

Nyack College
SOCIAL WORK DEPARTMENT
FIELD EDUCATION PROGRAM

PROCESS RECORDING

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The major purposes of process recording are the following:

- 1) To structure thinking about professional practice--whether critical, community organization, group work, or social administration.
- 2) To conceptualize what happens in the transactions between the social work and the client systems.
- 3) To heighten your awareness of yourself in action and as part of the transaction.
- 4) To separate facts from judgments.
- 5) To practice identifying the specific social work skills that are most effective in certain types of transactions.

I. Client System (Client's first name, age, gender, race, ethnicity, occupation, etc.)

Mr CL, Male White British, Field Supervisor and Program Coordinator

II. Presenting problem/situation or background relevant to intervention.

Review my plan to get placement process started and identify places I am considering for my placement. Discuss my performance and review work done. One of which is the Proposal to JobPath, online research for content for C4's newsletter and book review. Meeting via zoom

III. Purpose and objectives for transaction (interview, meeting, conference, etc.)

Meeting to discuss Fall Field Placement, Performance, and Proposal update

IV. Description of the transaction(s) - Content and Reaction

A. Record factual occurrences. Record the words you said and the words your client said. Record what actually took place, how the meeting or interview began, what was done and said (including by you), omit feelings and judgments about these actions.

B. Record observations about the client system, yourself in action, the environment.

C. Describe the feeling content or tone of the transaction(s), on the part of both the client and yourself.

V. Skills Used

A. Identify the social work skill that you used.

B. If you used more than one skill, record them all.

VI. Reaction Thoughts/Feelings

A. When you are talking, describe the subjective reactions (thoughts, feelings, sensations) that you experienced when you expressed these words.

B. When you client is talking, describe your subjective reactions to the client’s verbal and nonverbal communications.

Content for Sections IV, V, VI should be placed in a table as provided in the example below.

Example				
	Content/Description of Transaction	Skill Used	Reaction Thoughts/Feelings	Supervisor’s Comments
S	How are you feeling during this difficult time?	Open probe	I have a hunch that the client wants to and probably needs to talk about her feelings, but I’m scared it might be too much for her—and perhaps for me - - to handle.	
CL	I’m just so tired all the		I can believe it! I’d be exhausted	

	time.		too. If I were in her shoes, I don't know if I could even get out of bed to face the world.	
S	You're simply exhausted.	Reflecting feelings	She looks and feels terribly fatigued. I feel depleted as I try to feel what she's feeling.	

		Content/Description of Transaction	Skill Used	Reaction Thoughts/Feelings	Supervisor's Comments
	S	Good afternoon		I know what this meeting is for, I am anxious of other non related subject that might come up. I know I have so many assignments I have not been able to deliver on mainly due to the revised grant proposal I am working on. My lack of experience is slowing me down.	
	CL	How have you been? I am sorry about the other day? How do you feel?		He wants to know how I felt after the disappointment with my flight and missing a big chunk of C4's Inauguration	
	S	Not very happy that I	Reflectin	He felt bad for	

	missed a big part of the inauguration due to that incident. We woke up as early as 3:30am and got to the airport at 5:40am. We waited for the flight to depart at 6:35am as scheduled but the plane was late. We were informed we will depart at 8:15am due to the delay. I will miss the entire program while flying. So I decided to go back and that was when I called and texted you.	g on my Feelings about the whole thing	encouraging me to be present for the event	
CL	I am so sorry for everything. You didn't get to see your sister too right? Will the airline atleast refund you?	Empathy	Show of empathy and genuine support	
S	Yes they will. I will see her soon. I am glad I was atleast able to attend part of the program on zoom. How was your meeting with JobPath?	Open probe	I was anxious for the response. I needed to know if the proposal was helpful.	
CL	The meeting was good. The proposal was a big help but I need to add more information and I will get that in Friday most likely. I need you to send me all other research information for C4 so I can capture that under your time		His response was short and vague. I have a feeling he doesn't want to talk about it much but unsure why	

	S	Okay. I will get on it now that I am done with the proposal, I should have more time for the research. So how was the inauguration?	Open probe	I am curious to know any important aspect that I may have missed	
	CL	Nothing much but we will discuss that during our next meeting. This meeting is to discuss your field placement for the fall. What progress have you made so far?		Being evasive again. Short response and changes the subject	
	S	I have made some progress with 2 prospects. I just got back from a meeting with the internship coordinator at Memorial Hermann Hospital. To discuss the possibility of interning with them. My second option is Heritage Memory care place and I have a meeting there tomorrow	Reflecting on feelings	I am frustrated. Not one of my question got a full answer, but I guess I will have to wait till the next meeting to discuss them again. At the same time I am glad for the timing of this meeting so I can find out more about my expectation from the Field placement.	
	CL	Okay that is good to hear. So are you likely to get the placement with them		He is curious to know if this is going accordingly	

	S	Well, I am not sure but I am hopeful to get a placement with them. According to them they have 50 slot and since I send in my application early, I have a good chance. Preference is given to student from Texas colleges first but I am hopeful	Reflecting on thoughts	I feel it's too early to tell but being hopeful is my best option	
	CL	Sure. Yes. Okay. So what about the other place?		More probing	
	S	I am meeting with the Social worker tomorrow. She is only around on Monday and Thursday. I am also looking to do full time work with them. But how that will play out will be determined when I meet with them tomorrow		He obviously wants more detail than I can provide at the moment. I am not sure how to go about things so I'm hoping on his guidance	
	CL	So just to give you some insight to what your hours will be like so you can consider your options. You are required to work 16hrs weekly with atleast contact with 7 patients a week on a regular basis. Do you think you can have this interactions at this places?	Reflecting on feelings	Wow! I was speechless for a minute. I haven't really thought about that at all! I cannot even comprehend how I can navigate this. I am scared to think about how to sync all together	
	S	I should be able to. They are big organizations with lots of client.		Confused now. Not sure what to do with this information or	

				how best to use it	
	CL	Have you registered for the fall semester? If you have, That should give you an idea what days and how many hours you'll spend for classes. Then add that to your field assignment time, work time and child care for your baby.		He must've noticed my confusion and attempted to expatiate more but thing just became more overwhelming	
	S	I have not registered yet, I have a meeting with my Advisor next week			
	CL	Who is your advisor?		He clearly wants to know	
	S	Professor Devonne Allen. Do you think I should have the meeting earlier?	Open probing		
	CL	That will be best. You can have a full breakdown of your time and figure out how that will work with a full time job. Because I know you need to make money too		Shows some compassion towards for my situation. I feel he understands how difficult it might be to want to combine everything	
	S	Oh yes I do. All this is not translating to money for my tuition. I pay out of pocket and I need to be able to work to pay for the fall semester.		I	
	CL	Do you qualify for a loan?		Now that he asked, I actually do now.	

	S	I do now. I have applied for FAFSA but I am still waiting to be confirmed. I guess I might have to take that option now. Most of my friends have a loan or grants.		It is a relief to think about the possibility. He agrees with me. Nodding his head in agreement	
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VII. Overall Assessment of the Interview

A. Reflecting on the interview as a whole, how effective were you in achieving your purpose?

I was able to communicate successfully and get a better understanding of what I need to achieve my purpose. I was able to get a clearer picture of the situation and thus, know steps to take to move forward.

B. What techniques and skills were successful?

Probing, reflecting on thoughts, critical analysis,

C. What specific skills should you emphasize in the future?

More probing. Critical thinking skills, research skills

D. What specific lessons have you learned that you will take into consideration in your next interview with this client and/or other clients?

To always research information about the subject. Keep an open mind

VIII. Plan/Contract for future intervention

A. What have you and client system decided to work on at this point?

Get all required information that can assist the two organizations make a positive decision for my placement

Follow up with email and contact to conclude on my placement by Summer

B. Indicate next steps as you see them

Complete the FAFSA application to see what I qualify for and take advantage of the loan option to ease my financial burden

Email Memorial Hermann and copy CL

Speak to my mentor to guide me on learning goals for the Field assignment