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?