

G091

jaykayse@umich.edu

<https://scribie.com/files/2286a7f7140a4486898307c5bb37ab6a42847d49>

0:00:01.1 Interviewer: Sometimes, the audio changes. Alright, okay. I'm gonna go ahead and start recording. First, I'd like to focus on the program itself and talk about your experience with the facilitator a bit later. So just to start off, how would you describe your overall experience with the program?

0:00:26.0 G091: I was very surprised at how effective it was going to be. I think that a couple of things that really made a big difference for me were, being with a group of people that were... People I was never going to really meet in life, but that suddenly we've got this very open ability to talk and share. And that was great. And I just think that the way a lot of the assignments, ones that I followed through on, noticed that they were making a difference for me. I was actually sort of surprised at how much. [chuckle]

Commented [1]: Codes (430-431)
Sense of Companionship among Group
Homework as Beneficial

Commented [2]: Codes (431-432)
Sense of Companionship among Group
As Comfortable/Open
Homework as Beneficial

Commented [3]: Codes (432-946)
Homework as Beneficial
As Comfortable/Open
Sense of Companionship among Group
As Comfortable/Open
Homework as Beneficial

Commented [4]: Codes (946-947)
As Comfortable/Open

Commented [5]: Codes (1054-1950)
Changes Observed in their Life
Accountability
Accountability
Changes Observed in their Life

0:01:06.9 Interviewer: Could you expand a bit on the impact those exercises had for you?

0:01:14.0 G091: Sure. So one of the things is, I think that I would be just... Like, look at projects and just think, "What's the point? It's just too much to do, I can't handle all of this." And so, I would retreat. And my usual thing that I would like to do is go take a nap. And so with this program for instance, we came up with some small, manageable tasks, and so I started to think of my life as more like, I could make a commitment to do this one little task. And the motivation for doing that was also that the next week, our group... I don't know of all groups, but our group would talk about some of the things that we had accomplished. And as I felt like I was accomplishing these little things, it was interesting 'cause then I was taking on bigger projects and doing them. And then pretty soon, I noticed, oh my gosh, I went one whole day without the two-hour nap. So yeah, that was my expounding.

0:02:26.7 Interviewer: I'd like to talk a bit more about what it was like for you to be a part of your group. I know you started to touch on that. Could you just expand a bit more on what it was like to be part of the group?

0:02:38.7 G091: Yeah. To be part of the group was... I don't know what the dynamics are, but with the group, I would've said that I share things with my friends and family very openly. But somehow, when you're with a group of these strangers, basically, but you're all there for the same reason, there's a different kind of openness that occurred that I've really never experienced before, that everybody... Because... I guess maybe because we didn't know each other, we just openly talked about things that we might not normally talk... I might not normally tell my friends, "I don't feel like I can accomplish things. I feel like I need to take a nap." But with this group of people, I felt like I could say exactly that and have understanding and compassion and also some hopefulness that the program would give to us.

Commented [6]: Codes (2193-2194)
Sense of Commonality with Group
As Comfortable/Open
Sense of Companionship among Group

Commented [7]: Codes (2194-3000)
As Comfortable/Open
Sense of Companionship among Group
Sense of Commonality with Group
As Comfortable/Open
Sense of Companionship among Group

0:03:48.6 Interviewer: Can you share any specific moments or interactions during the sessions that made you feel so comfortable sharing or maybe more connected to the group?

0:04:02.7 G091: So it's interesting because I had an abusive relationship, I was in an abusive relationship, and generally, I do not tell people about that because I feel like it reflects negatively on me. I know that might be kind of crazy thinking, but I feel embarrassed, like, why would I have stayed in this relationship? Why did I do this? Why do I still play these messages in my head from that individual? And yet, in this group, I was startled that the next thing I knew, I was sharing all this. And now, look at [0:04:43.5] ____ I'm sharing it again. And it felt like, Oh, I just got rid of some luggage, some baggage here. [chuckle] And the group was so supportive, and then they beared their souls and told some of their tender stories. And so we just accomplished something without needing to do... With just doing broad brush strokes, not like therapy where you go through things over and over again, but just these broad brush strokes. And knowing that other people affirmed me and knowing that I could affirm them with their situations, was really pretty wonderful.

Commented [8]: Codes (3193-4259)
As Comfortable/Open
Liked/Benefitted from Hearing about Life Experiences of Others
Sense of Companionship among Group
As Comfortable/Open

0:05:30.5 Interviewer: Thank you for sharing that.

0:05:31.9 G091: Sure.

Commented [9]: Codes (4328-4334)
Not Relevant
Not Relevant

0:05:33.9 Interviewer: And how did you feel about the time that you spent getting to know the other group members?

0:05:41.4 G091: Well, I felt it was a good amount of time spent getting to know them, and I felt like our facilitators did a good job of making sure that everybody had a voice that could be heard. Because I've done enough groups in my life, that usually, there's one person or somebody that would try to dominate. But if we had that, we didn't know, because Jay was very good at moving the conversation and saying things like, "Let's give somebody else a chance to have a voice here," and would help move us along. So, I would say very good.

Commented [10]: Codes (4468-4994)
Specific Things Facilitator Said or Did
Specific Things Facilitator Said or Did

0:06:26.1 Interviewer: Following that line of thinking, I'd like to talk a bit about how the group was facilitated. What did you think, just generally, of your facilitator?

0:06:40.1 G091: He is a person that I would just be honored to have as a friend. He is a tremendous listener. And he would not only listen, but the next week... Maybe he was taking a lot of notes I didn't see, but the next week, he would remember comments you had made or things that you had said you would do, and he would be wanting to follow up. He had a warm smile. He had kind words to say when something... When people were really down. Some people in the group had had particularly bad weeks. And the ways that he expressed himself to them was ones that I probably will model in the future. I can't say really enough nice things about him. He was a tremendous facilitator and absolutely a person who's in a profession that matches their... All their life skills.

Commented [11]: Codes (5186-5940)
Facilitator Qualities
Specific Things Facilitator Said or Did
Specific Things Facilitator Said or Did
Facilitator Qualities

0:07:46.0 Interviewer: And what could he have done differently to better support you?

0:07:52.4 G091: Honestly, I wouldn't be able to answer that one because I felt fully supported by him and I felt liked by him, which is an important thing. I felt like he genuinely liked me, I felt like he liked everybody in the group and I felt like he liked us as a group. And so, if he's bringing that to every group, he's got a lot of good energy.

Commented [12]: Codes (6045-6381)
Nothing to Improve
Facilitator Qualities
Specific Things Facilitator Said or Did
Facilitator Qualities

0:08:23.1 Interviewer: And I'm curious to hear about your thoughts on the content of the program. Did you learn anything that you found helpful?

0:08:34.1 G091: Well, what I particularly loved, I mentioned this in the group several times, is the thing that would make me think a lot all through the week was a woman named Jackie, but she's a little cartoon character. And I don't know if you are familiar with watching those little movies, but there's a little movie with an old woman named Jackie. And every week, we would watch these little snippets of these little videos. And that woman was so much like me. Her family wants her to have a birthday party, but she's not sure she can do that. She's not sure about this, not sure if she's up to it. And so she's closing herself off from all these opportunities. And that was like, oh God, that's like me. [chuckle] But as you go along, this woman makes changes and finally ends up having this party. And it's funny because I'm not a person that even watches animated little snippet cartoons or something, but this one was so well written. They had done such a good graphic job with it that the movies were tremendously important to me getting things done during the week. I would think, okay, now I'm looking like that little Jackie with everybody that calls up that wants to do something, and saying no. So then I would try to be more like, oh, maybe I'll just try saying yes to something and go do... Go sign up for a class, or something like that. So I was actually getting out and doing some things that I had never done for a long time.

Commented [13]: Codes (6545-6552)
Engagement with Storyline & Videos
Changes Observed in their Life
Changes Observed in their Life

Commented [14]: Codes (6552-7977)
Engagement with Storyline & Videos
Changes Observed in their Life
Engagement with Storyline & Videos
Changes Observed in their Life

0:10:29.9 Interviewer: And kind of off that, what specific topics maybe in the workbook or that you watched Jackie tackle, did you find helpful?

0:10:45.1 G091: The getting tasks done is just starting, and so I found that, and listing things that... Listing some tasks that you wanted to do and then breaking them down into doable parts. I really like that. I think that was maybe the most useful part of the program. And that occurred fairly early on in the program, which was good. So like, some of the biggest brush strokes for me happened at the beginning, like making action plans and stuff.

Commented [15]: Codes (8141-8577)
Homework as Beneficial
Homework as Beneficial

0:11:26.3 Interviewer: And what did you think about doing the homework from the workbook?

Commented [16]: Codes (8669-8686)
Enjoyed Workbook

0:11:34.0 G091: Well, I liked the workbook but I didn't really write in it. [chuckle] I wanted to like save it, and I didn't really end up writing in the workbook. But I'm kind of a person who makes lists in my head, so I would make some of my lists in my head and kind of repeat it. And I would have... I kept the book out on my desk so I could refer to it frequently.

Commented [17]: Codes (8686-9040)
Enjoyed Workbook
Enjoyed Workbook

0:12:09.3 Interviewer: And you mentioned earlier... Oh sorry, go ahead.

0:12:12.8 G091: I guess I did write in this one part. It's like in one part, it was a value in activities inventory, and so you had to write down what your values were, which one of my values is to be organized, which I've been lacking and beating myself up about how I'm just not organized and things. But then once you would say in the workbook, "Well, that's what I want to do. I want to be organized, it's a value of mine," then you could break it down into these activities that you would do to get that value taken care of. So then I would just say, "I want to scan more photos, I want to sort through my paperwork, I want to do activities that have impacts, I would..." like, be thinking of all these activities I could do to make myself organized. And then, instead of just always saying, "I need to be more organized," I somehow made this next step to be more organized. I could do these little things to move me along in that direction. I know it sounds simple, but it hadn't really occurred to me before. [laughter]

Commented [18]: Codes (9129-9130)
Enjoyed Workbook
Homework as Beneficial

Commented [19]: Codes (9130-10142)
Homework as Beneficial
Enjoyed Workbook
Enjoyed Workbook
Homework as Beneficial

Commented [20]: Codes (10142-10143)
Homework as Beneficial
Enjoyed Workbook

0:13:31.9 Interviewer: That's great. Yeah, thank you for sharing that. I'd like to ask, you mentioned earlier about having the group as almost a point of accountability for you. Could you

just expand on that a bit? Accountable in what way, and to what maybe tasks you felt it held you accountable to?

0:14:00.9 G091: Yeah, I said... Well, I was going to go... Since COVID started, I really hadn't... I just stayed very isolated, and I live alone. And so I said, "Okay, I'm actually going to go out and do this activity." And I can't remember what it was. Oh, I think it was an environmental lecture that was happening in the City of Ann Arbor. And so then I would tell that to the group. Then, when it was time for the activity, it was like, "Ooh, I gotta tell these people that I did that." So it was like this motivator, even though if I hadn't done it, I think people would've said they understood. But somehow, telling people I was going to do it made me more apt to do it.

Commented [21]: Codes (10462-11123)
Accountability
Accountability

0:15:00.8 Interviewer: Gotcha, thank you. Were there any topics that you covered in the program that you would've liked to explore more?

0:15:21.7 G091: No, I don't think so. I think we did a good job. The one that was... Or maybe you're gonna ask later. The one that was least interesting to me was the meditating and all that. But no, I don't think so.

Commented [22]: Codes (11278-11279)
Specific Topic Dislikes

Commented [23]: Codes (11279-11481)
Specific Topic Dislikes
Specific Topic Dislikes

0:15:44.8 Interviewer: Okay. I am gonna ask a follow-up about that in just one moment.
[chuckle]

0:15:51.1 G091: Okay.

Commented [24]: Codes (11596-11602)
Not Relevant

0:15:53.3 Interviewer: But before that, were there any topics you would've liked to see added to the program that weren't covered at all?

0:16:02.6 G091: No, I can't think of what they would be.

Commented [25]: Codes (11759-11800)
Nothing to Change
Nothing to Change

0:16:06.9 Interviewer: Okay. That's totally fine. But I would...

0:16:11.4 G091: You could add more and more quotes. Okay, so maybe it's just 'cause I'm a English major, but there were quotes from Helen Keller and William Shakespeare, and I can't remember all who the quotes were from, but I loved those quotes and they were always on a pretty page in the book, and I thought those looked... I know I might be picking up on different things than other people, [chuckle] maybe that's the nature of the beast. But the one with William Shakespeare's quote about something like, there's nothing that's really good or bad, but your thinking makes it good or bad. And so I would just have the book open to that so that every time I went to my desk, I would see that quote. And I think that it was with photography, which I also love. And the photography was something of a road sign, or something like that. So yeah, I think you could add more quotes, more beautiful... The beautiful photography and the quotations in your booklet made a big difference to me.

Commented [26]: Codes (11883-11884)
Other- Change and Recommendation
Enjoyed Workbook

Commented [27]: Codes (11884-12856)
Other- Change and Recommendation
Enjoyed Workbook
Enjoyed Workbook
Other- Change and Recommendation

0:17:25.1 Interviewer: Okay. Thank you for sharing that. And now I would like to follow up on, what did you not like about the program? So can you just expand a bit on the meditation? Or maybe that's just the mindfulness generally, what you didn't like about it?

0:17:41.7 G091: Yeah. I feel like there's a lot of ways I don't... I pick on myself. But in terms of mindfulness, I feel like I am generally just really tuned in to that. And even when I eat, I try to be really mindful of what I'm eating. When I'm going outside, I'm constantly observing what I'm seeing in detail. And so for me, it was more like, "Okay, I know this topic inside and out. I already live this." So it wasn't like I thought it was a bad topic. It just felt like I've made space for this in all kinds of activities in my life already, so it was a little redundant for me.

Commented [28]: Codes (13138-13708)
Specific Topic Dislikes
Reinforced Existing Skills and Knowledge
Reinforced Existing Skills and Knowledge
Specific Topic Dislikes

Commented [29]: Codes (13708-13709)
Reinforced Existing Skills and Knowledge

0:18:33.7 Interviewer: Gotcha.

0:18:35.0 G091: Like the learning to do breathing and things like that, 'cause I already do that, that's why. Not because I don't think it's important, but because it's just something I already use.

Commented [30]: Codes (13756-13757)
Reinforced Existing Skills and Knowledge

Commented [31]: Codes (13757-13940)
Specific Topic Dislikes
Reinforced Existing Skills and Knowledge
Reinforced Existing Skills and Knowledge

0:18:49.8 Interviewer: Gotcha. And what else did you not like about the program?

0:18:56.9 G091: Oh, the only one thing I did not like, which I think could really help the group, is... I don't know if you had to be a certain age, but I'm assuming you did, because all of us were

Commented [32]: Codes (14040-14698)
Other- Change and Recommendation
Accessing Technology
Accessing Technology
Other- Change and Recommendation

oldsters. So, it would be really nice if there was a weekly text or email reminder, like really helpful, that the... And with the Zoom link in it. Because otherwise, you get the Zoom link once, and then it was... I finally ended... Figuring out to just write it on the front of my book, what the Zoom link was and what the time of the class was. But I didn't like that. I did like... I did think that it would just be so easy to have an auto-generated text or email reminder.

0:19:57.3 Interviewer: And following in that same line of thinking that you're on, based on your experience, what other recommendations would you give to improve the program?

0:20:16.5 G091: I really can't think of anything... When you really like something, it's hard to find space for improvement. So, I can't really think of anything else. Sorry.

Commented [33]: Codes (14892-14895)
Nothing to Change

Commented [34]: Codes (14895-15051)
Nothing to Change
Nothing to Change

0:20:34.4 Interviewer: That's okay. It is not required that you have something for that. Alright, now I just have a couple specific questions for you about the program set up. How did you feel...

0:20:49.2 G091: I mean, I could...

Commented [35]: Codes (15265-15284)
Not Relevant
Not Relevant

0:20:50.8 Interviewer: I'm sorry.

0:20:50.9 G091: I could tell you like one other thing that bothered me. I just picked up my book just now. So you have all these pretty quotes and these pretty pictures, but somebody needs to do... Check your formatting when you're typing. I'm really nitpicky 'cause I was an editor, [chuckle] okay? But like, I'm gonna tell you, page 105, if you look at the book, you will so see what I mean. And so look at page 105 and you'll see that the formatting, it makes it so that it's all that you see instead of the beautiful message that it is supposed to be.

Commented [36]: Codes (15335-15336)
Other- Change and Recommendation

Commented [37]: Codes (15336-15876)
Other- Change and Recommendation
Other- Change and Recommendation

Commented [38]: Codes (15876-15877)
Other- Change and Recommendation

0:21:28.3 Interviewer: Yeah, like that large space.

0:21:33.1 G091: The big space, right. And so, again, just if somebody could go through it and clean up some of that formatting. My actual job title was Image Guardian, making sure that there

Commented [39]: Codes (15945-15946)
Other- Change and Recommendation

Commented [40]: Codes (15946-16385)
Other- Change and Recommendation
Other- Change and Recommendation

weren't mistakes like that in documents for... Actually, for the Episcopal Diocese of Olympia that was in Seattle, Washington. Anyhow, so I'm looking for that. Probably, other people aren't looking for that, but it would be nice if it was cleaned up a little bit.

0:22:09.4 Interviewer: Alright. Thank you for that feedback. How did you feel about the way the program switched back and forth between videos and discussion?

0:22:24.6 G091: Wonderful. I love those videos. That's with that little character, Jackie. And I loved switching it back and forth.

Commented [41]: Codes (16563-16679)
Engagement with Storyline & Videos
Engagement with Storyline & Videos
Flow Between Components/Balance in Materials

0:22:34.6 Interviewer: How did you feel about the balance between videos and discussion?

0:22:38.6 G091: I thought it was perfect. I think some people in my group were having audio... Problems. Like, there were two people in my group that were... At least two that mentioned they wore hearing aids and had some hearing issues. And I think there might... I mean, maybe there should be closed captions. I'm not sure if there were, 'cause I don't have the hearing issues. I've got other things, but I don't have that. But I think it was difficult for a couple of people. But I loved those videos. I thought they were... I thought the person who wrote those was clever as all get-out.

Commented [42]: Codes (16785-16786)
Engagement with Storyline & Videos

Commented [43]: Codes (16786-16787)
Accessing Technology
Engagement with Storyline & Videos

Commented [44]: Codes (16787-17363)
Flow Between Components/Balance in Materials
Engagement with Storyline & Videos
Accessing Technology
Engagement with Storyline & Videos

Commented [45]: Codes (17363-17364)
Engagement with Storyline & Videos

0:23:17.4 Interviewer: And how did you feel about the length of the sessions?

0:23:22.7 G091: I thought they were perfect, and each time we took a five-minute break or four... Just a four or five-minute break in the middle, and I thought that was also very good.

Commented [46]: Codes (17460-17629)
Length of Sessions
Length of Sessions

0:23:38.7 Interviewer: And how did you feel about the size of your group?

0:23:44.0 G091: I thought the size of the group was perfect. And then like with any group, there was a couple instances where one of the people couldn't be there, and actually, they were missed. So I liked the size of the group that we started with.

Commented [47]: Codes (17721-17722)
Group Size

Commented [48]: Codes (17722-17956)
Group Size
Group Size

Commented [49]: Codes (17956-17957)
Group Size

0:24:05.5 Interviewer: What made it so likable? What about the size was good?

0:24:10.6 G091: Because everybody had a chance to talk. If it had been more people, you would've felt rushed, but because it was a small group, everybody had plenty of time to go round robin and answer a question. I liked that. And it wasn't so small that it was just like you and one other person or something, which would be... Part of this was that there were enough people that you got to see several people's different takes in where they were in their path on life. And that was very interesting.

Commented [50]: Codes (18053-18540)
Group Size
Use of Time
Group Size

0:24:53.9 Interviewer: And what was it like to do the program over Zoom?

0:24:58.3 G091: Oh, I like Zoom. So I know that some people don't care... Some of my oldest friends really do not like the Zooming. Okay, I told you I'm a big environmentalist. If we're not having to use fossil fuels to drive around and meet somewhere, I'm already a fan. So I liked the Zoom.

Commented [51]: Codes (18631-18632)
Zoom/ in-Person Comparisons

Commented [52]: Codes (18632-18910)
Zoom/ in-Person Comparisons
Zoom/ in-Person Comparisons

0:25:20.5 Interviewer: Okay. And just to wrap up, is there anything else you wanna share about your experience that I didn't ask about?

0:25:31.1 G091: No, I just wanted to say that I was really glad to be part of this study. I called the group... When I would tell my sister, my sister calls me every morning to check in on me, and I would tell her, "It's Thursday, it's my happy group." And so, I started to call it my happy group, instead of Empower. [chuckle] And I still think of it as my happy group. There were a lot of little breakthroughs for me and a lot of happiness that came from the fellowship of the other people in the group.

Commented [53]: Codes (19064-19065)
Sense of Companionship among Group

Commented [54]: Codes (19065-19555)
Sense of Companionship among Group
Other - Group Process
Sense of Companionship among Group

0:26:08.0 Interviewer: Alright. Well, thank you so much for sharing all those answers. I will go ahead and stop recording.

Thank you for choosing Scribie.com

Cross-check this transcript against the audio quickly and efficiently using our online Integrated Editor. Please visit the following link and click the Check & Download button to start.

<https://scribie.com/files/2286a7f7140a4486898307c5bb37ab6a42847d49>