Using Verbatim

Direct citation

In order to create rapport with the client, the counsellor began the session by saying, “How was your journey here today?” (Microtraining Associates, 2012, 00:23).

This is the producer of the video.*

This is the year the video was made.*

This is the timestamp minutes:seconds, when this moment occurred in the video.

Script

The session with client 1 began in the following way: (00:14:41).

Counsellor: Today is a beautiful day, yes?

Client: Yes, it was a very pleasant walk from the station.

*Notice that in script example, only the timestamp is used. If you are only referencing one source of verbatim throughout the assignment use the full reference details (producer and year) for the first time you introduce the verbatim then just the time stamp from then on.

Verbatim from your personal recording

The session with client 1 began in the following way: (00:14:41).

Only time stamp needed

Counsellor: Today is a beautiful day, yes?

Client: Yes, it was a very pleasant walk from the station.

Note that you DO NOT need to include a reference for your own unpublished recordings, just a timestamp.
For more information visit the library webpage: http://libguides.navitas.com/apa/other

An example of verbatim in an assignment

Remember, you generally need to include not only verbatim, but also references from academic sources.

Body language is an effective micro skill that counsellors use to make their clients feel safe and comfortable. The use of body language from the counsellor in the video example helped to make the client feel more comfortable; and consequently, the client was able to open up about her experience. This was demonstrated when the counsellor uncrossed her leg and arms and leaned forward towards the client (Microtraining and Associates, 2012, 02:13). In doing so, the client then began to explain the presenting issue and described how she felt. After a moment of the client describing her issue, the counsellor then leaned back while nodding her head (05:34) which encouraged the client to continue. As stated by Venables (2013), having a relaxed and open body language can make clients feel less vulnerable and more trustworthy of their counsellor. The use of the counsellors' body language in this instance therefore, enabled the client to feel safe and began to describe the issues at hand.

Yellow	Topic sentence that introduces the topic and why it is important.
Green	Verbatim with the correct referencing.
Blue	Theory that supports what the author is arguing.
Purple	Summary of the topic and its importance for this paragraph.
Grey	Example of script verbatim within the text.

Minimal encouragers are an effective micro skill that counsellors use to make their clients feel safe and comfortable. The use of minimal encouragers from the counsellor in the video example helped to make the client feel more comfortable; and consequently, the client was able to open up about her experience. This was demonstrated when the client began opening up about her situation: (Microtraining Associates, 2012, 34:23)

> Client: So… I … I guess I started to feel about anxious about that.
>
> Counsellor: Mmmm.
>
> Client: And, yeah, well that was because I never really experienced something like that before; you know?
>
> Counsellor: Mmmm, yeah.

In doing so, the client then began to explain the presenting issue and described how she felt. After a moment of the client describing her issue, the counsellor then leaned back while nodding her head (05:34) which encouraged the client to continue. As stated by Rogers (1995), using minimal encouragers can make clients feel less vulnerable and more trustworthy of their counsellor. The use of the counsellors' minimal encouragers in this instance therefore, enabled the client to feel safe and began to describe the issues at hand.