West Chester University

**Graduate Social Work Department**

**SWG 596 & 597: Generalist Practicum I & II**

*Process Recording*

1. Orientation to Client Interaction & Case Information
	1. Date of interaction
	2. Participants (**use pseudonyms**)
	3. Relevant bio/psycho/social/cultural/spiritual client information
	4. In what setting does the interaction take place? What are the objectives of the client contact?
	5. How did you prepare for the interview, and if you did not, explain why.
	6. What kind of social work roles are participants enacting? What should the reader know about the case/client(s)?
2. 4-Column Chart

Transcript of Verbal and Non-Verbal Communication: In the Transcript column, students should describe in detail exactly what took place in natural sequence. The transcript should include not only objective cultural, biological, psychological, and sociological data, but also behavioral observations (gesture, movement, facial expressions, and verbal responses).

This section *does not have to* include dialogue from the entire client session. It can focus on a portion of the session that was challenging, indicative of client growth/social worker insight, and illustrates demonstrating social work skills.

* 1. Spontaneous Gut Reactions: Students are to describe their own “gut-level” thoughts, feelings, and reactions experienced during the client contact. This will help the student to identify more accurately the associative relationship of stimuli and feelings as they relate to developing knowledge and skills.
	2. Reflections on Gut Reactions, Thoughts and Feelings: Students should reflect­–with some critical distance–on their thoughts, feelings, and assumptions. Notice patterns. Notice how what people say and do affects your practice: What does this have to do with your interpretation? Your biases? Your assumptions? Your distortions? Your models of practice? Your models of human behavior? Think about a differential analysis. How you might approach the interaction differently if you were to do it over again, or how you would want to do it differently the next time you have an opportunity.
	3. Supervisor Comments: Expect that even when you are reflective there will be blind spots. That's why the Practicum Instructor and Faculty Practicum Liaison read these process recordings - we want to help you think about how your thoughts and feelings influence your behaviors. While we are asking you to engage in a process of self-reflection, we also want to help you be reflective about those aspects of yourself you may not be able to notice without an outsider's perspective.
1. Reflection on Professional Strengths and Challenges Identified During this Interaction and Recording

After reading your supervisor’s comments, think about what you have learned about your professional strengths and challenges during this interaction and process recording.

1. Post Meeting Assessment of Work and Next Steps

In this section review the objectives that you made for the interview and discuss if you were able to implement them (explain why if you weren’t able to do this). Discuss if the planning that you did for the interview was helpful or what other types of planning might have helped. Discuss your next steps- including steps for you and the client to take (if you won’t be working with the client again discuss steps that you might take to be better prepared for another situation).

**Section II: 4-column chart**

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| **Transcript of Verbal and Non-Verbal Communication** | **Spontaneous Gut Reactions** | **Reflections on Reactions, Thoughts & Feelings** | **Supervisor’s Comments** |
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(**note**: ONE conversational turn on each row)