn't love me anymore and that I'm annoying him. And I don't know, I want to have that constant peace and I don't want to have that constantly in the back of my head you know constant worrying.

Daniel: okay, so you would be more at peace with the conversation and the relationship?

Charity: yeah, and when I don't hear from him like all day, I won't freak out. It'll be like it's okay he still loves me

Daniel: okay so it sounds like you'll actually have more security. Okay good so what else would you see?

Charity: um, yeah I guess see those are the biggest things that are happening I guess. It's like when I don't hear from him I freak out and when he does it's like hours after I had texted

**Actively listening:** showing that I care about what she is saying "mmhm" nodding my head, and keep that eye contact to show that I am engaged.

**Open-ended question**

**Retrieving specific details** on what else she will see after the miracle.

Yeah I need to hurry with this session, please just hurry

him, so I guess I mean obviously, I can't change him, so I guess it's more of myself, I will be okay with it, I will be –and so then the whole secure- I will be secure, I will know that I'm not wasting his time. And that I'm worth his time. Stuff like that.

Daniel: okay, so you kind of feel like totally okay with you, with yourself and just not maybe overthink on how long his responses are? Okay, well um it looks like it's time for the thinking break, I'll be right back okay. (steps out) (comes back in) Okay, so um our session has come to a close and before I do that, I would like to just go ahead and formulate the feedback we've been able to have in this session. You have come into the session today to talk to me about your long distance relationship and how you were dealing with um maybe thoughts on your insecurities about yourself.... And the abuse in your past and you really think that, that's really the root of the problem. And you've been able to cope with that situation by just not thinking about it and just going about your ways. And it really takes a strong person to really open up to somebody, to share that so I am very happy to see that you have been able to overcome that in your own way. And have been able to share that with me, and I appreciate it. And so I would like

I think right here would have been a great time for those **scaling questions**, but unfortunately time did not allow me to ask and I was already going over the time limit!

**Thinking break starts:** the transition was kind of rushed mainly because I didn't have enough time and was already starting to lose time! But I am honestly pleased with my responses and questions.

**Paraphrased** what the session was really about to client,

**Compliment:** I think that showing her that I was glad she opened-up to me. The compliment was given so she would feel at ease because her experience was sensitive to

Well I might as well do this right and not only go over time, but do the best I can

<p>to ask perhaps to think about other ways that you can cope with your past abuse experience. Whether it's doing things that you enjoy, or doing things that keep you busy – as you do- maybe find creative ways to do that, so I would like for you to just think about those way that you find yourself doing that you enjoy. Does that sound like a good idea?</p> <p>Charity: yeah, I'll try it</p> <p>Daniel: okay, well thank you so much, it looks like our time is coming to a close, but I would like to thank you for coming today's session and does tomorrow- not tomorrow excuse me- next week the same day, same time sound okay for the next session?</p> <p>Charity: yeah, that will work</p> <p>Daniel: yeah, thanl you so much for coming Charity.</p> <p>Charity: Thank you so much</p>	<p>talk about.</p> <p><b>Bridge/Suggestion:</b> I should've incorporated her boyfriend and maybe asked her a behavioral suggestion next time with her boyfriend.</p> <p><b>Set plan for future sessions:</b> even though this ending was kind of rushed I am content with this ending and for next time take it slower and give off a relaxed ambiance.</p> <p><b>Closing the interview appropriately</b> was good, I like how I shook her hand and gave her a genuine smile.</p>	<p>Perfect time to wrap things up.</p> <p>UGHHHH I went over my time ... BUT I am pleased with the quality of the interview and hopefully Professor Heck sees that as well.</p>
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