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Process Recording 1

004273488

Wayne State School of Social Work

SW 3010

Lois Garriott

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| Supervisor’sComments | Dialogue | YourFeelingsMust be your feelings only. The rest belongs in Analysis | AnalysisIdentify the type of response you make and your reason for selecting it. State what you think the client is feeling or thinking. Evaluate your skills |
|  | Client’s Name: Mary Kate Anderson (pseudonym)Age 25Marital status: SingleOccupation: unemployedMs. Anderson came to see me today because she is feeling abandoned by her boyfriend, the father of her children and hopeless about their relationship and her current financial situation. I am hoping that through this session I will be able to better understand her concerns and feelings and be able to assist her in problem solving in order to alleviate the stress that she is feeling. |  |  |
|  | SW: Hello Ms. Anderson, I am Ms. Baker it’s nice to meet you. I am very happy that you are here, please make yourself comfortable. | I am feeling vulnerable and apprehensive because this is my first interview. | I used a standard greeting that let her know that I was happy she was there. |
|  | Clt: Hi, it’s nice to meet you too. |  | She greeted me with a weak smile and appeared sad. |
|  | SW: So tell me a little bit about yourself and what brought you in to see me. |  | I used open ended response to get her to explain her situation today. |
|  | Clt: Well, I am a single mom. I have a two year old son and a baby girl on the way. I am currently unemployed and living in a rental house that my father owns and I am worried that I will never be able to get back on my feet. | I am feeling sad for her because she seems hopeless. | She seems overwhelmed and discouraged. She looks disheveled. |
|  | SW: It sounds as though you are feeling overwhelmed with the responsibility of being a mom, the anticipation of the new baby and distressed about your financial situation. | I am feeling worried and questioning myself and my assessment of her situation. | I used an empathic response in order to convey empathy and make sure that I understand her correctly. |
|  | Clt: Yes, I feel like I can’t do this all on my own, I don’t know how I am going to afford to support myself and my children. | I feel bad for her because she is in a tough situation and is clearly pregnant and should not be under such stress. | She seems to feel abandoned and worried about supporting her family. Her eyes began to tear up. |
|  | SW: nodding and listening. | I am thinking (this is a thought-not a feeling) that there is more to the story. | I am using silence hoping she will elaborate. |
|  | Clt: I mean, since Tom left me he abandoned all of his responsibilities as a father. He doesn’t want anything to do with us. | I am feeling sorry for her because she is in such a vulnerable state. | She seems angry with Tom and her face is flush. |
|  | SW: So you’re saying that Tom has not only left you and your relationship but his relationship with his son has also been hindered. |  | I used empathic responding to make sure that I understood the relationship between her and Tom. |
|  | Clt: Yea, he never comes to see our son anymore; he’s too busy with his new girlfriend who also has a baby on the way by him. | I am feeling sad for the children involved. | She seems saddened by the growing chance that her kids will not have a relationship with their dad. |
|  | SW: nodding and listening. |  | I used silence again giving her the opportunity to discuss this situation further. |
|  | Clt: He cheated on me with this woman when our son was just one year old. He then left me and our son when I found out I was pregnant again, he wouldn’t believe me that this baby is his. | I am feeling dismayed at the behavior of Tom. | She seems furious with Tom’s behavior.  |
| Instead of must have you could say “It sounds like you were already feeling stressed and then betrayed over the affair and rejected when he left.” | SW: It sounds like this was a stressful situation for you. You must have felt betrayed when he cheated on you and rejected and disparaged when he left. Using Must have pushes the feeling. Please do not use. |  | I used empathic responding because I am most comfortable with this response because it assures me that I understand.  |
|  | Clt: I thought that when he left me it couldn’t get any worse but it did. He was the one that supported us and since we split all the financial responsibility has fallen on me and without a job I can’t afford day care and I can’t afford day care because I don’t have a job. | I am feeling worried for her and her children’s well-being. | She seems to feel dismal and lost. |
| Nice response | SW: You feel abandoned physically, emotionally and financially because he is no longer supporting you and you feel like you are trapped and don’t know how you are going to be able to find a job and pay for day care. |  | I used paraphrasing to assess her situation because I think that her hearing me restate her response in a different way will help her recognize her feelings. |
|  | Clt: Yea, it’s like I can’t catch a break. |  | She seems frustrated. Her tone of voice seems annoyed. |
| This is a furthering response and it works well. | SW: Catch a break? |  | I used an open-ended response because I wanted her to elaborate on what she meant by “catch a break.” |
|  | Clt: Yea, I don’t have any support or anyone to help me get back on my feet. | I am beginning to think about what resources there are for her.this is not a feeling.  | She seems lonely. |
| This is a closed question. It changes the subject away from what is going on with your client. | SW: Doesn’t Tom pay child support? |  | I asked a direct question because this is an important aspect of her situation. |
|  | Clt: He does, but it’s not much. After buying groceries and diapers there’s barely enough left to help my dad with the bills at the house. | I am feeling relieved that Tom was not getting away with not paying child support like so many do. | She seems to be feeling upset that she does not get much for child support. |
|  | SW: Well let’s see what social services are available for you. Have you ever heard of WIC? |  | I asked a direct question so that I could better understand her education on social services. |

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|  | Clt: I’ve heard of it. |  | Her eyes widened and she seemed interested |
|  | SW: It stands for Women, Infants and Children and is there to help low income families with their nutrition needs. They help pay for groceries and necessities for women who are pregnant or have children. |  | I explained the program to her. |
|  | Clt: Yea this would definitely help. | I am feeling hopeful that she sounds willing to accept assistance. | She is beginning to show signs of hopefulness. She is smiling more and showing an interest. |
|  | SW: You seem hopeful which is great; I will get you all the needed information to get you applied to the program. | I am feeling good about the way this is going, she seems uplifted. | I used empathic responding because I wanted to see if she would agree or disagree with my assessment of her hopefulness. |
|  | Clt: I think that this will help with some of the financial burden I feel, I just hope that Tom eventually comes around and is a part of our kid’s lives, they need a dad. | I am feeling happy that I was able to bring a bit a relief to her. | She seems relieved and happy that I suggested this program. |
|  | SW: It is encouraging that it seems as though you are feeling a bit of relief but it is also understandable that you are feeling sad and worrisome about your children’s relationship with their dad. How does Tom respond to your concerns when you talk to him? This is moving the discussion into problem solving. I would like you to practice more of the other skills before problem solving comes into play.  |  | I assured her that her feeling were normal and then used an open-ended question to get a better understanding of her communication with Tom. |
|  | Clt: I’ve tried but we always end up fighting and nothing gets accomplished. |  | She seems frustrated. |
|  | SW: It sounds like you might need to meet in a more controlled environment? |  | I used an open ended question to see if she agreed with me. |
|  | Clt: I wish he would come with me to one of my sessions with you so we could talk through our issues with you but he would never agree. |  | She seemed elevated about the idea of Tom joining her but that turned to doubt. |
|  | SW: That would be something we could arrange, it seems like you think that this would be a good environment and it’s great that you are willing to accept my support. As I hear it you don’t think that he would agree?  | I am feeling concerned about the possibility that he may not agree. | I used summarizing and an open-ended question to assure myself that I understand her and in hope that she will continue on this topic. |
|  | Clt: I’ll try to get him to come, but knowing him he will let his ego get in the way. |  | She seems doubtful and angry that Tom might let his ego get in the way. |
|  | SW: Well all you can do is try, and I will do my best to help with the situation between you two and your son and daughter to be. |  | I reassured her and encouraged her and showed genuineness and authenticity to retain her trust. |
|  | Clt: I appreciate it. |  | She seems genuine and pleased with the session. |
|  | SW: It was very nice to meet you and I look forward to seeing you again, I hope that this session was helpful to you, I think we are moving in a positive direction. | I am feeling confident that I was able to help Ms. Anderson feel more hopeful about her situation. | I used a standard, genuine closing, to let her know that I was very glad that she came in to see me. |
|  | Clt: It was nice to meet you too, and I agree I think that once I get enrolled in WIC I will feel a bit more comfortable about my financial situation and then I can work on my relationship with my kids dad. |  | She seems happy that I introduced her to WIC and seems comfortable talking with me. |
| Please don’t say things like “that is great”. It is a judgment. Also you do not know that she can get through it so saying that she can may not be accurate. However, the first part of this response is appropriate and affirming for her.  | SW: You sound convinced that this is something that you can get through ←could stop here. and you can and that’s great. |  | I used empathic responding, and encouraged her that she is headed in the right direction. |
|  | Clt: Thank you, see you next time. |  | She seems much more hopeful than when she came in. |
|  | SW: Good bye. |  |  |
| Evaluation: I was happy with this session. I think that it went well and I was able to get a better understanding of Ms. Anderson’s situation and offer her some resources to help. It was nice to be able to utilize the skills I have been learning and I am now feeling more comfortable using them. I was happy with how much information she was willing to give me and with my use empathic responding and summarizing which helped me to keep the conversation going while assuring her that I understood how she was feeling. At times I thought that my responses were a bit repetitive and I would like to use other forms of responding in the future such as paraphrasing and concrete responding.Questions for the reader:Did I respond to Ms. Anderson accurately and in a helpful manner? I would have liked for you to get a better handle on what all of her feeling were before moving into problem solving. I do see that you are learning and using the skills presented in the book.Did I offer her with all resources available to her? I would not know that. We are not learning about all resources. You will learn the resources available to your clients when you are in your placement.Was it right for me to suggest a possible session with her and Tom? It was not “right” or “wrong”. Many times you will have couples in a session. There might be a problem though if you think that he will listen to you when he does not listen to her. It is unlikely that your input will be more regarded than hers is. |

Your process recording has followed all the requirements for this assignment. I can see that you are working on skill development. I know that students are eager to solve things but first you need to make sure you have all the issues straight. The first step in problem solving is knowing and identifying clearly what the problem is.

 This is a really good job for a first process recording.

20 points

Process Recording 2

004273488

Wayne State School of Social Work

SW 3020

May 25, 2012

Lois Garriott

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| Supervisor’sComments | Dialogue | YourFeelingsMust be your feelings only. The rest belongs in Analysis | AnalysisIdentify the type of response you make and your reason for selecting it. State what you think the client is feeling or thinking. Evaluate your skills |
|  | Client Name: Tom Timbs (pseudonym)Age: 31Marital Status: SingleOccupation: Bartender/ Bar managerNumber of prior sessions: 0Mr. Timbs came to see me today because he is feeling like he’s not in control of his life at the moment and fears he has a drinking problem.I am hoping that in our first session I can gather all of the information influencing Mr. Timbs’ current state and be able to assist him in better understanding his situation and possible ways to improve it. |  |  |
|  | SW: Hello Mr. Timbs, my name is Ms. Baker; it’s very nice to meet you. | I am feeling nervous because I have never worked with someone with a substance abuse problem. | Being genuine and authentic in greeting him and introducing myself. Offered a hand shake, he accepted. |
|  | Clt: Hi Ms. Baker, it’s nice to meet you too. |  | His tone of voice leads me to believe he is uncomfortable, although he shook my hand and made eye contact. |
|  | SW: Do you prefer Mr. Timbs or Tom? |  | Making him feel comfortable by giving him the option to make this experience less formal. |
|  | Clt: Tom is fine. |  |  |
|  | SW: Ok Tom, well I’m very happy that you’re here to see me today. Why don’t you first explain to me what brought you in today and what you are hoping to get out of this session? |  | I am showing the client that I am happy that he is here and I’m here to listen |
|  | Clt: Well, I’m hoping to get some answers and some suggestions, to get me out of this situation that I’m in. | I feel pressure from the client. |  |
|  | SW: Situation? |  | I used furthering hoping that he would elaborate. |
|  | Clt: Where do I even start… | I feel sad for my client, he seems so hopeless. | My client seems overwhelmed. |
|  | SW: Silence |  | I used silence to let the client think about what he wanted to say. |
|  | Clt: I’m just really mad at myself for letting my life get so out of control. I feel like I’m heading down a path of destruction. |  | My client seemed disappointed in himself and fearful about where he might end up. |
|  | SW: It sounds to me as though you are angry with many things going on in your life and where you have ended up. |  | I used empathic responding to ensure that I understood his feelings. |
|  | Clt: I have just made some bad decisions that have had some not so good consequences and now I’m kind of out of options. |  |  |
|  | SW: So you’re feeling concerned about the decisions that you’ve made in the past and are overwhelmed with the consequences of those decisions. |  | I used paraphrasing to restate my client’s feelings in a more elaborate manner. |
|  | Clt: Yea I mean the only friends I have are alcoholics who are only friends with me because I give them free drinks at the bar. | I feel empathy for this client due to my own personal experience involving a family member in a situation like this. | The client seemed to feel angry about the possibility that his friends are using him. |
|  | SW: Correct me if I’m wrong, but I’m sensing that you feel demoralized and undervalued by your friends.  |  | I used empathic responding in order to ensure that I understand and to allow my client to hear what he was saying to me. |
|  | Clt: Yea, I mean they’re cool people and I like them. They keep me company at the bar, but I’m starting to think that they are the ones that are bringing me down. | I feel sorry for the client and that he is in such a predicament. |  |
|  | SW: You feel torn about your friendship with them because you like you their company but don’t want to be around their behavior. |  | I used reciprocal responding in order to capture the client’s feelings and frustration. |
|  | Clt: Yea, I guess. They definitely have a bad influence on me. |  | The client seems to feel conflicted and strays in eye contact. |
|  | SW: Silence |  | I used silence to allow the client to gather his thoughts and elaborate. |
|  | Clt: I mean, I’m 31 years old and all I have to show for it is a crappy bartending job and a drinking problem. |  | The client seems to feel defeated and worthless. |
|  | SW: You seem pretty disappointed about where you are and this makes a better future for yourself seem hopeless. |  | I used empathic responding to reword what the client was projecting to me. |
|  | Clt: Yea. |  |  |
| this question changes the subject. Is there a reason that you thought the subject needed to be changed? | SW: How long have you been bartending for? | I am feeling uneasy about asking this question, because I am unsure if it is appropriate. | I asked this open ended question in order to get a better understanding of whether bartending skills were a strength to my client. |
|  | Client: 5 years, manager for the past 2. |  | He says this while his eye contact diminishes which shows me that he not proud of this.Good observation. :) |
|  | SW: Well it seems that you must be good at your job but you seem very unfulfilled being a bartender. |  | I used summarizing to see if I understood the client’s comments as well as body language. |
|  | Clt: It’s fun, but there’s just nowhere to go from there. I didn’t go to college so it’s not very easy for a guy like me to get a job. | I feel sad and sorry for my client because he seems so hopeless. |  |
|  | SW: Silence |  | I used silence to allow my client to elaborate. |
|  | Clt: Yea and it doesn’t help that I drink every night until the wee hours of the morning | I begin to feel conflicted with my client; he wants to change but he seems to be making negative choices. |  |
|  | SW: Every night? |  | I used furthering to allow the client to elaborate. |
|  | Clt: After closing the bar at 2 a.m. I stay after with my friends and drink. |  |  |
| this is not an empathic response. It does not have a feeling word. It sounds like you are spectulating here. | SW: Maybe that environment is putting pressure on you to drink. |  | I used empathic responding and furthering here to sum up what I was getting from him as well as furthering to lay the grounds for him to elaborate. |
|  | Clt: Oh, definitely. The bar and the people are an instant trigger for me. |  | The client seemed to be feeling very sure about this comment. I could empathize with the client here, being put in situations like this in the past.  |
| yes nice furthering. it stays wity your client | SW: Trigger? |  | I used furthering to allow the client to open up about this trigger. |
|  | Clt: Yea that place just makes me what to drink, and watching all of the patrons drink, it’s impossible. | I am feeling confused about why my client chooses to be in this situation when he admits that it is a trigger for him. |  |
| This is more spectulation | SW: Could it be that you aren’t being challenged anymore and therefore that makes you feel like your job is worthless so that’s why you feel such anxiety when you’re there? |  | I used an open ended question to see if what I was thinking was an accurate reflection of his feelings. |
|  | Clt: I guess the fact that I feel like my job is a joke could be why I treat it as a night out instead of way to pay my bills. | I felt uncertain about my client’s willingness to work towards a goal and change his ways. | The client seems to be lacking confidence in himself and underestimating the importance of his job. |
| Not sure why you are throwing out all of this speculation. This was not open eneded. He could have easily answered "yes" or "no" and nothing more.  | SW: Could it be that you are using alcohol as a coping mechanism to deal with these feelings?"sounds like you are torn between wanting more for you life and yet wanting to drink also." | I am feeling anxiety about how my client will respond to this question. | I used an open ended question in order to get a better understanding of what purpose alcohol serves to my client. |
|  | Clt: I just feel like there no other thing for me to do and no other job that will allow the freedom that I have now.  | I am feeling in a bind because once again the client seems to want to change, but yet keeps coming up with reasons why he is comfortable. |  |
| Yes now you are going where he is  | SW: Correct me if I’m wrong, but I’m sensing some fear about possible change, even though change in your situation would appear to be very beneficial. |  | I used empathic responding to make sure that I correctly understand his feelings. |
|  | Clt: That’s the hardest thing, I know I need to change my habits and the people I’m around, but I’ve become so comfortable. |  | He seems to be feeling responsibility for his actions and an acceptance that chance is necessary. |
| I wanted to change the word "felt" in the feelings column (the second felt not the first, the first is correct) but the program would not let me do that. Anyway "felt it would be beneficial to him" should be "thought it would be beneficial to him".  | SW: Well what I’m getting from this session today, is that you are not comfortable, am I right? | I felt a bit nervous about asking this question, because it is a confrontation and I didn’t want to lose his trust but felt it would be beneficial to him to hear me rephrase what he has said. | I used an open ended question hope that I understood him accurately. |
|  | Clt: I know, I’m hoping that you can give me the tools to at least start making small changes. |  | He seems to be more hopeful than at the beginning of the session. |
|  | SW: I can definitely give you resources and information on programs available and I would love it if we could work through this together. | I feel delighted that he is asking for resources. |  |
|  | Clt: (Silence)…. I do see that my issues are a product of my own choices and environment and I’m willing to do whatever to fix what I’ve messed up. | I am feeling elated that he has taken responsibility for his actions and has pin-pointed his stressors. |  |
|  | SW: This is very encouraging, it seems that you have accepted responsibility for your situation and have addressed the issues that you want to work on. |  | I used encouragement and empathic responding to allow him to understand my take on the session. |
|  | Clt: Thank you. |  |  |
|  | SW: Thank you Tom, it was great meeting you and I look forward to our next session. |  |  |
| **Evaluation:** Beginning this session, I felt more confident with my skills yet still felt anxiety due to the nature of this session. I think that I was effective in providing my client with a comfortable, trusting environment and that allowed him to open up to me. I think that I was able to gather all of the necessary information regarding the client’s situation at this time as well as influence the client to go past his surface feelings and dig deeper to expose his underlying feelings. I think that my client was able to see his situation from a different perspective which is important. I would like to improve my skills by using more of a variety of responses and allowing them to come a bit easier so that they are less repetitive and robotic. I would also like to add more feeling words to my vocabulary so that I have a broader assortment of words to use that fit the situation more accurately. good plan Overall I think that this process recording went well, I was able to get out of my comfort zone and address issues that I ordinarily would have felt extremely uncomfortable with as well as assist my client in better understanding him circumstances, sometimes just hearing someone else’s point of view or hearing your own words out loud make an impact.We do try and avoid giving clients our point of view. **Questions for the reader**:I did confront my client about an inconsistency in what he was saying and doing. Was it appropriate for me to confront the client under these circumstances?Yes confrontation is an important skill to develop. Was it appropriate for me to ask the client at the beginning of the session if he preferred to go by Mr. Timbs or Tom? And also to allow him to call me by my first name? Does this make the situation to relaxed? It was respectful to ask. I don't ask but maybe that is because I am old and can call everyone by their first name. However, I also go by my first name as you can see in the class. |
| **Comparative Analysis:** I was more at ease with the second process recording and not concentrating so much on what I was going to say next, or worrying about if what I was saying was wrong. After all this is a learning experience. correct I have also found that I am much more comfortable talking with people in general and find myself using responding techniques on a day to day basis so I had much more practice for the second process recording. I think that I am able to use more accurate words and my vocabulary has broadened vastly so I think that I was able to relate better with the client during the second process recording and that they were better able to connect with me than in the first recording. During the second process recording I was able to pin point and recognize instances of and the meaning behind non-verbal interaction and able to bring to the surface client’s underlying feelings more easily by using responding techniques. I am now able to better articulate my feelings towards the client as well as paraphrasing their own feelings. I also now have a stronger ability to prevent those feelings from affecting my view of the client, whereas in the first process recording I found myself judgmental at times.Overall I think that my skill set has grown quite a bit between process recordings, and I am utilizing more than just empathic responding and furthering. I am feeling much more comfortable utilizing other responding skills such as paraphrasing, summarizing and how to accurately use questions. I also am able to notice what is happening with my client and the relationship between me and my client throughout the session. By being able to stay with my client and start where the client is I am able to understand their feelings more completely.good, I wanted you to be able to see your progress and to plan for future progress.Please review my feedback in the process recording as you will be doing another one.15 points |