

Feedback Practice Video Script #1

Caseworker (Delivered in a matter-of-fact tone of voice) I saw Luther at school, and there's a bruise on his face. And he told me that he was bad, and that you smacked him.

Mrs. Adams So, I did what I did, I smacked him and now there is a bruise on his face – and now you think that the fact that they already took one of my kids away means I'm going to kill him or something. Well, I was on drugs then, I admit it. But I am clean now and I have been since Luther was 2 and he's eight now and alright, I shouldn't smack him on the face, I know that. I stopped as soon as I did it and walked away.

Caseworker (Placating, or backing off a little from previous tone) I do hear you, Mrs. Adams. And I admire you for staying clean for six years. And for having the presence of mind to stop hitting Luther as soon as you did.

Mrs. Adams That boy has got to learn not to steal. Right out of my purse and just after I had told him "no more allowance!"

Caseworker (supportive) He *does* need to learn not to take things just because he wants them. How did you learn as child?

Mrs. Adams Hah! I was smacked so much my ears would ring from it. And when I was doing drugs, I guess whatever I learned was out the window.

Caseworker So you learned that hitting is the way to control children.

Mrs. Adams I didn't say that! What I'm trying to tell you is that taking drugs messed me up and my kids got the brunt of it. But I'm not messed up now.

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- Caseworker** Okay, well how would you like to teach Luther.
- Mrs. Adams** I don't know – I mean **you** tell **me**, social worker.
- Caseworker** (Start being reactive) Well, I think there are ways to help him learn without hitting him. (Pause. Seem to re-group, and saying in a calmer tone). Kids who are hit mainly learn to hit other people. So, we can help you get some help with how to help Luther.
- Mrs. Adams** Some kind of parent classes or something?
- Caseworker** Yeah. There's a great parenting class starting at the Y on 7th. It's on your bus route, and it starts next Thursday.
- Mrs. Adams** Well, maybe.
- Caseworker** OK. I'll get you the information. Mrs. Adams, I respect your willingness to take a look at how you handled this situation and to use some help.
- Mrs. Adams** Yeah, well, thanks.

