Leader Guide

MICRO COUNSELING SUPERVISION: HELPING STUDENTS CLASSIFY AND RATE INTERVIEW BEHAVIOR

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Introduction and Overview

During this video tape, a demonstration of a counseling supervision session can be observed using the Counseling Interview Rating Form (CIRF). Dr. Nancy Sherman will introduce the video tape, and Dr. Lori Russell-Chapin will briefly review how to use the Counseling Interview Rating Form with three students. Then the supervisory team consisting of two peer students and one counselor trainee will watch a segment of the trainee's videotaped work with a client. All three students and Dr. Russell-Chapin will complete the CIRF while viewing the tape. The results will be processed as a supervisory team.

As viewers of this video tape, take an active approach by completing the provided Counseling Interview Rating Form during the trainee's counseling interview. This will allow the viewers to compare and contrast their ratings with the supervisory team.

Summary of the Counseling Interview Rating Form

The Counseling Interview Rating Form was designed to assist in teaching and evaluating the micro counseling approach to counselor skill training described by Allen Ivey and others. The CIRF has been used for the past six years in beginning and advanced skill level counseling courses at a CACREP training program in school and agency counseling. The CIRF provides a format for evaluating the five stages of the interview as described by Ivey and the micro counseling skills used the counseling interview.

The Counseling Interview Rating Form is divided into six sections that correspond to the five states, plus an additional section on Professionalism. Listed within each section are skills or tasks seen in that stage of the interview. The Opening section for example, includes the specific criteria of greeting, role definition, administrative tasks, and beginning.

Scoring Information

While watching a videotaped or live counseling session, the person completing the Counseling Interview Rating Form tallies the number of times a certain skill is used. Values are assigned after the session to indicate the level of mastery achieved for each skill. Reviewers provide mastering ratings of 1, 2, or 3 for each of the 43 listed skills that might be used in an interview. A score of 1 on a skill indicates that the skill was observed; a 2 denotes mastery of the skill with intentionality, and a score of 3 is used when the counselor is observed teaching the skill effectively. If using the CIRF for assigning grades to a student counseling session, please refer to the instructions on the CIRF itself. Grades are
calculated by totaling the ratings with an A corresponding to 52 or more points. This cut-off score was determined by scoring in the mastery range on all the essential skills denoted by an X on the CIRF.

**Uses of the Counseling Interview Rating Form**

In addition to use as an evaluation tool, the CIRF is an excellent teaching tool. In beginning skill development classes, as students view videotapes of each other's work, they are asked to use the Counseling Interview Rating Form to identify the specific skills being used. Trainees learn to identify skills in each stage and the focus can shift from skills in each stage. Students might also be assigned to observe the work of a counselor 'in the field, and the CIRF can provide a structure for that observation.

**Glossary of CIRF Skills**

Each of the 43 skills on the CIRF will be briefly defined.

**Opening/Developing Rapport Skills**

- **Greeting**: A simple acknowledgment to the client
- **Role Definition/Expectation**: Description of the counselor roles and intention of counseling; Confidentiality and its limits
- **Administrative Tasks**: Procedures necessary for counseling such as Client Rights; Payment; Scheduling and Intake Forms
- **Beginning**: An open ended question demonstrating to the client the interview is starting such as "What do you want to work on today?"

**Exploration Phase/Defining the Problem Micro Skills**

- **Empathy/Rapport**: Behaviors and attitudes indicating understanding and active listening
- **Respect**: Offering genuine acknowledgment of client's concerns
- **Nonverbal Matching**: Using body gestures and positions to mirror the client's
- **Minimal Encourager**: An occasional word or "uh, uh" encouraging the client to continue
- **Paraphrasing**: Actively re-phrasing in the counselor's own words and perceptions what the client has stated such as "Your mother died recently and you miss her"
- **Pacing/Leading**: Allowing the client to direct the interview flow by counselor matching of words and verbal intonation; Counselor directing when interview flow needs transition
- **Verbal Tracking**: Consistent following of client's verbal direction and themes
- **Reflect Feeling**: Paraphrase the client's feelings such as "How sad that must be"
Reflect Meaning: Paraphrasing the client's deeper level of experience such as "Death can be an ending and perhaps a beginning"

Clarifications: Eliminating confusion of terms by seeking clearer understanding of client's words

Open-ended Questions: Asking global questions for the purpose of receiving maximum or infinite amount of information such as "What do you miss the most about your mother?"

Summarization: Paraphrasing a cluster of themes or topics during the interview providing transition and/or closure

Behavioral Description: Informing the client of what you observe of a behavior or mannerism; "When we began talking about sister and mother's relationship, I noticed your eyes teared up and you moved your chair away from me."

Appropriate Closed Questions: An intentional question used to obtain a finite amount of information such as "How old were you when your mother died?"

Perception Check: A periodic moment to ask the client if your perceptions or ideas about the concern are accurate; "Is that accurate concerning your sister and mother's relationship?"

Silence: Allowing purposeful, quiet reflection during the interview

Focusing: Consistent and intentional selection of topic, construct and/or direction in the session

Feedback: Offering information to the client concerning attitude and behavior such as "Last week you came here with crumpled clothes, but today you have washed your hair and clothes."

**Problem-Solving Skills/Defining Skills**

Definition of Goals: Statements stipulating directions, outcomes and goals of the client

Exploration/Understanding of Concerns: Using needed micro skills to discover the nature of the concern

Development/Evaluation of Alternatives: Assisting the client in creating a myriad of options for problem solution; assessing the potential and possibilities surrounding each option

Implement Alternative: Actively planning and articulating necessary steps for placing option into reality

Special Techniques: Any counseling intervention used to assist the client in deeper understanding of the concern such as imagery or an Empty Chair

Process Counseling: Helping the client understand special themes and dynamics involved in the problem such as loss and fear.

**Action Phase/Confronting Incongruities**
Immediacy: Stopping the interview and immediately seeking clarification about a dynamic or observation in the client or between the counselor and client; "You stopped talking after your Dad was mentioned. What is happening right now?"

Self-Disclosure: Offering relevant, helpful and appropriate information about the counselor for the purpose of client assistance; "When my father died, I was 21 years old. My compass was gone, and I was lost."

Confrontation: Pointing out client discrepancies between words, behaviors, thoughts

Directives: An influencing statement specifying an action or thought for the client to take; "The next time you visit your Mother's grave, I suggest you write a poem expressing your fears and loneliness."

Logical Consequences: Exploring the results/consequences of the client's actions and solutions; the consequences can be natural or logical

Interpretation: Presenting a new frame of reference on the client's concern possibly through different theoretical orientations; "It may be that the death of your mother forces you to be alone with yourself and your own fears."

Closing/Generalization

Summarization of Content/Feeling: Closing the session by tying together themes involving subject matter and emotions

Review of Plan: Organizing the desired outcome into a plan and reviewing it with the client

Rescheduling: Arranging for another session if needed

Termination of Session: Offering appropriate generalizations from counseling to the client's outside world when goals have been achieved

Evaluation of Session: Asking the client to reflect on the essentials of each interview; "What will you take from today's session that will assist you between now and our next meeting?"

Follow-up: Connecting with the client about previous sessions, topics and homework assignments

Professionalism

Developmental Level Match: Assessing the client's developmental level and selecting counseling interventions accordingly

Ethics: Following a set of ethical guidelines provided by a professional organization; Making appropriate ethical decisions

Professionalism: Making appropriate professional decisions following unwritten and written organizational mores and guidelines
Transcript of Counselor Trainee's Interview

**Client**: Unconditional love and unselfishness so I sometimes think that, well does that mean I'm selfish and unable to commit and immature and you know these are things. . .

**Counselor**: So it sounds like part of how you get meaning in life is that you need to be in a relationship and it sounds like you're struggling with that because you don’t necessarily want to be in a relationship, is that? (Reflection of meaning, perception check)

**Client**: Yeah, I never thought of it like that, but yeah because I think it's okay that I'm a person who needs to be in a relationship to get meaning out of life. I don’t know if that's good or not because I've met people that I thought that about and I don’t know, maybe that has been something I've desired that means, that does something for me being with somebody I'm attracted to and I like or whatever now that I'm the way you’ve rephrased it to me here it's possible that it's something that I don’t really get, have the same meaning about that I have had.

**Counselor**: Well, I'm wondering if that’s something that maybe you got growing up or something, an idea that you have for yourself but that really isn't matching with the way you're living your life now. (Interpretation, Confrontation)

**Client**: Yeah, it's a conflict sort of because I'm the oldest of 8 children and grew up in a family where the mom is at home and the dad worked up until I was in my late teens anyway.

**Counselor**: Mm hmm. (Encourager)

**Client**: And uh, but on the other hand most of my parents, for most of their marriage, they were not um, I don’t think they were very happy and my sisters and my brothers and I have talked about what our observations were of our parents and their marriage and there was just some, they were married and later in years there wasn’t like a relationship you know you like you see couples like on these commercials for. . .

**Counselor**: Physical affection. (Clarification)

**Client**: Yeah, Yeah, they weren't the typical, "We're going to the Bahamas, kids", they weren't, they didn’t do that, they were very sedentary. My dad was very, um, energetic and liked to be out there, took us growing up, took us out places, used to take us to downtown Chicago and just that kind of thing. My mother was very, was in the home, was very loving and very, they both were that way but they were different people.

I think my mother had made references to that, that when they met they were young, 19 and 21 years old, then after that initial glow of several years, they, people change you know I think, but they stayed married because back in those days you didn’t divorce, and they had 8 kids. People would laugh at me saying this but you can have kids without being, having love you know, it’s a matter of you know, sex.

**Counselor**: So what do you think seeing your parents in that kind of relationship did for your, how you get meaning out of marriage and dating relationships? (Open question)

**Client**: It's made me think I don’t want that, I don’t want to be with someone I don’t want to be with, cause I kind of feel like that is, I kind of feel like that's what my dad felt.

**Counselor**: He had made his bed and was lying in it, to the point he had made a commitment and was sticking with it. (Paraphrase)

**Client**: Yeah he did and he was a very good father with us, um, but different than my mother, you know, my mother was, I don’t know how to explain it, he wasn't as um, sometimes he was absent, let's put it that way.

**Counselor**: Mm hmm. (Encourager)

**Client**: And he expressed guilt and remorse over that, near the end of his life which, which like I said happened accidentally, he died accidentally. So my sisters and I and my brother we talk about this, I should say my sisters more than my brothers, I have two brothers, we've talked generally, but my sisters and I have talked about it and, their relationship, my parents’ relationship and our observations about it and we've sort of come to the conclusion that some of who we are and the way we are is because of that and that's, and I know that to be the case by my sisters' choices in husbands and my choices in relationships. It's reflective of that and I think that my bowing out of relationships, so to speak, is because of, I guess I sort of have that also as like.

**Counselor**: So you kind of see a relationship between how you viewed your parents’ relationship, your divorce and how you're in relationships now. (Paraphrase)
Client: Yeah, I can see now from my marriage too that there are certain things about me and the way I am that is similar, that I’ve sort of, I saw in my father you know and I’ve talked with Evan’s mother about that and she also has family traits too but I can see there are certain, my dad was very um you know very engaging, very fun guy, but he’s also kind of moody, he um, I don’t know, he was just a very dynamic type of person, but as far as showing open affection and love, really I never really saw my parents hugging and you know that kind of thing and maybe, I sort of, that’s kind of the feedback I got during my divorce.

Counselor: That you were similar to your father, not a lot of . . . (Clarification)

Client: Yeah, that I could see that, I could see that I was neglecting her needs and I didn’t even know it, I just, I just was, kind of aloof and not even knowing that I was, so that’s, I learned something from the divorce but then it’s been sort of hard to, even though I know that, when it comes to other relationships I find myself getting in that okay, it’s almost like okay you’re here and we are together now, let’s just do whatever, you know and, and it appears to some people, some women that it’s like you’re neglecting their, or you’re not paying attention to them, or you don’t care anymore.

Counselor: So your attempts to really alter the way you interact in loving relationships is difficult for you. (Paraphrase)

Client: Yeah, I’m a caring, loving, I think , you know, compassionate person, but maybe there’s a limit to it. I don’t know, I don’t know if I can give what some people want or expect in a relation ship. So that’s why maybe they only go a few months and it’s really, it gets old, you know, the last two relationships I had with some very good women and the same thing was reflected to me by them at the end of the relationship and I just felt like this is a bunch of bull, I don’t even want to hear it anymore, because I felt so crappy about myself, you know and uh. . .

Counselor: So you’ve recognized that the relationship pattern it’s happening again , this is the same thing, they’re telling you the same thing and you feel bad about the way you react to it and then you kind of give it back to them. Do you think that’s what’s happening? (Paraphrase, Reflection of feeling, Perception check)

Client: How do you mean by give it back to them?

Counselor: Well, when you find yourself kind of going through the same pattern again, it makes you upset with yourself and so you kind of project that onto women. (Paraphrase, Reflection of feeling, Interpretation)

Client: Well, I get defensive, and the thing that’s difficult is to hear somebody say something almost the exact same thing that you’ve heard from another person.

Counselor: It’s not something you necessarily want to hear. (Paraphrase)

Client: No, it makes me feel worse because for instance somebody saying, but you know you’re making a mistake, I’m a good person for you, I’m different and you know to be hearing that and then also hearing like I said the stuff about you don’t seem to be able to do this. It’s people that are struggling to keep the relationship the woman I’m talking about and I don’t need to say names but that’s why I’m just referring to them as a woman, I know it sounds cold but rather than get real specific . .

Counselor: But you recognize this pattern and it’s kind of frustrating for you. (Reflection of feeling)

Client: Yeah, and the school, and all this that’s gone on and the way my life’s going right now, it’s allowed me not to think about it, but I still am thinking about it because here I am talking to you about it, so I do a lot of rumination.

I’m trying to learn to incorporate more positive self talk in my conversations with myself which is, and I also have readings I do and I like to what I call meditating is sitting and playing my guitar and looking out my front porch screens and just, just admiring where I’m at. I like where I live and I like the esthetics of the neighborhood and I like the feeling of it, that’s my meditation, kind of float back, sometimes float back to childhood you know.

Counselor: Mm hmm. So although there are some anxieties going on in your life, I mean what with school and work and the difficulties that you have in relationships, you’re able to do some things and sit down and relax and take some stress off that way. You’ve got some good coping mechanisms, it sounds like. (Paraphrase, Feedback)

Client: Yeah, this last two summers too I’ve been roller bladeing that’s I really enjoy that.

Counselor: The physical exercise? (Clarification)

Client: Yeah, I definitely like physical exercise and I’m not really a runner but this sort of is like that but it’s not.

Counselor: Kind of like. (Encourager)

Client: Yeah and you can really book in there, and I like doing that, there’s a track in West Peoria, outside basketball track at the Franciscan Center and that’s what
I do. Bike ride a lot. I ride to school every day, I mean for classes.

**Counselor:** Mm hmm. (Encourager)

**Client:** It takes me two minutes probably to ride from my house to here. In the wintertime I'll have to walk or hitch a ride or something. I'm very near by here. But yeah, I have been doing things to relieve myself of anxiety and stress and uh now that I'm not in a relationship and I don't have that sexual release, you know with a partner anyway.

**Counselor:** So it's nice to be able to do something physical. (Paraphrase)

**Client:** Oh yeah. Definitely, it's definitely part of keeping your whole total being. In fact we did a paper on that the other day on wellness and mental health.

**Counselor:** Was that a good experience for you? (Closed question)

**Client:** It was pretty good, it reminded me of a wellness wheel I used in some presentations over the last few years that allows kids to highlight areas, the five areas of their whole being that, it helps them to see which areas they are neglecting and need to work on. So um, mine would be probably my diet. I could eat better. And when winter comes along I'll be more sedentary. The winter time is, gets stressful because you're sedentary but you're doing all your life things.

**Counselor:** It sounds like you're very cognizant of that wheel and keeping things in balance. (Feedback)

**Client:** Oh yeah, my spiritual life is connected to the church I go to. I mean that's how I satisfy that and I have some good friends who are of the same sort of mind and perspective on things of a spiritual nature. That's sort of become my social life too and uh so, gee what else haven't I talked to you about? You know all about my sex life, my school life, my family life.

**Counselor:** Seems like we've went a lot of places today. (Paraphrase)

**Client:** Yeah.

**Counselor:** So we can sum up a little bit. (Lead)

**Client:** But I've needed to, I've wanted to do this and felt comfortable talking to you about it.

**Counselor:** So it feels like it's been pretty helpful for you. (Paraphrase)

**Client:** Yeah.
Suggested Readings
