**WEB FORM C**SAMPLE TRANSCRIPT

**Instructions:** Type everything except minimal utterances (e.g., “okay,” “you know,” “er,” “uh”). Use slashes (/) to divide helper statements into response units (i.e., grammatical sentences—every sentence must include a subject and verb; see Web Form F. While watching the videotape of the session, code your intentions using the Intentions List (Web Form D); code helping skills using the Helping Skills System (Web Form E); you and the client rate helpfulness on a 9-point scale (1 = hindering, 5 = neutral, 9 = very helpful); the client codes reactions according to the Client Reactions System (Web Form G).

**Helper:** “Thankyou for coming in./ Our session will hopefully only last about 20 minutes./ You can talk about whatever you'd like to talk about./ Everything will be confidential unless you mention any kind of child abuse or threaten to harm yourself or others./ I'm being supervised today./ Is that okay?/ My supervisor is behind the one-way mirror and is watching me./ And, oh yeah, I'm also taping the session so that I can listen to it later./ Do you have anything to talk about today?”/

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| --- | --- | --- | --- | --- | --- |
| Helper  Intentions | Helper  helping skills | Helper  help rating | Client help  rating | Client  reactions | What would have been a  better intervention? |
| 1, 3 | 12, 10a, 10a,  10a, 10a, 2, 10a, 10a,  2 | 5 | 6 | 21 | My name is Bertha./  Everything you say is  confidential unless you  reveal abuse or an intent to harm self or others./ Also, I'm taping the session and am being supervised from behind the window./ What would you like to talk about today?/ (8, 10a, 10a, 3) |

**Client:** “I'm having a problem with my roommate. We don't seem to be getting along. She's a real slob and never cleans up her part of the room. She leaves dirty dishes all over. It's awful.”

**Helper:** “So she's a slob and never cleans up.”

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| --- | --- | --- | --- | --- | --- |
| Helper Intentions | Helper  helping skills | Helper  help rating | Client  help rating | Client reactions | What would have been a better intervention? |
| 6, 8 | 4 | 7 | 7 | 7 | You sound angry at her./  (5) |
|  |  |  |  |  |  |

**Client:** “I am so angry at her. I don't see why I got stuck with such a slob. I indicated on my preference form that I am very neat. We're just totally different people. And I feel like I don't know how to handle the situation when she gets nasty about me wanting to clean the room.”

**Helper:** “Tellme more about how you feel./ Tell me about the last time she got nasty./ What would you like to do about all this?”/

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| --- | --- | --- | --- | --- | --- |
| Helper Intentions | Helper  helping skills | Helper help rating | Client help rating | Client reactions | What would have been a better intervention? |
| 2, 5 | 3b, 3a, 3d | 5 | 4 | 19 | Tell me more about what  went on in the most  recent conflict between  the two of you./ (3a) |

**Client:** “I would really like to move out. I want to have a roommate I can get along with.” **Helper:** “How would it feel to move out?/ Are you allowed to switch roommates?”/

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| --- | --- | --- | --- | --- | --- |
| Helper Intentions | Helper  helping skills | Helper help  rating | Client help rating | Client reactions | What would have been a better intervention? |
| 12,2 | 3b, 2 | 5 | 4 | 19 | You're really fed up with  the situation and want  out./ (5) |

**Intentions:** 1 = set limits, 2 = get information, 3 = give information, 4 = support, 5 = focus, 6 = clarify, 7 = hope, 8 = catharsis, 9 = cognitions, 10 = behaviors, 11 = self-control, 12 = feelings, 13 = insight, 14 = change, 15 = reinforce change, 16 = resistance, 17 = challenge, 18 = relationship, 19 = helper needs. (See Web Form D)

**Helping skills:** 1 = approval/reassurance, 2 = closed question, 3a = open question about thoughts, 3b = open question about feelings, 3c = open question for insight, 3d = open question for action, 4 = restatement, 5 = reflection of feelings, 6 = challenge, 7 = interpretation, 8a = disclosure of feelings, 8b = disclosure of insight, 8c = disclosure of strategies, 9 = immediacy, 10a = information about the process of helping, 10b = facts, data, opinions, 10c = feedback about the client, 11a = process advisement, 11b = directives, 12 = other. (See Web Form E)

**Helpfulness ratings:** 1 = hindering, 5 = neutral, 9 = helpful.

**Reactions:** 1 = understood, 2 = supported, 3 = hopeful, 4 = relief, 5 = negative thoughts or behaviors, 6 = better self-understanding, 7 = clear, 8 = feelings, 9 = responsibility, 10 = unstuck, 11 = new perspective, 12 = educated, 13 = new ways to behave, 14 = challenged, 15 = scared, 16 = worse, 17 = stuck, 18 = lack of direction, 19 = confused, 20 = misunderstood, 21 = no reaction. (See Web Form G).