

Content-Verbatim (who said what)	Thoughts and Feelings	Skills Used
W: Mr. Smith, I would like to speak with you about finding some resources to help you. How would that be with you?	I hope I get more than one word answers!	Describing initial purpose Open probe
C: That would be good. What is your name again?	I need to be patient	

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W: Hi, How are you?	I'm nervous. Im not sure if I can handle whatever the client is going to present	Reaching for between session data
C: So-so	I know I need to allow the client's lead instead of bombarding her with questions. It's hard to hold myself back	
W: So-So?		Reflecting
Silence		Use of silence
C: Yeah....		
W: What's up?	While I might have let her have a few more minutes of silence, I think my open ended non-directive question is an uninstrutive way of inviting her to elaborate showing my interest and concern.	Probing, open ended questions
C: I've had it with my son!!		
W: Hmmm...	I want to give her space. It's tough for me because I just want to start getting information.	Empathy Patience