

IMPORTANT TO NOTE:

The following slides do *not* include all lecture material. These slides are intended to provide you with some guidance; however, the lecture will expand on several concepts in the way of further explanation, examples, video, etc. If you miss a class it is best to borrow notes from a classmate in order to fill in the gaps.

Thanks,
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EDPY 442: INTRODUCTION TO COUNSELLING

September 25, 2007
Lecture 3

Building A Counselling Relationship

**BUILDING A COUNSELLING
RELATIONSHIP**

- The first stage in counselling involves establishing a solid therapeutic alliance with the client.
- There are several factors that influence the counselling process including the following:
 - STRUCTURE
 - INITIATIVE
 - PHYSICAL SETTING
 - EMPATHY & RAPPORT

BUILDING A COUNSELLING RELATIONSHIP : STRUCTURE

- Structure refers to the characteristics and conditions of counselling including the time frame, frequency of sessions, place of sessions, and the role of the client and counsellor

Why do we need structure in counselling?

BUILDING A COUNSELLING RELATIONSHIP : STRUCTURE

Purpose of Structure:

- Structure counteracts instability in clients' lives with stability
- In some theories of counselling, structure serves the purpose of creating an attachment relationship between the counsellor and client similar to the relationship between an infant and his/her parent

BUILDING A COUNSELLING RELATIONSHIP : STRUCTURE

- The level of structure needed depends on the nature of the client's presenting problems
- In a crisis situations, change in the counselling structure may be necessary (e.g., suicidal client)
- The nature of the structure of counselling and the physical setting in which it takes place may also need to vary in response to the culture and expectations of the client

BUILDING A COUNSELLING RELATIONSHIP : INITIATIVE

- Initiative refers to the client's motivation to change and inclination to make an effort to move towards changing or improving in response to interventions used in counselling
- Two types of problems in initiative:
 - 1) Reluctance
 - 2) Resistance

BUILDING A COUNSELLING RELATIONSHIP : INITIATIVE

- Reluctant clients are those who have not made the chose to seek professional help themselves, and who do not really want to work on them selves
What are some examples of Reluctant clients?
- Resistant clients are those who are not fully ready, willing, or able to make changes in their lives even though they have sought professional help.
What are some examples of Resistant clients?

BUILDING A COUNSELLING RELATIONSHIP : STAGES OF CHANGE

- Prochaska, Norcross, and Diclemente (1994) identified 5 states of change
 - 1) Pre -contemplation
 - 2) Contemplation
 - 3) Preparation
 - 4) Action
 - 5) Maintenance

BUILDING A COUNSELLING RELATIONSHIP : STAGES OF CHANGE

- **Pre-contemplation:** involves denying one has a problem or becoming defensive in holding onto one's current ways of being
- **Contemplation:** involves the development of a willingness to change, paired with some barriers to going ahead with it
- **Preparation:** involves feeling ready to move towards change but not yet being totally clear on one's goals or not being fully committed to changing

BUILDING A COUNSELLING RELATIONSHIP : STAGES OF CHANGE

- **Action:** involves the client actively working towards change in their lives
- **Maintenance:** involves the client taking the steps to maintain the changes that they have already initiated

BUILDING A COUNSELLING RELATIONSHIP : PHYSICAL SETTING

- The physical setting of where counselling takes place often serves as a very important element in the general counselling experience for clients
- Research has indicated that the counselling setting can greatly impact the comfort level of the client and can also be utilized as a therapeutic tool

BUILDING A COUNSELLING RELATIONSHIP : PHYSICAL SETTING

- Pressly and Heesacker (2001) identified 8 elements of the physical counselling space that influence the counselling process:

- 1) Accessories
- 2) Color
- 3) Furniture and room design
- 4) Lighting
- 5) Smell
- 6) Sound
- 7) Texture
- 8) Thermal Conditions

BUILDING A COUNSELLING RELATIONSHIP : EMPATHY & RAPPORT

- Carl Rogers (1961) describes empathy as "the counsellor's ability to enter the client's phenomenal world, to experience the client's world as if it were your own without ever losing the 'as if' quality (p. 284).
- Key aspects of empathy that need to be present in order for clients to feel understood and feel connected to the counsellor are:

- 1) Perception
- 2) Communication

BUILDING A COUNSELLING RELATIONSHIP : EMPATHY & RAPPORT

What is the fundamental difference between empathy and sympathy?

- There are two types of empathy that are critical at different stages of the counselling process and relationship:
- 1) **Primary Empathy**- involves reflecting back the meaning and emotion related to the client's presenting problem that the client has just revealed to you
- 2) **Advanced Empathy**- involves conveying to the client emotions or meanings that he/she expresses but hasn't explicitly acknowledged in session with you

BUILDING A COUNSELLING RELATIONSHIP : GATHERING CLIENT INFORMATION

- Another factor in gaining a solid understanding of the client's presenting problem involves collecting information about the client's general personal history and the history or course of the presenting problem
- If a proper client history is not taken in the initial stage of the counselling process, the counsellor may completely misunderstand or misdiagnose the client's presenting problems
- The type of information and the manner in which the client history is gathered may look very differently depending on the counselling setting

THE FIRST COUNSELLING SESSION

- The counselling process begins even before the first counselling session (i.e., phone contact, etc.)
- There are several aspects of this first counselling session that the counsellor needs to facilitate include:
 - Client comfort
 - Client observation (metaphors, verbal, nonverbal behavior)
 - A discussion of the client's reasons for seeking counselling and history of concern
 - A discussion of client interests
 - A discussion of counselling goals

WHAT WORKS IN THERAPY?

- According to Hubble, Duncan, and Miller (2003) there are Four Common Factors associated with client improvements:
 1. Client Factors 40%
 2. Relationship Factors 30%
 3. Placebo, Hope and Expectancy 15%
 4. Techniques 15%
 - *This clearly indicates the paramount importance of the client -counsellor relationship*
