

## 2955 Transcript for Video #3- Empathic Responses and Use of Silence

**Red Highlight Text- Basic Empathy**

**Green Highlight Text- Invitational empathy**

**Yellow Highlight Text- Inferred empathy**

(0:31) **Counsellor:** So Joe we've been talking about school and the conviction and I'm wondering if we can talk a bit about what's been going on at home?

### **EXAMPLE OF COLLABORATION - opening session by saying can WE talk about what going on at home**

(0:38) **Joe:** Yeah, sure.

(0:39) **Counsellor:** How have things been going with your mom?

(0:41) **Joe:** I mean, not great. Uhm, she's been really, really pissed with me ever since the conviction so, yeah, I don't know. It's been a while and nothing has changed, so I don't know.

(0:56) **Counsellor:** Yeah she was pretty upset about the stealing when it happened and **you're worried it's going to impact your future relationship?**

### **EXAMPLE OF BASIC EMPATHY - listening to client and assuming a feeling**

(1:04) **Joe:** Yeah, I mean, I've never, ever, seen her yell the way she did. It was, it was shocking. She hates my friends, but, you know, other than her that's all I have so what am I supposed to do?

(1:21) **Counsellor:** **How does it feel when your mom gets angry like that?**

### **OPEN ENDED QUESTION- counselor focused on the statement about his mom yelling & not on the statement about her hating his friends**

(1:24) **Joe:** I mean, I don't like it, but, I don't really think it's justified. I think she has to be around more for her to really get a say in my life.

(1:34) **Counsellor:** **So, you're feeling annoyed that she's getting so mad when she isn't even around to see?**

### **IDENTIFYING ONE FEELING- ANNOYANCE. Like the slide where Alyssa talked about responding to a client's feelings**

(1:39) **Joe:** Yeah, I mean, she's got this new relationship with Tom. So on, like, weekends, she's in White Rock at his place, two-three nights a week she's out. So it is what it is, you know. I

come home, empty house, so how could she be mad at me for what I get up to if there is no one at home.

**(2:05) Counsellor:** It sounds like you feel somewhat neglected by your mom.

Sounds like to me.....

To my understanding.....

It seems that.....

**(2:09) Joe:** I mean, yeah, I guess. You know, we used to... we were never the closest but I thought we had a pretty good relationship. Uhm, you know we'd talk, we'd have meals together. It wouldn't be... Yeah, I'd come home, we'd talk. I guess, now that just doesn't happen. I'm often home alone, don't see anybody. She's, you know, all she cares about is him.

**(2:34) Counsellor:** It feels more alone now and you're worried that you're not a priority for your mom anymore.

**(2:42) Joe:** Yeah, I, uhm, I guess so. Uhm, I'm not a perfect person, but, uhm, parents are supposed to stick by their kids good and bad, so, yeah.

## **USE OF SILENCE**

**(3:02) Counsellor:** Must feel pretty vulnerable to not know how she's feeling.

## **You can see here how the counselor allowed client to story about mom and revealed his true feelings on how her new relationship affects him**

**(3:10) Joe:** Yeah, I mean, I just, uhm, I wish she cared about what's going on in my life.

**(3:16) Counsellor:** Are you scared that you no longer matter to her as much as you used to?

## **EMPATHY THAT HAS OPEN QUESTION**

**(3:22) Joe:** Yeah, I mean, she's, she has every right to be happy in a relationship. But, it just feels like she's not prioritizing me at all and it hurts. Uhm, it hurts. She's all I have.

**(3:45) Counsellor:** You care about your mom and you want her to be happy, and you want her to have a life, but at the same time you want to be a part of that life.

**(3:55) Joe:** Yeah, I mean, like, my dad's not in the picture. So, she's really all that I have. She's the only family I have.

**(4:05) Counsellor:** Right, so you're feeling protective over that really significant relationship.

(4:10) Joe: Yeah, she's my mom. I know I'm supposed to, you know, I'm supposed to as I grow up, be independent but it doesn't mean you don't need your mom anymore, you don't need someone still there for you.

## **USE OF SILENCE**

(4:27) Counsellor: Yeah. How about your relationship with your dad?

(4:31) Joe: I mean, what relationship? Uhm, I have so little to do in his life that it's like I don't even matter to him.

(4:42) Counsellor: You feel pretty disconnected from him.

(4:45) Joe: Yeah. I mean, uhm, seems more like a person I see occasionally instead of a father. He's got his new family now so, you know, it is what it is.

(5:00) Counsellor: Do you feel resentful towards your dad for having this new family?

(5:05) Joe: No, uhm, I mean he was young when they divorced, I was only four. So I can't blame him for finding a new relationship, a new family. But, just because you have new kids doesn't mean you give up on the one you already have. I don't think that he should have just written me off.

**Here watch the client- his face expressions, body language, tone of speech. Throughout the session you can see how the counselor doesn't break eye contact and retains a comforting tone**

(5:29) Counsellor: I can hear some sadness about your dad not being able to prioritize all his children.

(5:37) Joe: Yeah, it does make me sad sometimes, you know. Uhm, I basically don't have a father and if it hasn't happened by now it basically never will, so I just have to accept that. It's just the way it's gonna be.

(5:53) Counsellor: So, part of you has resigned to that acceptance of a superficial relationship between the two of you.