

Video and Verbatim Assignment

Student Name: Suzy Vaile
Faculty Name: Dr. Deacon

Start Time of Clip: 2:44
End Time of Clip: 11:05

Directions

Step 1: Select an 8 to 10-minute segment of a recorded counseling session and upload it to your Kaltura account at watch.liberty.edu. Save the video as your name and presentation number (e.g., Jane Doe, First Case Presentation). Ensure the video is set to private and then publish it to your course and section under My Channels. Videos must be deleted after the assignment has been graded. **Note: All videos must be deleted on or before the last day of your course.**

Step 2: Watch the video segment and type a verbatim transcript with timestamp of the video (recall verbatim means word-for-word and includes “umm,” “err” and other filler words).

Step 3: For every counselor statement/response, with the exception of paralinguage, ***identify the intervention and rationale*** for why you used it (Intervention and Rationale), ***provide a rework*** of the intervention (Rework), and ***include comments regarding conceptualization and/or counselor self-awareness*** (Conceptualization and Personalization).

Example

Timestamp	Speaker	Verbatim	Intervention and Rationale	Rework	Conceptualization and/or Personalization	Faculty Feedback
25:53	Counselor	Yeah that's- that makes sense the way you were explaining it. You don't- you don't want the conflict don't introduce the topic. Um now what about relationships with friends?	Paraphrasing and open question to let the client know he is being heard and understood.	It sounds like conflict can be really uncomfortable to you.	I could have delved deeper into the conflict topic, but I missed it because of my planned direction, as social relationships were mentioned in the last session.	
26:05	Client	That's been a little complicated again because of the work thing.				
26:11	Counselor	Yeah, absolutely.	Minimal encourager to let the client know I am listening intently.	That makes sense.	I wonder whether John's autism spectrum diagnosis contributes to social difficulties/loneliness.	

Verbatim and Reflection

Timestamp	Speaker	Verbatim	Intervention and Rationale	Rework	Conceptualization and/or Personalization	Faculty Feedback
2:44	Grandma	So I think we got things headed in a positive direction. Okay. We do. I think the main thing Kiera still needs to work on is when she gets upset, she goes from 0 to 100.				
	Counselor	Sure. What is your biggest concern that you see for Kiera and just for the family? What is it if you were to pinpoint it to one thing?	Clarifying question.	So, you're wanting to help Kiera with clear communication	I could have reflected content back to her to clarify.	
		I think that when we have to make constructive criticism or any kind of criticism, we don't, none of us take it well. Like I said we are really working to find some positive ways like, "don't interrupt when I'm trying to tell you something". We had that a few times. I've just decided I can't really affirm so I draw some boundaries. That's what I told her, we've got to have some boundaries, because she's been very well taken care of all her life. She pretty much gets whatever she wants, and that's okay. As long as she can handle it, you know, and she does				
	counselor	So, what I'm hearing you say is communication is your number one concern; for everybody. For you, for her brother, for her dad, and for Kiera.	Reflection of content	It sounds like communication is your main priority.	I could have reflected differently	
04:12	Grandma	And even, you know, girls have their little spats, you know. I think some of that, you know...				
04:24	counselor	You want Kiera to manage that well. And we've talked about that. Okay.	Reflection of meaning	I'm curious how this has impacted your relationship	I wonder how grandma has been affected by Kiera's behavior	

04:27	Grandma	(Asking Kiera) Am I right? I mean, basically what I mean is, I don't color code, I mean...(pause) sugar coat (laugh)				
04:37	counselor	She's like, color code, I was like, I don't know where you are going (laughter) I gotcha, sugar coat!	Clarify	It sounds like you don't like to sugar coat	I could have reflected the content	
04:42	Grandma	Well, that comes from teaching! I've also got some back issues.				
05:00	counselor	So, you're in pain	Reflection of feeling	How are those back issues affecting your relationship with Kiera?	I could have tied her back pain more specifically to relating with Kiera.	
05:03	grandma	Yeah, and they explained to me how this affected my brain, word recall, some of the things that I have been thinking of in that moment. I realized that part of it; I'm in the process of getting that taken care of. We are all just trying to share together and make it work.				
05:49	counselor	Okay, so how do you feel hearing all that from your grandma?	Clarifying question	I'm curious how that affects you	I could have allowed for more reflection from Kiera	
05:54	Kiera	I mean, I think she can always find it pretty rough. I think she's right.				
06:01	Grandma	And if I'm wrong, that's okay too.				
06:04	counselor	But how does it make you feel when you hear that? That's different that you agree with her	Clarifying and explaining	It sounds important that you agree with grandma	I could have delved into why she thought she had to agree with her grandma	
06:12	Kiera	I feel pretty bad about myself. I mean, like at the part where she said like, I get whatever I want, basically that I was a spoiled brat. I mean I have felt that way my entire life about that. And because like, I got really made fun, for like, having nice things when I was at my old school. And, So, like, when people say that it just kind of takes me back, and I immediately get defensive.				

06:43	counselor	Right. So, for you, I think what is going to be helpful, and this is what we will work on together, is some reflective listening, so that you can clarify what grandma says. Because what I think is happening is, and you and I have talked a little bit about kind of what you see when you look at yourself, and how you feel and that kind of thing, and I think that is what happens, because of the things you have experienced, which are really real and valid and those are really hard things. They kind of color the lens of how you see, so grandma could just be saying, well, you've been well taken care of. And that's more of a compliment to your dad and your mom and to her, they have worked really hard, they want you to have nice things. But what you've heard was, I'm a spoiled brat. Is that right?	Reflection of meaning	How do you think you could help clarify what grandma is saying?	I could have made this a shorter reflection and let her decide what it meant to her	
07:33	grandma	And that comes especially from other people who are jealous.				
07:36	counselor	Right, well, that's okay	Affirmation	Silence	Opportunity for silence	
07:38	Kiera	It's really affecting how I see myself				
07:41	counselor	Right	Affirmation	Silence	Another good opportunity for silence	
07:42	Kiera	On the inside and the outside. I already struggle with insecurities about how I like physically, like I'm also struggling with insecurities about who I am on the inside because of the way people make me out to be and it makes me believe that I am that way, and I just need to change				
08:04	counselor	Okay. Well, so I think one thing that would be helpful for you is when grandma says something to you or	Clarifying	Let's work together to see how you and grandma can work together to communicate more effectively.	This could have been a shorter reflection	

		<p>when dad says something to you, to come back with a clarifying, “here’s what I just heard you say”, and let her say, Yea, that’s right, or no. Because for you, to be able to say to grandma, “grandma, when you say that I get everything I want, what I hear you say is I’m a spoiled brat” and then let her say, “no, that’s not what we’re saying at all. We’re saying we are happy we are able to take care of you so well. And what that does, is it kind of allows you to ask the clarifying question, but also just to say, this is what I hear, which helps grandma understand where you’re coming from. Does that make sense? Because if she doesn’t know what’s going on inside of your head, and she gets to that point to where, you know, you fill up to here and then you blow up, and well, we will use this as an example. Because she says, well, you’ve been really well cared for and you kind of blow up at her, she has no context for that. Does that make sense? (Nod). Whereas if you say, this is what I heard you say, then grandma can say, oh, no that’s not what I’m saying at all. We are really proud of you; we are really excited that we can do these things.</p>				
09:28	grandma	<p>The way that kind of plays out a lot is I’ll say something, and she’ll say, you know (sound effect) (da-da-da-da) And I’ll say “you’re putting words in my mouth. That’s not what I meant”</p>				

09:38	counselor	<p>Sure. So, you know, I think we just really need to work on that more. Well, what she's doing when she does that, she's trying to tell you the story that's going on in her head, but it's being projected onto you. So, then that is probably igniting some things in you, and it's like, "that's not what I said". I'm guessing maybe there's some things you've experienced that have made that a little difficult. And so now you're both really activated and you're both feeling defensive, and it's like the porcupine, right, the quills come out and it's like, watch out sister! So, before it comes to that, we want to be able to express what's going on, you know, take a deep breath before we respond when someone speaks to us. Like, let it sink in. We are in such a fast paced, click click click, and instead of just taking it in, and kind of spinning it around and going "what did I just hear". Okay, Grandma, you just said this to me, and this is what I think you meant or at least this is how it sounds to me. Is that right? And it's going to take effort on your part because the part of your brain that is going to have to do that is not even fully formed yet. So, you're going to have to dig in there and make that intentional pause, right? Ask the clarifying question. And be willing, let me ask you this. When you look at your grandma, give me three words that describe grandma for you.</p>	Summarizing, immediacy	I want to make sure I've heard you correctly. How would you feel about trying this.....	More succinct	
11:19	Kiera	Beautiful. Gentle-hearted, and kind.				

11:30	Counselor	Thank you. So, I want you to remember that. Maybe write that down somewhere or have that so that when grandma is talking to you, that's the lens that I want you to see from her. Gentle-hearted, kind, and beautiful. Knowing that she is for you, she's not against you.	Reflection of content, reflection of feeling	Say more about those descriptive words please.	I could have reflected more about how she sees her grandma	