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| *Skill Classifications* | | | *Counselor and Client Conversation* | *Process Comments* | |
| *Listening and Influencing* | *Focus* | *Confront-ation* |
| **STAGE 1: Relationship: Initiate the session – Develop rapport and structuring** | | | | | |
| Open Question | Client |  | 1. *Me:* “Hey, Brittany, how are you?” | I was trying to make the client feel at ease by opening up with a typical open question. We already have a relationship because she is my friend. | |
|  | Client |  | 1. *Client:* “Hey, I’m good.” | I noticed the client was friendly, but it felt somewhat awkward. | |
| Information Giving | Interviewer, Client |  | 1. *Me:* “So I wanted to see if you could help me out. I need to interview someone for this Social Work class I am taking on interviewing and counseling. We are supposed to interview someone to practice our interviewing skills. Could I interview you?” | I explained my intent and wishes as to why I was interviewing her, and asked her if this would be okay with her. | |
|  | Client |  | 1. *Client*: “Sure.” | She seemed okay with the interview. | |
| Information Giving, Informed Consent | Client, Interviewer |  | 1. *Me*: “I also need you to sign this informed consent for me explaining all of the Social Work ethics and that you gave me permission to interview you.” | I also asked her to sign the informed consent, giving me permission to interview her, due to the ethics of Social Work. | |
|  | Client, Interviewer |  | 1. *Client:* “Okay, here you go.” | She readily signed the informed consent. | |
| Information Giving, Informed Consent, Closed Question | Client, Interviewer |  | 1. *Me:* “One last thing, is it okay if I videotape this conversation? No one will see it, maybe the teacher will, but no one else.” | I then had to make sure it was okay to videotape the interview. | |
|  | Client |  | 1. *Client:* “Yeah, that’s fine.” | She was okay with this too. | |
| Information Giving | Client |  | 1. *Me:* “Okay, awesome! Let’s get started.” | We were ready to begin the interview. | |
| **STAGE 2: Story and Strengths: Gather data – Draw out stories, concerns, problems, or issues** | | | | | |
| Open Question | Client, Main Theme |  | 1. *Me:* “So anything new with you?” | | I start out with an open question to allow the client to decide where she would like the interview to go. |
|  | Client, Main Theme, Problem/  Concern, Others |  | 1. *Client:* “Well my roommate and I were best friends for such a long time and we aren’t best friends anymore, because we moved in together freshman year and now we are fighting a lot. I want to move out now, because she is making me miserable. I don’t know if I should tell her to look for someone else to sign the lease and take my place in the house, or I don’t know if I should stick it out for this last year and then move out after that?” | | The client, who I am already friends with, easily opens up and tells me about her struggle with her roommate. She seems to get annoyed easily with the situation when she talks about it. Her body language shows she still seems closed, because her legs are crossed. She maintains eye contact at points, but looks away continuously too. I think this is an indicator that she is still uneasy about the whole situation. |
| Paraphrasing, Reflection of Feeling | Client, Problem/  Concern, Others, Main Theme |  | 1. *Me:* “So you’re saying you’re having challenges with your roommate who you were best friends with at one point, maybe not so much anymore, because you two are going through a rough patch. You’re also frustrated and trying to decide if you want to live with her or move out of the house?” | | I paraphrased what she said to show I was listening to what she was saying. I tried to consciously stay open with my body language by sitting with my legs spread apart and my hands not crossed. |
|  | Client, Problem, Others |  | 1. *Client:* “Yea, I mean, we get in these bad fights all the time. The other day, she let her brother sleep over, which is my ex-boyfriend, during finals week. I was trying to study for finals, and he kept trying to talk to me at 12:30 at night. He was in Baton Rouge because he had a meeting the next day, so she let him sleep on the couch. I was in the dining room studying, and he was just trying to talk to me, and apologize for everything, and say I’m sorry for everything, and all this stuff. I ended up going into my room to get away, and he called me, texted me, and annoyed me.” | | The client continues to share her story with me in detail. We feel comfortable with each other, so she really starts to open up. She looks distressed and frustrated while she is sharing the story. She is also twirling her hair, indicating a nervous behavior. She might be twirling her hair due to the aggravation of the situation or that she was nervous because she was being videotaped. |
| Encourager | Client |  | 1. *Me:* “Mhmm.” | | I give this one word encourager to promote the client to continue talking. |
|  | Client, Problem, Others |  | 1. *Client:* “Then I told my roommate about it the next day, and said I would like to know when your brother comes over, because I can’t study and he was aggravating me last night. I told her if he can’t respect me when he comes over then he can’t come over. She started bringing up this time my sister slept over at the house, and asked why her brother can’t sleep over then. She just doesn’t get it, my sister didn’t date her, and her brother is my ex-boyfriend. I felt like she should have been more understanding and given me a warning or a heads up. She should have also apologized for him.” | | I notice the client begins talking faster as she is telling her story. She seems to want to get through it. She looks as if she is getting more frustrated with the situation with her roommate, and the nervous behaviors continue, such as hair twirling and darting eyes. |
| Encourager | Client |  | 1. *Me:* “Mhmm.” | | I use the same one word encourager to show the client I am listening. |
|  | Client, Problem, Others |  | 1. *Client:* “I told her she needs to control her guests and she got really defensive. Then, she brought up the time her brother slept over last year, and was like it was okay for him to stay with you last year. It really hurt me when she said that because she doesn’t know about last year and that night that he slept over. That was just a really bad night. I just don’t know.” | | As the client began mentioning about her ex-boyfriend and the night he spent the night, I noticed she looked upset and hurt. Her body language shifted, with her folding her arms, seeming even more closed off than before. |
| Summarizing, Reflection of Feeling, Confrontation, Directive, Feedback, Present Tense, Reframe | Client, Problem/Concern, Others | C | 1. *Me:* “Well, it seems you have some challenges with your roommate. You are saying that she doesn’t really respect your boundaries and during finals week her brother, who is your ex-boyfriend, came over wanted to talk to you. He kept questioning you and didn’t respect you. You wanted to be left alone so you could study. It’s probably somewhat tricky considering he is your roommate’s brother and your ex-boyfriend, and you are saying you feel frustrated and she is not listening or respecting your feelings?” | | I summarize what the client has said to show I understand and listened to her entire story. I reflect the feelings she had mentioned too. I confront her and try to reframe her thoughts when I explained her ex-boyfriend being her best friend and roommate’s brother as a tricky situation. I try not to insert my advice or opinion, even though it is difficult. I notice I use present tense when I am referring to her feelings now, but when we are talking about her past experiences we use past tense. |
|  | Client, Problem, Others |  | 1. *Client:* “Yea, I feel like she just doesn’t care, like she just thinks I will just do whatever I want because she made me mad, I mean I don’t know.” | | I can tell the client still cares about her roommate’s friendship, but she is confused and hurt. |
| Open Question, Restatement | Client, Others |  | 1. *Me:* “What do you mean by, ‘you made her mad?’” | | I asked the client an open question restating her own words, because I didn’t quite understand exactly what she meant. |
|  | Client, Problem, Others, Main Theme |  | 1. *Client:* “Um…I think because she thinks I am mad at her because we got in a fight about cleaning the bathroom. She never helped me when we would cook and clean, and I think she just thinks she can do whatever she wants to because everyone else does. My other roommate will bring people over and her friends will get really loud, but when I ask her to be quiet, she listens and is respectful, but my other roommate heard her brother talking and harassing me, and she didn’t say anything to him.” | | The client goes on to explain what she meant by the previous statement in detail. She also tells me more reasons as to why she is frustrated with her roommate. The struggles between her roommate and her seem to stem from a number of issues. |
| Encourager | Client |  | 1. *Me:* “Mhmm.” | | I use a one word encourager again to indicate the client to continue with her story. |
|  | Client, Problem/Concern, Main Theme, Others |  | 1. *Client:* “She never told him to stop aggravating me or anything. I just don’t want to live like that. I am getting old enough to where I don’t have to live miserably in my apartment.” | | The client seems to have reached a peak of frustration as she makes this comment. She looks determined to move out and live in a better situation. She shakes her head and looks at my directly in the eyes as she makes this comment, showing she is serious about not wanting to live there anymore. |
| Paraphrasing, Checking Out, Present Tense | Client, Problem, Others |  | 1. *Me:* “Yea, so you are saying you think she’s trying to get back at you because she thinks you are mad at her, is that right?” | | I paraphrase what she says to show I was listening to her story. I also “check out” to make sure I correctly stated her feelings and story. I try to keep the focus on the problem here and now by using the present tense. |
|  | Client, Others, Problem |  | 1. *Client:* “Yea, I think so. I don’t know why she is acting like that.” | | The client reassures that what I said was right, but still looks confused about the situation. |
| Closed Question, Confrontation, Directive | Client, Problem, Others | C | 1. *Me:* “Have you tried talking to her or telling her how you feel about everything?” | | I asked her a closed question as a confrontation to try to start making the client look at her different options. After looking back at the videotape, I felt like I was passing judgment on the client when I made this client. I wish I would have worded it differently, so it wouldn’t have seemed like a judgment. |
|  | Client, Problem, Others |  | 1. *Client*: “Yea, but when I try to talk to her about it all, she gets really defensive. When she brought up the other night when he slept over, that just really triggered something in me because she doesn’t know what happened. It was like she wanted to just make a dig at me and hit me where it hurts, and I just don’t think that is a good friend.” | | The client did not seem to be defensive after the confrontational question was asked. She actually had already thought about these options, because she had tried talking to her roommate before. Again, she brought up when her roommate made the comment about the night when her ex-boyfriend slept over. When she mentioned this comment again she looked distressed. |
| Paraphrasing, Reflection of Feeling, Checking Out, Closed Questions, Present Tense | Client, Others |  | 1. *Me:* “So you sound hurt by that comment she mad about the other night, is that right? And you said she wasn’t aware of what happened that night?” | | I was not sure at first if I should directly come out and ask her about when her ex-boyfriend slept over. Instead, I tried to go around the topic, asking other closed questions. I also paraphrase and reflect her current feelings using the present tense to show I am engaged in our conversation. I “check out” once again to make sure I have the story straight. |
|  | Client, Others |  | 1. *Client:* “Yea, it was just one of those nights I want to forget. It really affected me and other relationships I have had with guys. That night just hurt me really bad.” | | The client looked away as she made this comment. She alluded to the night with her ex-boyfriend again, so I thought this night must have really damaged her. |
| Paraphrasing, Reflection of Feeling, Closed Question, Additive Empathy, Present Tense | Client |  | 1. *Me:* “It sounds like it was a painful night and you were really affected by it all. If you would you like to you can elaborate on the night and tell me about it, but only if you are comfortable.” | | I paraphrased what she said previously and reflected her feelings. I tried to show empathy towards her, and then I asked her a closed question to elicit more details from that night. I debated doing this in my head, because I wasn’t sure if it was appropriate or not. I figured we were friends and if she didn’t feel comfortable confiding this information with me then she wouldn’t. |
|  | Client, Others |  | 1. *Client:* “Yea, I will. He came up to Baton Rouge, and we had been on and off dating for a while, about seven years, and he called me and told me he was going to come see me. I don’t really remember too much from that night, I tried to forget most of the details.” | | As she began telling the story about her painful night, her body language shifted. She pulled her legs up on the chair. I couldn’t tell if it was to be more comfortable and relaxed or if it was out of discomfort. She looks away as if to remember more details from the night because she forgot most of them. |
| Encourager, Empathy | Client |  | 1. *Me:* “It’s okay if you don’t remember much.” | | I tried to show empathy towards her, telling her she can share whatever parts she wants. |
|  | Client, Others |  | 1. *Client:* “Well, he started telling me how no one is actually a virgin when they get married and how no one does that anymore. He started saying all these things and was really convincing me to have sex with him. It was something really important to me, and being in a relationship for that long, you get those temptations. It is just human nature. He is also a very forward person and very convincing. He is just the type of person that doesn’t stop until he gets what he wants. He said he was sorry, but just a sorry can’t go back and fix all of those kinds of things.” | | As she told her story about the night he slept over, it seemed somewhat unorganized. She seemed to jump from the middle of the night, to the beginning, and then to the end. She would insert comments here and there. I followed her story, but it wasn’t in a logical, straightforward format. |
| Encourager | Client |  | 1. *Me:* “Mhmm.” | | I use the one word encourager again to show her I am intently listening. |
|  | Client, Others, Problem/Concern, Main Theme |  | 1. *Client*: “So, he had just broken up with his girlfriend and had told me that he should have never broken up with me. He promised him and the other girl were over. We were lying on the bed, and he was trying to talk me into having sex with him. We ended up having sex. It wasn’t even that long. I guess you just cook it up to be this big, romantic thing in your mind, and it wasn’t at all. I just saved this thing for my whole life so far and it wasn’t special at all. I had just wasted the thing I had been saving for forever. I can’t get it back. I ended up crying the whole night, and he tried to make me feel better by saying LSU plays football tomorrow so just think of that and be happy. He didn’t even care enough to see me the next day. He told me he regretted ever having sex with me and everything that happened. He didn’t like me, and he was only doing it to get back at his ex-girlfriend. He told me he only called me because I am easy. I didn’t know what to do then. I had to figure out how to how to pick myself up and hide everything that had happened. I had to move on. I didn’t have anyone to tell or talk to, so I had to cover it all up. I just couldn’t believe she was that low to bring up that night ad say that. I just couldn’t take that. I told her after she made that comment that I didn’t want to live with her or be friends with her anymore. I have these two other friends that want to live with me, and I just don’t know if I should work it out with my roommate and our friendship or if I should just move out and live with the other two girls?” | | While she tells the major part of the night, she begins to talk faster again. I sense this as a sign of nervousness or discomfort. When she mentions quickly that they actually had sex, it was as if she whispered it. She said is so quick and low that it was hard to even hear it on the videotape. She only said the actual word “sex” twice. She alluded to sex as “it” every other time. I think this shows her bad feelings and shame from that night. It looks like she is about to cry as she explains to me how important waiting to have sex was to her. She looked so hurt and distraught by the memories of that night. She then quickly goes back to talking about her roommate as a way to talk the focus off of her and that night. She still looks sad, but now angrier when she talks about her roommate again. She actually poses a question about an option she is thinking about. We return back to the main theme of the interview, where she should move out of her apartment or stick it out one more year with her roommate. |
| Summarizing, Self-Disclosure, Informing of Strengths, Reflection of Feeling, Open Question, Feedback, Interpretation, Confrontation, Directive, Feedback, Present Tense | Client, Others, Main Theme, Problem/Concern | C | 1. *Me:* “Well, I do respect you very much for telling me all of this and trusting me with everything. I do not think you should feel ashamed or embarrassed by any of this though, because everyone makes mistakes. I, too, was in a relationship for a long time, and I was tempted too. I think it is all human nature. You are a very strong person though, Brittany. I can see this girl was your best friend and she made that hurtful comment to you, but she doesn’t know all of this happened that night when she made the comment to you. You said you feel like she tries to hurt you intentionally, so it is up to you how you want to deal with this. Do you think the friendship would be worth trying to save or do you think you do not want to live with her anymore?” | | In this comment I made, I used several skills for the class. I start with mentioning her strengths and how appreciative I am that she confided in me. I offer a directive statement explaining she should not be ashamed of this. I even offer a little bit of self-disclosure to establish more rapport. I summarize her story very briefly and reflect that feelings she mentioned. Lastly, I ask her a open question confronting her with the thought of her friendship with her roommates worth. Now looking back at the interview, this comment seems a judgmental and I can see how the client could be offended by it. I tried to make it seem less judgmental but giving both options. |
|  | Client, Others, Problem, Main Theme |  | 1. *Client:* “I feel like things are so different now. We used to be so close, like practically sisters. Everybody always saw us together. Whenever someone saw one of us, the other was always there too. I have always been around her family since before high school. Since I was dating him, I always went to their family functions. Maybe, our friendship will get better if we don’t live together, but it could never be like it used to be. I am just really frustrated with things she didn’t do and I expected her to do. I’m just afraid if I move out and this happens again with my other two friends. Then, those two friendships with be ruined. I don’t know.” | | As the client reflects on her memories of her and her roommate’s friendship, she looked upset. She looks away as she talks about the “old times.” She begins to mention an outcome by talking to her roommate and maybe being friends again. She also poses another concern of hers about living with other friends. She shows she is concerned this might not only happen with this friend, but she could ruin other friendships. Because of her argument with her current roommate, the client is scared she will ruin any friend she lives with. |
| Paraphrasing, Reflection of Feeling, Checking Out, Present Tense, | Client, Others, Main Theme, Problem |  | 1. *Me:* “Let me make sure I got this straight, you are saying you are worried if you move out you may ruin more friendships because this last friendship was ruined. You two used to be very close, like sisters, but now you don’t even think you can have that same relationship with her. You are just really frustrated, is that right?” | | I paraphrase what she has said and reflect her feelings she has shared, showing I understand the story. I use present tense to indicate I am talking about her feelings now, and I “check out” again to make sure I am right. |
|  | Client, Others, Main Theme, Problem |  | 1. *Client:* “Yea and I have learned a lot of stuff from living with her. If something aggravates you, you should talk about it to the other person and confront them. Also, if something aggravates the other person and they tell you about it, you shouldn’t get defensive. You also shouldn’t try to do the things that annoy the other person either. Maybe if we had listened to all of this from the beginning then it wouldn’t have been so mad. If I would have realized early on that she wasn’t cleaning the bathroom, and I confronted her about it, it probably wouldn’t have gotten to this point. Maybe if I try this out with these others friends then it won’t be so bad and all of this won’t happen.” | | The client starts to looks at ease with her legs on the ground and showing eye contact. She reflects on what she has learned from living with her roommate. She starts to look on the positive side of the situation, and thinks about things she can do differently next time. I think this is the beginning of her restory. She realizes she could use these skills she learned with these other friends she wants to live with to avoid another situation like this one. |
| Self-Disclosure, Re-story, Feedback, Confrontation, Directive, Additive Empathy, Feedback | Client, Problem, Others, Main Theme | C | 1. *Me*: “Yea I think that’s a really good idea. I also know from personal experience that living with someone is definitely different that just being their friend. You see a totally different side of them, like the little nitpicky things they do. Maybe there is a way you could repair your friendship with your roommate if you want to still be friends with her. You also said you learned so much from living with her, so I don’t think you should be afraid that all of this will happen with the other two girls you want to live with.” | | I give her back feedback by telling her I agree with her idea. I also give a little bit of self-disclosure to show empathy and rapport. I also make a directive statement by explaining how living with someone is different than just being their friend. I confront her by telling her I don’t think she will ruin further friendships because she has learned how to deal with difficult roommates. |
|  | Client, Others, Main Theme |  | 1. *Client:* “I just don’t know what to do. I want to try to find someone to take my place in the lease and in the house, but if I can’t I guess I will just have to stay. Or should I just stay in the house and suck it up for the year? That’s where I am right now, trying to decide between these two.” | | The client refers back to the main theme of the interview. She is still confused as to whether she should stay in the apartment or move out. The client still looks distressed and confused because she has not made a decision. We maintain eye contact as she is talking. She looks as if she wants my opinion on the situation. |
| Paraphrasing, Closed Question | Client, Main Theme |  | 1. *Me:* “So you are saying your big decision is whether you are going to stay in the house another year or move out and live somewhere else?” | | I paraphrase her concerns about her living arrangements and rephrase her main theme question again to show I am listening. |
|  | Client |  | 1. *Client:* “Yea.” | | The client reassures me that I understand. |
| **STAGE 3: Goals – Set goals mutually.** | | | | | |
| Closed Question, Future Tense | Client, Main Theme |  | 1. *Me:* “Well, what option do you think would make you feel better or make you happier?” | | I come straight out and ask the client a closed question to make her come to a decision. Now looking back on the interview, I realize this question seems forward and maybe too demanding. |
|  | Client, Main Theme |  | 1. *Client:* “I would definitely be happier moving out.” | | The client knows what would make her happiest. As she made this comment, she nodded her head, as if she is definitely sure this would be the best option. |
| Open Question, Confrontation | Client, Main Theme |  | 1. *Me:* “What’s holding you back from moving out?” | | Again, I come straight out and confront the client, asking her this open question to urge the client to make a decision. I should have been more patient and waited until the client brought up her decision herself. |
|  | Client, Others, Problem, Main Theme |  | 1. *Client:* “I don’t know. I guess because I have to bring it up to her first and say I want to find someone else to take my lease, so I can move out. I don’t know how she is going to take it though. I don’t even know if I can find someone else to take my part of the lease. It’s also going to be weird next year if I don’t move out, but I have already brought this up to her. It’s going to be awkward if she can’t find someone to take my place and I’m not going to know what to do.” | | The client begins to look at exactly what is holding her back from talking to her roommate. She is afraid to confront the girl because of her reaction and how it will be the next year. She avoids eye contact as she explains her reasoning, showing she is uncomfortable when it comes to confrontation. |
| Closed Questions | Client, Others |  | 1. *Me:* “Do you think she knows that something is going on between you two right now? Like something isn’t right?” | | I asked two closed questions back to back to convince the client to confront her roommate. |
|  | Client, Others |  | 1. *Client:* “Yea, she knows something’s wrong.” | | The client, still looking away to show her uneasiness, admits the roommate knows, she just doesn’t want to confront her. |
| Open Questions, Confrontation, Directive | Client, Problem, Others | C | 1. *Me:* “Would you want to talk to her again? Maybe about your idea of moving out? The worse that could happen is that it will be awkward.” | | I ask her more multiple questions again, but this time open ones. I try to urge her to talk to her roommate. I confront the client with the possibility that it is already awkward, so it would be okay if it is still awkward after the confrontation. This comment is probably a little pushy, because it seems as if I am pushing my opinion on the client. |
|  | Client |  | 1. *Client:* “Yea, that’s true, and it already is really awkward.” | | The client nods in agreement. She looks like she is starting to come to the realization that she must confront her roommate to solve this challenge. She maintains eye contact again, seeming more confident in her decision now. |
| **STAGE 4: Restory: Explore and create alternatives, confront client incongruities and conflict, restory** | | | | | |
| Interpretation, Reframe, Feedback | Client, Others, Main Theme |  | 1. *Me:* “Maybe then if neither one of you can find another person to take your place in the lease, at least you told her everything that bothers you about her.” | | I try to reframe the situation and help her restory by making it a positive one. The client should think about it as not awkward, but at least she confronted her roommate about the issues. |
|  | Client, Others, Main Theme |  | 1. *Client:* “Yea, I think I am going to tell her to find someone else, and if not, then I will just have to suck it up and bear it for a year.” | | The client comes to her final decision and starts to develop a new story about the situation. |
| Interpretation, Reframe, Feedback, Directive | Client, Main Theme, Others, Problem |  | 1. *Me:* “That might also be a good way to confront her about everything and tell her exactly what is bothering you. She might have things she wants to discuss with you to that you weren’t aware of. Either way, if you do or don’t end up living with her next year, at least everything will be out in the open.” | | I make a directive statement to the client, explaining if she confronts her roommate then it will give her roommate a chance to tell her if anything is bothering her. I reframe the situation by telling her, no matter what, at least her roommate will know exactly how she feels about everything if she confronts her. |
| **STAGE 5: Action: Conclude, generalize, and act on new stories** | | | | | |
|  | Client, Others, Main Theme |  | 1. *Client:* “Yea that’s what I will probably do. I feel a lot better now about it all. I am just trying not to be in the wrong. I just don’t want to do anything wrong. I feel much better about all of this now.” | | She sighs as we are coming to the end of the interview and showing she is satisfied with the plan of action. The client agrees with the ideas I give her, and she explains she feels better about the whole situation. She still is concerned about hurting her roommate’s feelings, but she still wants to confront her about everything. |
| Closed Question | Client |  | 1. *Me:* “You do? Okay, good!” | | I ask the closed question to double check and make sure the client is okay with everything. I also try to bring the interview to a closing. |
|  | Client |  | 1. *Client:* “Yea.” | | The client agrees, reassuring me she knows how to deal with this issue. |
| Information | Interviewer |  | 1. *Me:* “I’m sorry, but I think our time is up.” | | We both start shifting in our seats, as we are ready to go. I feel like this is a good time to end the interview |
|  | Client, Main Theme, Interviewer |  | 1. *Client:* “Thank you for talking to me about all of this. I feel a lot better about it now. I now know a direction where I want to go with all of this.” | | The client is thankful for just talking with her. She looks like she is more confident about the situation and she knows what she wants to do now about it. She has a plan as to how she wants to reach her goals. |
| Information | Client, Main Theme, Interviewer |  | 1. *Me:* “Okay great! No problem, thank you for helping me with my assignment.” | | I show the client I was extremely grateful for her helping me with my assignment. |