

BENCHMARK COUNSELING SKILLS TEMPLATE- SARAH DEVOE

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	Client's Response	Counselor's Response	Better Response	Rationale
<p>1</p> <p>Time Stamp:</p> <p>1:11</p>	<p>(in response to the miracle question)</p> <p>“So I would wake up to a very clean, organized house- all of the laundry done, all of the dishes done and put away, all of the clothes put away. All the boxes we have left to unpack would be unpacked, and all the projects we have started outside would be done and it would be summertime to I wouldn't have to go to school, and I would just be able to breath and relax.”</p>	<p>“Yeah, that sounds like it would be incredible. Tell me more about this feeling of wanting everything to just get cleaned up.”</p>	<p>I would paraphrase and reflect-</p> <p>“What I'm hearing you say is that you're feeling overwhelmed by a lot of big tasks that you have to complete. Once these tasks are complete your life will feel more organized and manageable.”</p>	<p>Asking for more information right off the bat made it seem like I was not listening after she had already described to me in sufficient detail how it would feel if she got these projects done. If I had paraphrased and reflected her feelings here instead, she would feel heard and understood and possibly contribute more information naturally.</p>
<p>2</p> <p>Time Stamp:</p> <p>2:15</p>	<p>“So, we moved into this house a little over a year ago and I started graduate school last summer and my plan to get</p>	<p>“So about a year ago, it sounds like you had a lot going on and maybe some of the little things fell by the wayside. Those unfinished</p>	<p>I would still paraphrase what she said because it was a lot of information, I would just word it more appropriately and reflect instead</p>	<p>My original response minimized her worries about these big projects she had to complete by calling them “little things” that</p>

	<p>everything done did not happen the way that I wanted it to. And then we just had a lot of, the house is brand new, so it's not like we have a whole lot of work, but we just have like projects started up. Macy has a tree house and we want to paint it and fix it up, there are still pictures that need to be hung up, my husband is going to build a gazebo around the pool. So I just want everything done so we can enjoy it and not have to worry about it anymore."</p>	<p>projects and the clutter- how does that make you feel?"</p>	<p>of asking how she felt-</p> <p>"You have been through a couple of life changes- first moving and then starting grad school. It sounds like you have a lot of big responsibilities as a wife and mother and as a student, and worrying about getting things done is causing you added stress."</p>	<p>fell by the wayside. I also should not have referred to it as "clutter" because this was not a word that she used and gave the impression that I thought her house was a mess. I should have made her feel heard by reflecting the stress she was very evidently feeling instead of asking her how she felt.</p>
<p>3 Time Stamp: 3:44</p>	<p>"Me and my husband will do things two different ways. I will start something and get it done, he on the other hand will start 14 projects and never get any of them actually completed. It drives me crazy!</p>	<p>"So it's a little bit stressful and frustrating to not have some of these things completed."</p>	<p>I would dig a little deeper into her comments about the differences between her and her husband-</p> <p>"It sounds like you and your husband have different styles of getting things done. Is that something that you have noticed just in this area of finishing</p>	<p>I wish that I had delved a little bit deeper into this comment about her husband, but I often find myself unsure of when it is appropriate to push further and explore a topic that may be uncomfortable. Asking this question could have helped me get to know the</p>

	But, at least he does whatever I ask him to do. Any project that I want done, he will get done. Maybe just not when I want it done."		projects, or do you find this difference impacting other areas of your life?"	client better and made her more comfortable sharing deeper topics with me.
4 Time Stamp: 4:28	"I'm a teacher obviously, so I like having my summers off to be able to read and just not have to get up early and sleep in and you know, just be able to relax.	"So your environment is causing you a little bit of stress, and maybe your job as well. It would be nice to have some time off and have a clean house."	I would not have summarized here, instead I would respond to what she just said and maybe challenge her a little bit on the discrepancies I have heard between wanting to get things done but also wanting to relax- "It's great to have that personal time to look forward to. When you reach summer and finally have this time to relax, how are you going to balance this important self-care time with completing some of these projects that are preventing you from being able to relax?"	I was trying to summarize what we had talked about so far here, but could not find the words I was reaching for in the moment. In saying that it would be nice to have a "clean house" I caused the client to become defensive and emphasize that her house wasn't that bad. I did not need to summarize here as I had already done so a couple of times and we both had a good grasp on the conversation. This could have been a great goal-setting moment where we had set up a plan to help her get some of these tasks done without overdoing it and neglecting self-care.
5 Time Stamp:	"One time my whole class got quarantined and it was just a lot	"So Covid has really caused a lot of instability, tell me how that how	"Covid has caused a lot of instability for you as a teacher. It sounds like your	I was trying to get Amy back to talking about herself here because I have

7:55	because we're not allowed to teach virtually and from home anymore, it has to be one or the other. It was just a nightmare, really. But, we're on the upside now, things are getting better. We have just got to figure out how we're going to fix this learning loss because it's going to be years before it gets fixed, if it ever is until the people who are in Kindergarten now get going."	affected you personally?"	students education is something that is very important to you, and having covid as an added obstacle to your students education has been very frustrating."	noticed she has a tendency to describe situations without mentioning how they impact her personally. However, instead of asking her how she felt, which could have made her feel like I was not listening, I could have tried to reflect by reading some of the feelings in her tone of voice and expression as she described how difficult covid had been as a teacher.
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Any additional thoughts not captured above? What will you take away from this assignment?

What I am taking away from this assignment is that there are two areas I need to work on- digging deeper with a client when appropriate, and not asking clients how they feel. I really stayed on the surface level in this session in discussing how unfinished projects made the client feel stressed, and how the client is looking forward to feeling less stressed. Staying on surface level may have been appropriate if I was just getting to know the client and did not have that trust built yet, or if I felt that they may be unreceptive to a more challenging conversation. I am a person who does not like uncomfortable situations, and the idea of challenging a client and delving into really deep issues makes me nervous at the thought of making the client or myself uncomfortable. I will get better at challenging skills by practicing and challenging myself to challenge others!

I also need to take a closer look at a clients body language, tone of voice, and the manner in which they describe things to get a better read on their feelings instead of asking them how they feel. When I ask, it makes it seem as if I have not been listening to them. If I reflected the feelings that I see them display with their body, they have the chance to either confirm these feelings or correct me- which is much better than repeatedly asking how they feel about every situation.

If I got a do-over, the session could have been a deeper discussion about the clients relationship with her husband and included a plan to get her feeling less stressed by getting some projects done as well as taking care of herself. I could have helped her figure out which unfinished projects were causing her the most stress, and set a goal to work towards completing at least one project. Overall, I think the

client would have felt more heard, understood, and satisfied to come away with a tangible plan of action had I challenged them, asked less questions, and reflected more.

BENCHMARK FINAL SKILLS COMPETENCY SCALE (SCS) PARTICIPATION TEMPLATE- SARAH DEVOE

This is a scale to assess counseling skills. Please rate yourself numerically (0-10) using the following 15 skills items from "Advanced" to "Not Present".

Advanced	Proficient	Developing	Not Present
10 - 9	9-7	7-0	0

Basic Skills

	Advanced	Proficient	Developing	Not Present
Eye Contact and Attending Skills	9			
Verbal Tone and Minimal Encouragers			6	
Facial Expression and Gestures		8		
Empathy		8		
Being Non-Judgmental/ Unconditional Positive Regard			7	
Active Listening			7	
Open-Ended Questions			6	
Reflection (Feelings, Meaning, Content)		8		
Paraphrasing		8		
Summarizing		8		
Challenging/Confrontation			7	
Immediacy			6	
Self-Disclosure			6	
Goal Setting		8		
Wrapping up the Session			7	

Please add additional thoughts to explain your rationale for giving yourself the points you chose above.

I feel that I do very well in attending to the client- I practice SOLER, match facial expression, and use gestures to show that I am present in the conversation. This helps in showing empathy, which I feel that I express well through body language and words. I do need to work on my minimal encouragers and not repeating the same few phrases like "yeah" as well as not having nervous laughter which may send the wrong message to a client. I also need to work on using open ended questions and not phrasing the questions that I have in a way that leaves few options for the client.

I have a good grasp on reflection, paraphrasing and summarizing and use these frequently, especially at the beginning of a session to get the client to open up. I think this is one of the areas I have improved in the most as these come much more naturally after some practice.

Attentive silence is difficult because I feel that I either give them too much silence and it becomes awkward or I am not giving them enough silence and talking over them. I need to work on finding a balance here.

Challenging/confrontation is something that I have struggled with as it makes me uncomfortable and I do not like the idea of potentially making someone else uncomfortable, but I feel that I have improved and been able to practice it effectively in some sessions.

I have not had much practice with self-disclosure or immediacy and have practiced these skills minimally. For self disclosure, I have disclosed how I also need the breathing excersize at the beginning of a session to relax, or remark that I can sympathize with someone working with kids as I do as well. For immediacy, I have been able to remark on clients body language.

I do well with goal setting and have practiced it several times in sessions. I am able to set goals alongside a client that I feel are realistic and able to be accomplished, and get a feel for their confidence in their ability to complete the goal.

I do struggle with wrapping up sessions and feel that I rush through to ending a session sometimes. I am unsure of how to wrap up besides summarizing and restating goals, which often does not take that much time.

Sarah DeVoe

First supervision:

<https://libertyuniv.sharepoint.com/:v:/r/sites/Group-COSC505Team1/Shared%20Documents/General/Sarah%20DeVoe/Week%206%20triad%20+%20observation.mp4?csf=1&web=1&e=9k5K3L>

Final supervision:

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