Process Recording: Example
Introduction: Describe your feelings as you proceeded with this assignment. Describe the environment. Was this a semi-private room? What were the distractions?

Format for recording:

Patient/Client	Nurse	Techniques/Analyses
This column is for recording verbatim (word for word) what the patient says. Indicate nonverbal cues in parentheses.	This column is for recording verbatim (word for word) what the nurse says. Indicate nonverbal cues in parentheses.	This column includes: ● the **name** of each of the communication skills used. ● an analysis of whether the interaction was therapeutic or nontherapeutic. ● insight into another approach which might be more effective.

Examples:

Patient/Client	Nurse	Techniques/Analyses
	"Hello, Mrs. B. How are you and the family doing today?" (Sitting in Mrs. B's kitchen. "Open" posture.)	Use of an **open-ended question** allowed the opportunity for Mrs. B. to tell me in her own words what was upsetting her.
"Oh, I'm OK, I guess. R. and I just got into one of our little fights about his smoking." (Voice shaky. Poor eye contact.)		
	"You say you're OK but you seem upset." (Lightly touching her arm.)	Mrs. B's statement, "I'm OK," did not match her nonverbal behavior. I shared my observation with Mrs. B to determine if I have interpreted her nonverbal message accurately. I also used **touch** because I wanted to convey empathy and depth of feeling.

Patient/Client	Nurse	Techniques/Analyses
	"Hello, Mrs. B. I'm here for your home visit. Have you been sick since I was here last?"	**Closed-ended question** used. It was not therapeutic and elicited only a "No" response. I should have said, ". . ."
"No." (Looks fatigued, sad, and teary-eyed.)		
	"Well, that's good . . ."	Nontherapeutic. There is no sense of observation or follow-up on nonverbal behavior. I should have responded, ". . ."