

**Alliance University**  
**School of Social Work**  
**Field Education Program**

**PROCESS RECORDING #2**

**Initial Observations:**

The client is a fifty-year-old Korean-American lady. She scheduled a psychotherapy appointment at the KCS Mental Health Clinic.

The client reported feeling anxious and stressed at home. She presented herself as calm and attentive, but appeared tense and looked unhappy in the therapy session. She exhibits speech that is normal in rate, volume, and articulation and is coherent. Language skills are intact. There are signs of mild depression present. Affect is appropriate, full range, and congruent with mood. The perception of problems seems reasonable. Judgment appears fair.

As she ruminates and struggles against intrusive thoughts, she has been experiencing social anxiety, depression, anger issues, and sleep disturbances. She is currently taking an antidepressant and a sleep aid to enhance her mood, daily function, and sleep. She reported that her pharmacotherapy has made her feel more relaxed. However, she continues to display anxious behavior.

Relationship issues with a church choir member were cited as the primary source of her distress. The client disclosed relationship conflicts with the church member and a priest at her church. The client stated and ruminated on the interpersonal conflicts that cause her to experience anxiety, anger, and sleep difficulties.

During the therapy session, I have utilized effective counseling skills such as open-ended questions, reflective listening, empathic listening, creating a safety, and unconditional positive regard. I conducted clinical assessment with clinical scales such as GAD-7 for anxiety, PHQ-9 for depression, and SBIRT-30.

<b>Content/ Description of Transaction</b>	<b>Reaction Thoughts/ Feelings</b>	<b>Skill Used</b>	<b>Supervisor's Comments</b>
SW: How have you been this week? C: It is okay. SW: Great! I am glad to have you today. We met two weeks ago to complete an initial assessment. What do you want to talk about today? Do you have anything that you want me	For her sake, I tried to make the environment friendly and secure.  It was not made clear to me what "It's okay" means. I felt the need to add	Open-ended question  Using agenda setting as a bridge from the previous	Good use of these questions to give her options to discuss this week or from previous weeks. It shows that you were listening and recalled what she said.

<p>to help you with?</p> <p>C: Well, with medication, I started feeling better. However, I got anxious and uncomfortable when I went to my church and met the church choir member. I tried to hide my feelings in order not to make them feel uncomfortable.</p>	<p>some more context.</p> <p>The client began discussing the issues she was bringing up when she was given the chance.</p>	<p>session, I determined how session time would be spent.</p> <p>Active listening</p>	
<p>SW: It sounds like you got better and then got worse at the church.</p> <p>What happened to you?</p> <p>C: It seemed like they were trying to avoid me and avoid having any kind of interaction with me.</p> <p>SW: It must be uncomfortable for you. It is hard to hide your feelings while you are feeling those negative emotions. What else happened to you?</p> <p>C: Other than that, everything looks good. The father priest praised me a lot. I was grateful for his good words. Other church members were nice and kind to me. So, I was able to feel better with other church members.</p>	<p>I took the time to summarize what had transpired and to inquire as to the specifics in order to develop genuine compassion.</p> <p>Basically, I was empathetic. She was awkwardly trying to conceal how she really felt.</p>	<p>Review and Analysis Questions</p> <p>Listening with empathy</p> <p>Examining questions to set agenda items</p>	<p>How did you feel? Both in response to her awkward emotion and anything you felt about the conversation.</p> <p>The questions can become repetitive, and responding to her responses (here and next) before going into another question is important.</p>
<p>SW: Is there anything else you want to talk about today?</p> <p>C: In the church parking lot, I saw another priest passing by. I didn't like him. That made me uncomfortable again.</p> <p>SW: It sounds like you have some relational problems with some of</p>	<p>I assumed she was having problems at church. I couldn't wait to find out what it was.</p> <p>I tried to summarize and paraphrase</p>	<p>Examining questions</p>	<p>Here and throughout, what were your feelings?</p>

<p>your church members including the priest you do not like much. Thus far, you reported two major conflicts, one with the choir member and the priest. Is that right?</p> <p>C: Yes, these are the major sources of my anxiety and sleeping problems.</p> <p>SW: That caused you emotional anxiety and sleeping problems for you lately. I will keep this on the agenda for today's session.</p>	<p>I set the agenda.</p>	<p>Summarization, and paraphrasing</p> <p>Requested verification</p> <p>Making plans</p>	
<p>SW: I would like to ask more questions about the conflict if that's okay.</p> <p>C: Sure.</p> <p>SW: What made you feel uncomfortable when you met the choir members?</p> <p>C: It's difficult to see them at church. They held me accountable for something I never did. The church members falsely accused me in the back. They were spreading rumors about me. How can I maintain a positive relationship with them?</p>	<p>I was curious as to what was causing the conflicts.</p> <p>She had been blamed and accused. It made me uneasy to learn that it occurred in a church. However, in relationships, we are all vulnerable.</p>	<p>Analyze the issues</p>	<p>Same as above, it is mostly about thoughts in column 2 and focuses on getting information. Her question isn't responded to.</p>
<p>SW: You must find it difficult to tolerate gossip from choir members, especially since you were falsely accused. What steps have you taken to address this issue?</p> <p>C: I have taken the antidepressant prescribed by my doctor.</p> <p>SW: You took the antidepressant to help regulate your mood. How long has this been taking?</p>	<p>I attempted to validate her emotions and thoughts. I was curious as to what had helped her deal with the conflicts.</p> <p>Pharmacotherapy appears to be</p>	<p>I listened attentively and acknowledged her feelings.</p>	<p>Rather than beginning with action steps, it's important to focus on the feelings here as well. Validation is a bit vague and could be interpreted as observation, would like to see more clear messages of</p>

<p>C: I've taken it for three days so far.</p> <p>SW: Is the medication effective for you?</p> <p>C: Yes, I believe that it works for me.</p> <p>SW: What is the difference between before taking antidepressants and after?</p> <p>C: Taking the antidepressant has made me feel more at ease.</p>	<p>beneficial to her. It usually takes more than four weeks to notice the full effects of an antidepressant.</p>		<p>validation.</p>
<p>SW: What other medications do you take?</p> <p>C: I take Melatonin when I am unable to sleep.</p> <p>SW: How frequently do you take Melatonin?</p> <p>C: I take Melatonin approximately three times per week.</p>	<p>I was aware that she had sleep issues. She has taken over-the-counter sleeping pills. I'm concerned about that. I understand that there could be a melatonin overdose problem.</p>	<p>Examine questions</p>	<p>Same as above.</p>
<p>SW: Does it work to help you sleep better?</p> <p>C: Yes, it functions. However, I believe I consume too much.</p> <p>SW: Yes, I agree. Taking it three times is excessive. To prevent overdose, you would need to consult your physician. Are you open to discussing it with your physician?</p> <p>C: Yes, I will do so.</p> <p>SW: Great! Could you talk about the relational conflicts with the choir members next time? Could you tell me what happened between you and the choir members?</p> <p>C: Yes, I would like to discuss that.</p> <p>SW: Meanwhile, could you keep track of your thoughts, emotions,</p>	<p>I was wondering if the over-the-counter medication worked for her. At the same time, I wanted to make sure she took it carefully. I tried to persuade her to see her doctor.</p> <p>Make plans for next week. I wanted to spend more time investigating the problem and assisting her.</p>	<p>Analyze the issues to find out if there's any uncertainty about the pros and cons.</p> <p>Motivational interviewing</p>	<p>Same as above.</p> <p>Same as above.</p> <p>Same as above.</p>

<p>and consequences so we can discuss them next week?</p> <p>C: Yes, I will.</p> <p>SW: Excellent, that will be of great assistance when we resume our discussion next week.</p> <p>How was today's session? Is there anything else I can do to assist you more effectively?</p> <p>C: No, it was good. I will let you know if I have any next time.</p> <p>SW: Great, please do so. See you next week.</p>	<p>I wanted to know if she had any additional comments or feedback. I used a different question to elicit feedback.</p>	<p>Requesting Opinions</p>	<p>Same as above.</p>
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**Summary of the impression:** Client has experienced anxiety and sleeping problems stemming from her relational conflicts. As a result of her relationship conflicts, the client has experienced anxiety and sleep difficulties. I gather that her emotional and behavioral issues are primarily attributable to her interpersonal conflicts. I assumed she lacked the ability to use assertiveness and effective communication skills in her interpersonal relationships. In subsequent sessions, I would have to assist her in identifying the origins of relational conflicts and resolving them. She has been taking anti-anxiety and sleep-inducing medications. In addition to medication management, she would need to acquire effective interpersonal skills in order to endure her distress. I would also consider emotional regulation and distress tolerance skills.

**Plan for next session:** I will follow up with the client in the next session. I plan to use motivational interviewing in conjunction with active listening and clarifying and summarizing skills. I would need to work with her to help her see the benefits of having psychotherapy.