

PROCESS RECORDING

Process recording is a tool used in social work education to enhance the student's ability to communicate effectively with clients and other professionals. In the Process Recording, a student learns to attend to verbal and nonverbal communication while applying theoretical analysis to the interactions as they happen. The exercise is structured to enhance the social work students' self-awareness by analyzing her/his responses to the client. It also assists the student in seeing the connection between the intervention and the results of that interaction, enhancing purposeful interactions. It also allows the Instructor to help the student identify communication patterns that are helpful as well as unproductive.

For this exercise, you will need to have a face-to-face contact with a person whom you will interview.

Use the format below to record your interview. In the first column, record word-for-word what you said, what the person you interviewed said in response, etc. Also include any nonverbal communication that occurred (e.g., "the interviewee cried," "shifted in her seat," "crossed his arms and appeared angry," "hung her head as if ashamed," etc.). In the second column, comment about what you were thinking and feeling as the person talked (e.g., "I began to feel uneasy as she began to cry," "he looked at me as if he hoped I had the answer to his problem and I didn't know what to say next," etc.). In the third column, write your feelings. In the fourth column write an analysis of the interview and its process (e.g., "I wondered if she was concerned that her marriage would not survive this crisis," "It sounds as though he and his father had not developed a way of relating to one another now that they were both adults," "she said she was happy but her body language seemed to indicate she was conflicted about it. I decided to probe this area with her further," etc.). Fifth note the social work values evident in the interaction. Sixth column will include social work knowledge as specified; the seventh column will include the plan from that contact moving forward. Leave the last column blank for the Instructor's comments and feedback to you.

Policy: Students must identify the policy(ies) that supports services provided during the contact, eligibility criteria, agency practice (EBP) in providing services, and how practice is implemented. Provide policy number, heading, and brief requirement.