

# Forrester Family Video Viewing Guide:

## Pamela

How did Pamela set the tone for the interview? What was the tone?

Tone of voice:

Body language:

Choice of words:

What were the client's reactions and feelings? How do you know?

What were the caseworker's reactions and feeling? How do you know?

## Scott

How did Scott set the tone for the interview? What was the tone?

Tone of voice:

Body language:

Choice of words:

What were the client's reactions and feelings? How do you know?

What were the caseworker's reactions and feeling? How do you know?

## **Carol**

How did Carol set the tone for the interview? What was the tone?

Tone of voice:

Body language:

Choice of words:

What were the client's reactions and feelings? How do you know?

What were the caseworker's reactions and feeling? How do you know?