

BENCHMARK COUNSELING SKILLS TEMPLATE

VIDEO USED: 10/25/21

https://libertyuniv.sharepoint.com/:v:/r/sites/Group-Dr.MillersCOSC505390360/Shared%20Documents/Group%204/Recordings/Meeting%20in%20Group%204_-20211025_154626-Meeting%20Recording.mp4?CSF=1&WEB=1&E=RFdWDN

	Client's Response	Counselor's Response	Better Response	Rationale
1 Time Stamp: 25:06-26:30	Again, you mentioned, you said I have a lot of hats. I want to make sure I did everything appropriately for each hat, so you know, as the athletic director there is not really anything I can do. As her medical provider I am concerned about the way that she is fueling her body, so that was obviously on my radar. As the school counselor I was concerned about her well being. Because I am under a provisional license, I pulled in our social worker.	Okay, okay um, so, your, you know a school counselor at the school but you also have a lot of hats, it sounds like, especially in athletics, so, you are maybe in that situation, maybe just a little but unsure because you have a lot of different hats and you want to make sure you are being professional and you know, making sure you are helping the student in the appropriate way. The coach shared with you that their concern is that the student may have an eating disorder, just because of rapid weight loss, and just not performing like they would typically perform. So, have you gotten a chance to speak to the student, or what in your mind would kind of be the next steps that you would take as the school counselor?	I heard you mention that you are a school counselor on a provisional license, and you also hold the role of athletic director. You wear many hats at your school, and have a situation with a student who is speculated to have an eating disorder, and you are feeling unsure about how to handle that situation given the many hats you wear, does that sound correct? Can you tell me more about your interactions with this student as the school counselor?	I think that my initial response had a lot of unnecessary filler words in it, such as a lot of "ums" and a lot of "okay's". When I listened back to it I could tell that I was struggling with what to say next, so I paraphrased what the client was saying, however I paraphrased information that I did not need to paraphrase. I wanted to make my response more concise and I also wanted to reflect feeling sooner in my response. I also ended what I was saying by asking a question, but I think a better way to ask the question is to start it with "Can you tell me more..." rather than using the word "So...."
2 Time Stamp: 26:28 - 29:16	Because I am a school counselor on a provisional license I wasn't sure how to handle things, so I pulled in our social worker, um, because our other school counselor was out for the day. Our social worker is a private counselor as well, so she kind of helped me navigate how we would handle that parent and that student, um, and so we called the mom, we had some reliable resources other than the coach that indicated that there was probably an issue. We called the mom, and just told the mom that you know, someone had raised some concerns about her child, and about, you know, the rapid weight loss, and all of that, um, but from my understanding and talking with my social worker, legally there is nothing that we have to do. Um, because she is not in danger of harming herself, others, or like her parents. Even though she is not eating, that is not an immediate threat, hey she needs help. We can disclose concerns with mom but we cannot make them do anything,	Yeah, okay so, um, so, I heard you say that you, you kind of, you are on a provisional license so you wanted to make sure that you were handling it the appropriate way, so you went to the social worker and kind of got her advice from it, but, at the same time there is a lot of small town, just little intricacies that are maybe creating, causing a little bit of stress, um, for you just because my impression is that you want to make sure that the student is, you know, that her well being is taken care of. Um, have you, would you be able to talk to that student, as the counselor?	I noticed that you said that you live in a very small town, the student's mom is a teacher in the community and the social worker also has a personal connection to the student. These small town dynamics may be creating some discomfort and anxiety in the way in which you handle confidentiality and navigate the situation. On a scale from 1-10, how do the small town dynamics of your community affect your role as a school counselor? 1 being it does not have an affect, and 10 being it plays a role in every aspect of my job.	I immediately began to paraphrase what the client had shared during her response, and I noticed that I was repeating information and paraphrasing information that we had already talked about earlier. I think a more effective response is to focus on the small town dynamics of the situation. Looking back on the video I can see that the client's body language and tone changed when she mentioned this. I think that should have been a clue for me as the counselor to hone in on, reflect feelings, and dive more deeply into that. I think using the scale would be helpful to gauge how the client views those dynamics.

	treatment wise. And so I was kind of unsure of how to handle all of that. Our social worker handled all of that very well. The other part of this is that we live in a very small town, and the mom is a teacher in one of the local schools, the social worker and her daughter are friends, and so there are lots of weird boundaries that we are trying not to cross. The tennis coach did not want us to say anything on that day because the student athlete had a big match the next day, and she didn't want to get in her head and cause her to mess up, but she also knew there was a concern and we needed to take care of the student. Lots of things are happening.			
3 Time Stamp: 29:42-30:54	And so I am trying to decide if I should approach this from a counselor position, when I talk to her, or if I need to approach it from an athletic position. And which direction would offer her the most, I guess, comfort in an awkward situation or an uncomfortable situation but also provide her with enough help. As her medical provider, I can be like look, I've noticed some things, this is what I'm hearing, this is what I'm seeing, medically I am concerned because you are not fueling your body. And I feel more comfortable approaching her that way, than I do almost from a counseling position I think.	Okay, okay, then so, um, what, what way do you feel, and I'm not sure how well you know the student, but I am assuming that you know, at least have kind of like a baseline knowledge of her and know her family and all of that. What approach do you think she would respond to the best? the approach of you being the counselor or the athletic approach? What do you think would be most effective for that student?	I noticed that you said you feel more comfortable approaching her from the perspective of an athletic director rather than from a counseling perspective. Can you tell me more about that?	After watching the session back, I think it is important to talk with the client about her feelings towards being a counselor and her confidence level within her role as a counselor. When she said she feels more comfortable from the athletic director approach, her body language showed that she may be feeling insecure or as if she is not as effective in her role as a counselor. I think this is an important feeling to discuss with the client and asking her an open ended question about that rather than more of a closed question about the student is a better approach in this session.
4 Time Stamp: 30:52- 31:43	I'm not sure, um, I think that I can um, provide more insight from the medical aspect, from the athletic position because that is what my background, my bigger background is. My comfort zone is athletics and medicine along with athletics, so I think that I would feel more comfortable that way, but I am not sure which way is going to be the most beneficial because for this particular situation they almost have to go hand in hand. If that makes sense, because if one thing is causing other issues, and so..	What would it look like for you to maybe have a conversation with her wearing both of the hats? What would that conversation look like do you think?	As I hear it, you feel more comfortable in the role of athletic director in this given situation than as a counselor. Let's talk more about your comfort level in handling situations as a counselor. What is one thing you do well as a counselor?	I think stating that the client is more comfortable in the athletic director role is an important thing to restate. I also think my response needed to be more focused on the client and her feelings towards how she performs as a school counselor and how she handles situations as a counselor. I feel by asking the client what she does well as a counselor could help her see what she is successful in, and also what she can work towards.

5 Time Stamp: 32:41-33:16	Um, I think that is a really hard slash big thing to accuse somebody of, um, and I don't want to accuse her of that, I want to find out if she's OK. But, I think that that's a big issue to present somebody with, and I think that there is also a lot of denial that is associated with that, like no i'm find, you know just trying to get to the root of it and making sure that she is physically, mentally and emotionally well, is causing some discomfort because I think there could be some kick back.	Okay, and kick back from, the....	You are feeling some discomfort about how to handle this situation with the student. You care about the student's well being but want to ensure you handle it appropriately. Tell me about what strategies you are using at your job that have been successful when you are in a difficult situation.	My initial response to the client was very hyperfocused on her statement about kick back, I also basically was asking a close ended question and a question that we had already discussed earlier in the session. The kick back would be in regards to the students mom relating back to the small town/community dynamics. I think a more effective response would be to focus on the feeling of discomfort, and having the client identify what she is already doing to help with difficult situations at work. This question can lead into further discussion about strategies or even goal setting with the client on how to handle future situations that will inevitably arise as a school counselor.
Any additional thoughts not captured above? What will you take away from this assignment? This assignment was very helpful, it forced me to further reflect and engage in where I currently am at in the counseling process. I think my basic counseling skills are present and for the most part proficient. I think my responses to the client could be improved by utilizing some more advanced counseling techniques. I also noticed that I was using a lot of filler words such as “okay”, “um”, and “so”. I had not realized that those words were being used so frequently by myself in the session, so it was very helpful to look back and recognize that so I am more aware of it now. I also noticed that I may be over-paraphrasing or paraphrasing in too much detail, to the point where it could become repetitive. I want to work on utilizing the counseling process and identifying strategies for the specific issue that the client brings, and remembering to focus on the feeling behind what the client is expressing.				