

Family Trauma Institute

TRAINING PROFESSIONALS TO
BECOME FAMILY TRAUMA EXPERTS

Resource Handout: FST Ethnographic Interview



Feedback Matters

CLIENT FEEDBACK IMPROVES TRAUMA OUTCOMES

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Success Milestones to Look for to See Immediate Results

#1- Improvements in Retention and Outcomes: Use the 5 question FST Ethnographic Interview with your families to:

1. Discover overall session improvement or lack thereof;
2. Determine your (the therapist's) level of helpfulness; and
3. Find out how to make future sessions more productive

Source: Sells, S. P., Smith, T. E., & Moon, S. (1996). An ethnographic study of client and therapist perceptions of therapy effectiveness in a university-based training clinic. Journal of Marital and Family Therapy, 22, 321–342. doi:10.1111/j.1752-0606.1996.tb00209.x.

#2-Real Time, Not After the Fact: Traditionally, we wait until the end of treatment to ask our client's what worked and what didn't. It is then too late to make calibrated adjustments each session that could be a difference maker.

#3- Your Client's Perception of Treatment is All Important. Diagnosis and type of therapy is often not as important as *your client's perspective* of whether or not your treatment is working. Therefore, it is critical to take a pulse check of your client's perceptions throughout the FST (Family Systems Trauma) treatment process.

Recommended Use

- ✓ Five questions at the end of the session (10-15 minutes to administer)
- ✓ Use this technique at the end of each session

Transition Statement or Disclaimer Important - Without the disclaimer, we found that clients were afraid to give any criticism for fear of hurting their therapist's feelings. However, after the disclaimer, clients felt safe and were willing to give honest feedback

Procedures

Step 1: Use the Following Transition Statement or Disclaimer

At end of your session (with about 10 minutes remaining) state the following:

Before we end our session today, I want to get your opinion about your experience during our meeting today. I want to ask you just a few simple questions, but before I ask these questions, I want to give a disclaimer. I want you to be as honest and candid as you want to be. I promise you that whatever you say, good or bad, you will not hurt my feelings. In fact, if there are areas to improve in or we are not going in a direction you want, that is good information because I then will have the opportunity to correct the problem and get us back on track as quickly as possible.

Step 2: Ask these 5 FST Ethnographic Questions

5 Key Questions

#1-Overall, what was most helpful in today's session?

#2- Overall, what was *least* helpful in today's session?

#3- What did I do or say as your therapist that was most helpful?

#4- What did I do or say as your therapist that was *least* helpful?

#5- What would need to happen in future sessions to make them more productive or of value to you or your family?

For More Information and Additional FST Techniques

Go to www.familytrauma.com to attend our next live or on demand free monthly webinar

About the Author

Scott P. Sells, Ph.D., MSW, LCSW, LMFT, is the author of three books, *Treating the Tough Adolescent: A Family-Based, Step-by-Step Guide* (1998), *Parenting Your Out-of-Control Teenager: 7 Steps to Reestablish Authority and Reclaim Love* (2001), and *Treating the Traumatized Child: A Step-by-Step Family Systems Approach* (2017). He can be contacted at spells@familytrauma.com or through LinkedIn and Facebook.