

Teaching SST 1 Transcript

BECKY: Hello, everyone. Welcome to Social Skills Group.

NARRATOR: This DVD presents, step by step, the teaching tools required for leading social skills groups. In addition, it covers some of the most frequently encountered challenges faced by group leaders.

Shaping is the reinforcement of successive steps toward a desired goal. Many of the skills are too complex for clients to learn in a single trial. If complex skills are broken down into component steps and taught one at a time over multiple trials, effective social skills can gradually be shaped over time. For this reason, group members should be provided with so many opportunities to practice the skill that it becomes second nature to use the skill. Typically, this requires that they complete a minimum of three role-plays in the group.

CINDY: Why don't you go down to that main information desk -- it's kind of a circle -- and ask them, "Where do I find out information about the shuttle?" And I think they could direct you.

PHIL: So go down to the main area...

CINDY: On the first floor.

PHIL: Where they -- Yeah, where they used to have the pi-- So ask them down there, yeah. Ask them down there where the transportation place is.

CINDY: Yes, yes.

BECKY: All right, Phil! We'll stop right there. Yay! Round of applause, everyone. Okay. Colin.

COLIN: He did use a calm and clear voice.

BECKY: Yeah. Mm-hmm. I thought it was calm.

COLIN: But he was, you know, for a first effort, it wasn't too bad, but he seemed like he was a little bit searching for words, so... It will get better.

BECKY: But what was it that you liked? Well, the fact that his demeanor going all the way through it, he kept, you know, he just kept going, even though I could see he was uncomfortable a little bit. You know, he kept going at it.

BECKY: Yeah, he still maintained being calm.

CINDY: And nice eye contact. 'Cause I was right here, I could see that.

BECKY: I could see that, too. You had really good eye contact. How about step 2, Albert?

ALBERT: He did speak to somebody he knew, and he was specific about what he wanted. And what he wanted it for, transportation, so she directed him straight to where he needed to go.

BECKY: Right, exactly. How about step 3, Garry?

GARRY: Well, he listened carefully to what was said, and he didn't make mistakes or anything like that. You know, he said, he replied back...

BECKY: Yeah.

GARRY: Yeah, listened carefully and, like I said, to what the person was saying.

BECKY: How do you know that he was listening carefully to Cindy?

GARRY: Well, when he replied back to what she was saying, it was, you know, it was, it was what Cindy was saying.

BECKY: Yeah. Cindy said that. Which leads to step 4, Kate.

KATE: Yeah, he almost said almost the same thing as she had just said to him, and, you know, he definitely repeated what she said.

BECKY: Very good.

CINDY: Nice job.

BECKY: Yeah, Phil. So, um, wonderful work. You followed all the steps of the skill.

I have one suggestion to make this next role-play even better, is to be brief with this, with number 2. I mean, think that's great -- you gave a lot of information. It's okay just to ask her, you know, "You know, they've changed things around down there, that you didn't have certain things that was a good reference point for me, and I'm wondering, where can I get the shuttle to Perry Point?"

So you're pretty specific and it's brief, but you're also relaying all that information that you noted. So try that out. Let's see how that works.

PHIL: I'm concerned about getting my transportation set up for Perry Point for my aqua therapy again.

CINDY: Okay.

PHIL: And there used to be a spot right down in the lobby area where we would just sign in.

CINDY: Yeah.

PHIL: And it's all changed now. I don't know what's going on down there, where we go, so, um, do you have any idea what we're supposed to do now?

CINDY: I agree with you, they have changed some things. So what I would suggest you do is go to that first floor lobby, go to the main, that circular information desk --

PHIL: Yeah, that's where everything used to be.

CINDY: Ask the guys behind the desk. Usually it's a VA police officer. Ask them, "Where is travel? Where do I find out about the shuttle?"

PHIL: Okay, so ask the VA police. So they know something other than just giving me a hard time?

CINDY: They do. They know where the shuttle is.

PHIL: Okay, so I'll ask them and maybe they can give me...

CINDY: I think they will.

PHIL: Point me in the right -- okay, that sounds good.

BECKY: Yay!

CINDY: Good, good.

BECKY: Wonderful! Wow! Well, overall, what do you guys think as a group?

ALBERT: You didn't go too long about how it used to be and concentrated on what directly you needed right now, so it was good.

BECKY: Right.

CINDY: Nice.

BECKY: All right, so let's do it one more time, Phil. Same as you did this time around, the previous time around, and feel free to maintain that eye contact the way you feel you're comfortable in maintaining that, okay? All right, and the rest of us will review the steps of the skill. Okay, go ahead, Phil.

PHIL: Okay. Hello. I was really interested in getting some information about the shuttle back and forth to Perry Point for my aqua therapy. It used to be a spot down there by the information booth I would go to and sign up.

CINDY: Right.

PHIL: But it's not there now -- they have big doors -- so I don't know, what do you do now? How do you get that now?

CINDY: You know, I'm not sure, but I'm guessing that the police officers that are usually in that circular desk down there in the middle of the first floor lobby will be able to direct you where they've moved that.

PHIL: Okay, so just ask the police officers. I thought they were just like for security.

CINDY: That's one of their many tasks, but they do know about that shuttle.

PHIL: Okay, so they could give me the direction if I asked them about the shuttle?

CINDY: I think they could, or they would direct you, who will know about it.

PHIL: Okay, so I could ask them and they would give me at least the direction to go to to find out.

CINDY: Yes, yeah.

PHIL: Okay, and I could get on my way. All right, thanks a lot.

CINDY: Sure.

BECKY: Wow!