

Benchmark 2 Video Recording Link:

<https://libertyuniv.sharepoint.com/:v:/r/sites/Group-505Summer2022Team4/Shared%20Documents/General/Davina%20Schoultens/Benchmark%20%20Live%20Supervision.mp4?csf=1&web=1&e=f6Voqv>

BENCHMARK COUNSELING SKILLS

<u>Video Link</u>	Client's Response	Counselor's Response	Better Response	Rationale
1 Time Stamp: 0:39 – 0:59	No response. I didn't give her a chance to.	I set up the situation. Today we're going to talk about things that make you feel angry or frustrated and even things that make you feel calm.	We will be discussing various levels of emotions and situations that have made you feel this way. We'll start with the heightened emotion of furious, then work our way down these shades of emotions with angry, then frustrated, and end with calm. Does this sound okay with you, and do you have any questions about the activity?	I jumped right into the session without fully clarifying what the activity entailed. This became a problem later in the session (time stamp 2:59-3:17). It was clear that I didn't explain that we would start with an intense emotion (furious) and work our way to calm. It's important to be clear so clients have clarity, and feel comfortable in the session. I didn't provide that.
2 Time Stamp: 1:06-1:32	She responded to a time when something makes her furious: when someone judges or undermines her parenting style.	Long pause and a sigh. I can see how that would make you feel furious. Then searching for words and my eyes widened.	I was in my own head, hence the sigh. A better response, no sigh, and a more genuine response. I would probably say the same words, but it would be with more heart, less head.	Client's can sense if you are uncomfortable. They need to know you are there for them, to help them with their struggles, and are confident. They don't need to be burdened with the counselor's inner turmoil.
3 Time Stamp: 2:10-2:19	Referenced her mother-in-law judging her parenting style.	Smirked in reaction to her comment.	A reaction shows attentive listening, but rather than smirking, I could have head tilted, smiled, and nodded to show she's heard, understood, and empathized with.	The smirk seemed judgmental. I meant it to show I understood and can empathize, but I'm not sure it was translated that way. A head nod or less abrasive gesture would be better.
4	"Hm hmm."	(Summarizing)...and that makes you feel furious. Then I asked	I should have used another word. We both used furious	Summarizing should entail recapping, but in different words. Using a

Time Stamp: 2:59-3:17		for another situation that makes her feel “furious.”	already, then I used it again (a few more times). I could have responded with that makes you feel irate or beyond/intensely angry. I could have used the emotion chart to find other words.	different word shows you comprehend what was discussed, you’re not just parroting. I was definitely parroting what I heard.
5 Time Stamp: 5:55-6:37	Frustrated situation: I don’t have enough time in the day to do everything my best. She went on to give examples.	Sounds like you’re a hard worker.	I should have verbally summarized and identified meaning in her frustration. I should have spent time unpacking her examples. “You feel upset, specifically with yourself, when you don’t have the time to be your idea of a good mom, wife, student, and professional. [Good place to allow her to elaborate which may provide deeper thoughts]. This is important to you because you have high expectations for yourself and you feel you’re not living up to your own expectations.”	Clients need to know you understand. They also need to hear their own thoughts (reflection) from the counselor. I didn’t reflect well. Maybe if I did, we could have unpacked more and delved deeper into her high expectations of herself. Where do these expectations come from? Maybe she could have realized she is doing a great job and needs to allow her self some grace during these busy times.

Any additional thoughts not captured above? What will you take away from this assignment?

It’s nice to have these recorded to see my SOLER, specifically facial expressions and whether or not I look distracted or engaged.

When the recordings are over, I know I feel like I could have done better, but looking back and rewatching the videos allows me to specifically identify what could have been better. This is helpful because I will try my best not to duplicate these mistakes.

It’s also nice to see the growth I’ve made over time, but also what I still need to work on.

BENCHMARK FINAL SKILLS COMPETENCY SCALE (SCS) PARTICIPATION TEMPLATE

This is a scale to assess counseling skills. Please rate yourself numerically (0-10) using the following 15 skills items from "Advanced" to "Not Present".

Advanced	Proficient	Developing	Not Present
10 - 9	9-7	7-0	0

Basic Skills

	Advanced	Proficient	Developing	Not Present
Eye Contact and Attending Skills	10			
Verbal Tone and Minimal Encouragers	10			
Facial Expression and Gestures	10			
Empathy	10			
Being Non-Judgmental/ Unconditional Positive Regard	10			
Active Listening		8		
Open-Ended Questions		8		
Reflection (Feelings, Meaning, Content)		8		
Paraphrasing		8		
Summarizing		8		
Challenging/Confrontation		8		
Immediacy	9			
Self-Disclosure	9			
Goal Setting			7	
Wrapping up the Session		8		

Please add additional thoughts to explain your rationale for giving yourself the points you chose above.

Advanced: I feel I utilize these “advanced” skills in everyday conversation to ensure the person/people I’m in a discussion with feel heard, valued, and have a sense of connection.

Proficient: While I feel knowledgeable in active listening, open-ended questions, reflection, paraphrasing, summarizing, challenging/confrontation, and wrapping up the session, I haven’t put it into real-life practice. I believe I will have more confidence in these areas when I use them in real-life situations.

Developing: Goal-setting is a developing skill. I do not feel I have been put in situations, even in my small group, to become proficient at this skill. I understand the concept, and most likely, when I start counseling, I will become advanced in this skill with exposure.