

Alternative Process Recording Assignment developed by Gisele Ferretto, LCSW-C

Professional social work intervention is purposeful and requires critical thinking and processing. This alternative process recording assignment was developed in recognition that if we can anticipate the challenges we may face we can better prepare, much like we do when we practice a “fire-drill.” (Note: Discuss this assignment with your field instructor and your Field Liaison for their approval, if you plan to submit this assignment to serve as a required individual/clinical intervention process recording.)

Step 1: Using self-reflection, identify the 15 to 20 things you hope a client NEVER says when you are conducting an interview. Realizing each beginning practitioner will have different statements that they hope a client never says, below is a list of potential difficult statements a client may say or situations for your consideration, if needed:

1. Exactly how old ARE you to think you are able to help me?
2. Do you have any children? Since you are giving me all this advice about my children?
3. While working (on zoom) with a pre-school aged child who is having difficulty with the task you hear their parent yelling in the background, “You stupid piece of sh___, do you really not know that answer...never seen anyone as stupid as you.”
4. (Intimate Partner Violence) I know I shouldn’t have gone back with them but they came to pick me up at the hospital and this time they are really sorry for what they did.
5. (Relapse) It was just a couple of drinks at the party, it doesn’t mean anything.
6. (Diversity) Isn’t there another worker who could help me? One that is like me?
7. All you do is ask me questions, I just really need the financial assistance, so are you going to help me or not?
8. Prolonged silence when interviewing an adolescent
9. (potential child maltreatment) If you would have seen what they did, you would have hit them too.
10. (self-harm) All this stress is just too much for one person to take
11. (cutting) This is no different than body piercings or tattoos-- it is my way of showing the world the pain I feel inside
12. I’m really worried about what’s going to happen when _____.

Step 2: Insert the statement into the (*client*) *Content* column in the process recording template in a client row. Include some background information as described below.

Step 3: Identify three potential “worker statements” and insert them into three different rows in the (*worker*) *Content* column.

Step 4: In the *Skills Used* column, identify the skill demonstrated by the worker statement developed. Was the worker statement a reflection of feeling, reflection of content, affirmation, clarifying question, etc...

Step 5: In the *Gut Reaction* column, identify the feelings you are feeling as the worker for the client statement the feelings you are feeling by your statement.

Step 6: In the *Analysis Column* assess the effectiveness of each of the potential worker statements developed.

Go on to the next Client Statement and repeat all the steps above.

Worker or Client	Content	Skills Used	Gut Reaction	Analysis	FI Comment
Client	1.Exactly how old ARE you to think you are able to help me? (client is a 60 year old woman with multiple health issues)		Name and describe YOUR feelings regarding what the client just said NOT what you think the client is feeling		
Worker	Insert your Response #1:	Identify the skill used	Identify your feelings about the statement you used	Thoughts about the skill chosen, reason skill was chosen, effectiveness, client response, etc.	
Worker	Insert your Response #2:	Identify the skill used	Identify your feelings about the statement you used	Thoughts about the skill chosen, reason skill was chosen, effectiveness, client response, etc.	
Worker	Insert your Response #3	Identify the skill used	Identify your feelings about the statement you used	Thoughts about the skill chosen, reason skill was chosen, effectiveness, client response, etc.	
Client	2.Do you have any children? Since you are giving me all this advice about my children?		Name and describe YOUR feelings regarding what the client just said NOT what you think the client is feeling		
Continue the format above for each client statement identified.					