

Communicating with your Therapist-Observational version

The purpose of our research study is to better understand the different ways that therapists communicate with their clients in therapy. The researchers want you to observe the treatment session, and based on your observation, answering the below questions. We will be summarizing your answers for research purposes only.

Section I. The Therapist's Ability to Communicate

By circling a number, please rate the extent to which this therapist has done the following during this treatment session. For example:

"The therapist arrived on time."

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

1) The therapist helped the client get access to resources or people in the community in which he/she lives.

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

2) The therapist listened to the client with true interest.

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

3) The therapist explained what was happening or told the client what would happen next.

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

4) The therapist helped the client to think about a problem or activity in a different way.

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

5) The therapist pointed out what the client was good at doing.

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

6) The therapist allowed the client to choose what would happen next.

1	2	3	4	5
Never	Rarely	Occasionally	Frequently	Very Frequently

7) The therapist asked questions that made the client feel comfortable talking.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

8) The therapist told the client how to improve his/her performance or behavior.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

9) The therapist and client talked about legal rights for people with disabilities.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

10) The therapist made sure that the client worked on what mattered most to him/her.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

11) The therapist made the client feel confident about what he/she was doing.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

12) The therapist explained different choices when guiding the client to make a decision.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

13) The therapist tried to understand the client's thoughts and feelings, no matter what they were.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

14) The therapist improved or changed something when the client pointed out that it was not helpful.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

15) The therapist provided the client with clear directions.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

16) The therapist's positive attitude showed the client that he/she believed the client was ready to do something the client thought he/she could not do.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

17) The therapist helped the client think about a problem in a clear-headed, non-emotional way.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

18) The therapist said things that helped the client to feel normal and like other people.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

19) The therapist said things that made the client feel that they were working together as a team.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

20) The therapist shared something about his/her personal experience so that the client did not feel alone.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

21) The therapist said things that made the client feel hopeful.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

22) The therapist showed a sense of conviction when making a recommendation.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

23) The therapist gave the client control over what he/she accomplished.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

24) The therapist made the client aware of people and resources in the community that were not a part of the hospital or clinic.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

25) The therapist gave the client a compliment or other kind of reward for something he/she did.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

26) The therapist helped the client consider many different ways of doing things.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

27) The therapist taught the client something.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

28) The therapist helped the client contact people who had a similar experience or disability.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

29) The therapist tried hard to understand the client's needs by listening and asking as many questions as necessary.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

30) The therapist helped the client look at a problem by breaking it down into smaller parts.

1 2 3 4 5
Never Rarely Occasionally Frequently Very Frequently

Section II. Satisfaction

31) Overall, how satisfied are you with the occupational therapy services the client received from this therapist?

1 2 3 4 5
Not at all Slightly Somewhat Very Extremely
Satisfied Satisfied Satisfied Satisfied Satisfied

32) If there was ONE thing you wished this therapist would have done differently, what would it have been? (Please choose only your top priority)

- ___ been more directive or firm
- ___ given the client more control
- ___ introduced the client to other people with disabilities and/or connected him/her with resources in his/her community
- ___ asked more questions and listened more to try to understand what the client needed
- ___ been more positive or reinforcing, instilled hope more
- ___ outlined options, analyzed potential consequences of choices, and asked logical questions
- ___ none of the above, I am satisfied with what this therapist did