

**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:** “Thank you 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?”/

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.”

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

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?”/

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

**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).