
UNIT 1 ROGER'S CLIENT CENTERED THERAPY

Structure

- 1.0 Introduction
- 1.1 Objectives
- 1.2 Views of Human Nature
- 1.3 Goals of Client Centred Therapy
- 1.4 The Counselling Process
 - 1.4.1 Empathy
 - 1.4.2 Unconditional Positive Regard
 - 1.4.3 Genuineness or Congruence
 - 1.4.4 Transparency
 - 1.4.5 Concreteness
 - 1.4.6 Self Disclosure
 - 1.4.7 Cultural Awareness in Client Centred Counselling
- 1.5 Counselling Relationship
- 1.6 Intervention Strategies
 - 1.6.1 Rogerian View of Psychotherapy
 - 1.6.2 Process of Person Centered Therapy
 - 1.6.3 Therapist's Role and Functions
 - 1.6.4 Therapy / Intervention Goals
 - 1.6.5 Client's Experience in Therapy
 - 1.6.6 Relationship between Therapist and Client
 - 1.6.7 Contribution of Person Centered Therapy
 - 1.6.8 Summary and Evaluation
 - 1.6.9 Being Genuine
 - 1.6.10 Active Listening
 - 1.6.11 Reflection of Content and Feelings
 - 1.6.12 Appropriate Self Disclosure
 - 1.6.13 Immediacy
- 1.7 Clients Who Can Benefit
- 1.8 Limitations
- 1.9 Let Us Sum Up
- 1.10 Unit End Questions
- 1.11 Suggested Readings

1.0 INTRODUCTION

Carl Rogers is the founder of this approach to counselling. It is also known by names person centred approach, nondirective counselling and client centred counselling. This approach can be used in any setting where a helper aims to promote human psychological growth. As this method of counselling did not require extensive psychological training, many practising counsellors adopted this approach and it had a great influence on the preparation of new counsellors.

Rogers work is regarded as one of the principal forces in shaping current counselling and psychotherapy. The present unit deals with Roger's Client centered therapy, its characteristic features, its goals and its techniques and principles.

1.1 OBJECTIVES

After completing this unit, you will be able to:

- Define and describe Roger's client centred therapy;
- Explain the views of human nature as according to Rogers;
- Elucidate the goals of therapy;
- Describe the counselling process;
- Analyse the importance of counselling relationship; and
- Explain the intervention strategies of client centered therapy

1.2 VIEWS OF HUMAN NATURE

In Rogers client centred therapy, human beings are seen as possessing goodness and the desire to become fully functioning i.e. to live as effectively as possible. According to Rogers, if people are permitted to develop freely, they will flourish and become positive, achieving individuals. Because Rogers's theory expresses faith in human nature, it is considered as humanistic approach to counselling.

Rogers client centred therapy is based on a theory of personality referred to as self-theory. An individual's view of self within the context of environment influences his actions and personal satisfactions. If provided with a nurturing environment, people will grow with confidence toward self-actualisation. If they do not receive love and support from significant others, they will likely to see themselves as lacking in worth and see others as untrustworthy. Behaviour will become defensive and growth toward self actualisation will be hampered.

An important principle of self theory is the belief that a person's perceptions of self and environment are reality for that person. For example, if an individual sees himself as incompetent, he will act on that belief, even if others view him as brilliant. This personal reality may be changed through counselling but not by a direct intervention as substituting the judgement of the counsellor for that of the client.

Thus, the client centered therapist's perception of people is based on four key beliefs:

- 1) People are trustworthy
- 2) People innately move toward self – actualisation and health
- 3) People have the inner resources to move themselves in positive directions and
- 4) People respond to their uniquely perceived world.

1.3 GOALS OF CLIENT CENTERED THERAPY

Person centered therapy, which is also known as client centered, non directive, or Rogerian therapy, is an approach to counseling and psychotherapy that places

much of the responsibility for the treatment process on the client, with the therapist taking a nondirective role.

The goal of client centered therapy is to provide a safe, caring environment where clients get in closer touch with essential positive elements of themselves that have been hidden or distorted. Less distortion and more congruence lead to greater trust that their organism can be relied on for effective reactions to people and situations.

Two primary goals of person centered therapy are increased self esteem and greater openness to experience. Some of the related changes that this form of therapy seeks to foster in clients include:

- i) Closer agreement between the client's idealised and actual selves
- ii) Better self-understanding
- iii) Lower levels of defensiveness, guilt, and insecurity
- iv) More positive and comfortable relationships with others and
- v) An increased capacity to experience and express feelings at the moment they occur.

Rogers believed that people are trustworthy and have vast potential for understanding themselves and resolving their own problems and that they are capable of self directed growth if they are involved in a respectful and trusting therapeutic relationship.

According to Rogers, if the above 3 attitudes are communicated by the helper, those being helped will become less defensive and more open to themselves and their world, and they will behave in socially constructive ways. Therapists use themselves as an instrument of change.

Person centered therapy focuses on the person, not on the person's presenting problem. Goal is to assist clients in their growth so they are better able to cope with both today's problems and future problems.

The basic drive to fulfillment implies that people move toward health if the way seems open for them to do so. Thus, the goals of counseling are to set clients free and to create those conditions that will enable them to engage in meaningful self-exploration.

Therapists concern themselves mainly with the client's perception of self and the world. This approach provides clients with a rare opportunity to be truly listened to without evaluation or judgment.

Therapist does not choose specific goals for the client. (B-203) Primary responsibility for the direction of therapy is on the client.

General goals of therapy are:

- a) becoming more open to experience,
- b) Achieving self-trust,
- c) developing an internal source of evaluation,
- d) being willing to continually grow

This added trust results in reduced feelings of helplessness and powerlessness, fewer behaviours are driven by stereotypes and more by productive, creative and flexible decision making.

Self Assessment Questions

1) What are the views of human nature in Roger’s client centered therapy?
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2) Delineate the goals of client centered therapy.
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3) Describe the general and specific goals of client centered therapy.
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1.4 THE COUNSELLING PROCESS

According to Rogers, the counsellor should provide conditions that would permit self discovery and encourage the client’s natural tendency toward personal growth. The core conditions of counselling as described by Rogers are *empathy, unconditional positive regard and congruence or genuineness* which is considered necessary and sufficient for therapeutic personality change.

The Person Centred approach remains one of the most popular forms of psychological counselling. It provides a frame of reference as much as if not more than a counselling method. In Carl Rogers’ original perspective, clients (as all people) are seen to engage continually in the attempt to self-actualise. This optimistic philosophy led to the promotion of a model of counselling in which clients are regarded as their own best resource for growth and change. Rogers (1951) early Non Directive approach developed into Client Centered therapy which emphasised accuracy in empathy. In its current form, the Person Centered

approach underscores the reciprocal nature of the helping relationship. At the core is a well known set of constructs about the intrinsic nature of people and the functioning of the helping relationship rather than the counselling method (the Core Conditions).

Competent practitioners are thus defined by their level of self awareness and capacity to engage in a meaningful helping relationship rather than any technical knowledge of Person Centred counselling. Valuing the unique phenomenological position of the client, Person Centred counselling still retains the positive and optimistic value base of early work but now elaborates a more sophisticated model of humanity.

The concept of core conditions is inextricably linked to the early work of Rogers (1957). The terminology has since evolved but the fundamental principle of the concept of core conditions remains essentially unchanged. The original strong version of the model holds that core conditions are necessary and sufficient for clients to experience therapeutic change. Later post modern or sophisticated versions of Person Centred counselling posit that the condition are foundations for change and adds other broader requirements (Rennie 1998).

The original shortlist of core conditions has been considerably expanded (Carkhuff 1969):

- Unconditional positive regard
- Empathic understanding
- Genuineness and congruence
- Transparency
- Self disclosure
- Concreteness
- Cultural awareness

Creating trust in the helping relationship is a fundamental tenet of all Person Centred therapy. Not only must the client learn to trust the counsellor, but also the counsellor must trust that the client is the best person to set their own goals and access their own resources to achieve them. The problem is, however, that people often come to counselling because they are thwarted in their capacity to identify or reach their own goals (Haley 1976).

Rather than being a passive “listening post”, then, the counsellor must strive to actively listen, actively engaging mind to compare what is being revealed to previous disclosures. Clients in turn use the process to try to make sense of their experience.

Egan (1994) distinguishes primary and advanced empathy. Primary empathy is said to depend on counsellors attending, listening and communicating back their understanding of the clients position as experienced by the client. Advanced empathy, however, also incorporates self-disclosure, directiveness and interpretations. The sophisticated version thus gives a more active role to the counsellors processing and implicit use of a theoretical framework rather than relying on purely experiential nature of the counselling encounter as the main source for the validation of material presented by the client.

There is often an opportunity for relearning emotional experiences through advanced emotional empathy. As the relationship between the client and counsellor develops so it becomes possible for the client to cautiously re-experience feelings. This marks the dawning of self-awareness, recognising links between past and present, preparing the ground for problem resolution (Brems 1999).

The process of therapeutic change in Person centred counselling represents a movement from purely cerebral to feeling states and gives immediacy. It also marks a change to an internal locus of control. Mearns (1994) distinguishes osmotic (slow developing change) and seismic (sudden shift) in experience of the self. The Person centred approach contains much confrontation. Clients may be challenged to construct a new response to long held perceptions. Empathy is itself a confronting activity, challenging clients about the quality and validity of their feelings. The counsellors own congruence can also challenge clients where behaviours are offered as challenge to the counselling situation.

Reframing the client's narrative and confronting discrepancies in their account can open up possibilities for change. Rogers (1980) posits the counselling process is a means of rediscovering denied experiences. It aims to put clients in touch with themselves.

Counsellors confrontation should be born out of respect and a desire to help the client through the struggle to realise their own potential. It is particularly important, however, for counsellors to get the power dynamic right so that the client comes to understand that the counsellor becomes responsible to rather than for the client (Mearns 1994). The aim, then is to help clients realise their own power.

Schmid (1998) points out that Person Centred counselling is in fact a radical approach. The Latin and Greek etymology of "person" is associated with mask or face. Schmid reminds us that in Greek theatre the mask did not hide the character but served to reveal the personification of the gods. Contemporary psychological meaning of the person is defined by two traditions: as an independent being; as a being in a relationship. Both concepts have powerful implications for psychotherapeutic counselling. Rogers's original usage is consistent with the first definition, representing a celebration of selfhood as emancipated from the social milieu. The latter definition, however, implies persons are defined by, and indeed can only exist as, reflections of interactions with others. Schmid also contends the parallel definition creates a tension which finds its way into therapy. The client aims to become their own essential self (independent being). The therapist also tries to manifest self authentically (congruence). Paradoxically, however, it is the therapeutic relationship (being in a relationship) which is the sole vehicle for the journey.

Person Centred counselling retains a humanistic philosophy and a phenomenological focus. Prominence is given to the role of the self in effective psychological functioning. Post modern trends in counselling extend the concept of self to include interpersonal, systemic and socio cultural aspects. Psychological difficulties have to be understood from a variety of subjective meanings and be context sensitive. It is now seen to be a "relational contextual" self in contrast to an "autonomous-independent" self of the early Person Centred formulations

1.4.1 Empathy

It refers to the counsellor's ability to understand the client at a deep level. Rogers refers to the *internal frame of reference* to denote the client's unique experience of personal problems. In order to stay within the client's internal frame of reference, it is necessary for the counsellor to listen carefully to what is being conveyed (both verbally and nonverbally) at every stage of counselling. Once the counsellor understands the feelings and experiences of the client, the same thing needs to be communicated to the client.

Rogers also uses the term *external frame of reference* to describe the lack of understanding and contact. When a counsellor perceives the client from an external frame of reference, there is little chance that the client's view will be clearly heard. This does not help the client to benefit from counselling.

1.4.2 Unconditional Positive Regard

People need love acceptance, respect and warmth from others but unfortunately these attitudes and feelings are often given conditionally. As many people who come into counselling have experienced these attitudes, Rogers believed that counsellors should convey unconditional positive regard or warmth towards clients if they are to feel understood and accepted. This means that clients are valued without any conditions attached even when they experience themselves as negative, bad, frightened or abnormal. When attitudes and of warmth and acceptance are present in counselling, clients are likely to accept themselves and become more confident in their own abilities to cope.

1.4.3 Genuineness and Congruence

The Person Centered Therapy relationship must always be an honest one. The counselor needs to be real and true in the relationship. Individuals who cannot accept others (i.e. because of personal values and beliefs they hold rigidly and apply to all), or who will not listen and try to understand cannot do Person Centered Therapy. The therapist must embody the attitudinal quality of genuineness and to experience empathic understanding from the client's internal frame of reference and to experience unconditional positive regard towards the client. When the client perceives the therapist's empathic understanding and unconditional positive regard, the actualising tendency of the client is promoted.

Congruence means that the counsellor is authentic and genuine. The counsellor does not present an aloof professional facade, but is present and transparent to the client. There is no air of authority or hidden knowledge, and the client does not have to speculate about what the counsellor is 'really like'.

1.4.4 Transparency

Transparency means even negative feelings about a client, if any exist, are expressed. The therapist shows a non-possessive feeling of love for the client and is able to, after a time, be empathetic enough to understand the client enough to metaphorically walk in the individual's shoes.

1.4.5 Concreteness

The next condition, *concreteness*, is the counsellor's skill in focussing the client's discussion on specific events, thoughts and feelings that matter while discouraging

intellectualised story telling. Concreteness is a precaution against the rambling that can occur when the other three conditions are employed without sufficient attention to identifying the client's themes.

If the counsellor is totally accepting of each client as a person, relates emphatically to the client's reality and behaves in a genuine way, the client will be free to discover and express the positive core of his being. As clients come to perceive themselves more positively in the nurturing environment, they will function more effectively. Counsellors not only provide the nurturing environment that is missing in client's lives but also serve as role models of how fully functioning persons relate with others.

1.4.6 Self Disclosure

The issue of degree to which person centered therapists may express and disclose themselves in the person centered relationships is contentious. However there is general agreement that self expression and self disclosure and willingness to be known are different from congruency. The therapist responds to the client from the therapist's frame of reference. The therapist should be willing to be known on the progress and success of therapy.

The issue of the therapist's self disclosure to the client is constantly revisited and many take the view that at times and in limited ways this may be a useful thing to do.

Self disclosure and self expression are most likely to be helpful to the client and the therapeutic relationship when

- They are relevant to client and the client's present experiencing.
- They are a response to the client's experience
- A reaction to the client is persistent and particularly striking.
- In response to the questions and requests from the client, the therapist answers openly and honestly and helps dispel the mystique.
- When it seems the client wants to ask a question but does not directly voices it.
- To make an empathic observation – that is to express a perception of an aspect of the client's communication or emotional expression
- To correct for loss of acceptance or empathy or incongruence.
- To offer insights and ideas.

1.4.7 Cultural Awareness in Client Centered Counselling

In Culture-Centered Counseling, recognising the centrality of culture can augment therapy and result in effective treatment of all clients. This approach involves recognising cultural assumptions and acquiring knowledge and skills to get beyond them, something that may be done no matter what treatment model a therapist might use.

Cultural awareness means being cognisant of culture differences that may use different standards for loudness, speed of delivery, spatial distance, silence, eye contact, gestures, attentiveness and response rate during communication.

Some examples of these would be:

- Arab people may avert their eyes when listening or talking to a superior.
- Someone from South America may consider it impolite if you speak with your hands in your pockets.
- Your Russian patients or clients may want to kiss you on the cheek to express their gratitude.
- If your new colleague is from Norway, they may hesitate to use your first name until they know you better.
- For the Chinese or Japanese, a facial expression that would be recognised around the world as conveying happiness, may actually express anger or mask sadness, both of which are unacceptable to show overtly in their culture.

All this may seem like a lot to consider, but the tips for considering cross cultural communication are really very basic:

- 1) Use common words
- 2) Follow basic words of grammar
- 3) Avoid slang
- 4) Repeat basic ideas without shouting
- 5) Paraphrase important points
- 6) Check for understanding

Self Assessment Questions

1) Describe the counselling process of client centered therapy.

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2) What is empathy? How is useful in therapy?

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3) Describe unconditional positive regard.

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4) Elucidate the concepts of congruence, genuineness, transparency and concreteness.

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5) How does client centered counselling incorporate cultural awareness.

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1.5 COUNSELLING RELATIONSHIP

The underlying philosophy of human nature is more important in the practice of client-centred therapy than any particular set of techniques or any body of knowledge. In this therapy, helpers learn how to be counsellors rather than how to do counselling. Because clients are seen as having the potential to solve their own problems, counsellors are not perceived as having expert knowledge to share with clients.

The client centred therapy is based on respect for the client, on the establishment of an empathic bond and on the willingness of the counsellor to be open and genuine with the client. In addition to these qualities, there is also an emphasis on facilitating each client’s growth or self-actualisation which can be achieved only in the presence of core conditions.

The counselling skills which are essential for the development of a therapeutic relationship between counsellor and client are:

- Active listening
- Responding to clients through reflection of feeling and content
- Paraphrasing and summarising
- Asking open questions
- Responding appropriately to silence and client non- verbal communication

Silence, acceptance, restatement, empathy and immediacy responses occur most frequently with the client taking the lead on what is discussed and being responsible for outcomes. Client centred therapists encourage careful self exploration but they tend to avoid confrontation and interpretation as tools for hastening insight.

The possibility of transference reactions is acknowledged in client centered therapy but they are not highlighted by the counsellors as they become hindrance in helping the clients achieve independence and autonomy. Similarly, the concept of unconscious motivation is also acknowledged in client centered therapy but counsellors do not focus on it or directly ask the client to work with dreams. But as the therapy is person centred, if clients wish to look at dreams or unconscious, they are at liberty to do.

There is little focus on specific action planning except as initiated by the client. It is assumed that as the client becomes free to actualise his potential through the exploration process, behaviour change will occur naturally and without prompting from the counsellor.

1.6 INTERVENTION STRATEGIES

The person centered therapy has certain distinctive components and these are given below:

- Therapist's attitude can be necessary and sufficient conditions for change.
- Therapist needs to be immediately present and accessible to clients.
- Intensive, continuous focus on patient's phenomenological world.
- Process marked by client's ability to live fully in the moment.
- Focus on personality change, not structure of personality.

1.6.1 Rogerian View of Psychotherapy

- Implied Therapeutic Conditions.
- Client and therapist must be in psychological contact.
- Client must experience distress.
- Client must be willing to receive conditions offered by therapist.

1.6.2 Process of Person Centered Therapy

Therapy begins at first contact. In the first interview, a person centered therapist will go where the client goes. For Carl Rogers, empathy, unconditional positive regard, and congruence. (genuineness) were the 3 basic requirements to create a therapeutic environment.

Respect shown immediately for client. In addition to the basic requirements of the therapeutic environment for the therapist, Rogers believed the client must focus on self-concept, locus-of-evaluation and experiencing. Therapy's length is determined by client (In person centered therapy termination is decided by the client).

Quick suggestions and reassurances are avoided.

Empathy involves understanding another individual by "living" in their internal frame of reference.

Person centered therapists believe that empathy, unconditional positive regard, and congruence are necessary and sufficient conditions for therapeutic change.

Congruence as stated above is a correspondence between the thoughts and the behaviour of a therapist. This is very essential if intervention has to be effective. Client centered therapy focuses most heavily on the present. A successful person centered therapy outcome would be defined by the client's evaluation that therapy was beneficial.

1.6.3 Therapist's Role and Functions

Role: Therapist's attitude and belief in the inner resources of the client, not in techniques, facilitate personal change in the client.

- i) Use of self as an instrument of change.
- ii) Focuses on the quality of the therapeutic relationship.
- iii) Serves as a model of a human being struggling toward greater realness.
- iv) Is genuine, integrated, and authentic.
- v) Can openly express feelings and attitudes that are present in the relationship with the client.

Functions: to be present and accessible to clients, to focus on immediate experience, to be real in the relationship with clients.

Through the therapist's attitude of genuine caring, respect, acceptance, and understanding, clients become less defensive and more open to their experience and facilitate the personal growth.

1.6.4 Therapy/ Intervention Goals

The goals are as given below:

- i) Helping a person become a fully functioning person.
- ii) Clients have the capacity to define their goals.
- iii) An openness to experience.
- iv) A trust in themselves.
- v) An internal source of evaluation.
- vi) A willingness to continue growing.

1.6.5 Client's Experience in Therapy

Incongruence: discrepancy between self-perception and experience in reality
anxiety → motivation to help.

As clients feel understood and accepted, their defensiveness is less necessary and they become more open to their experiences.

- Therapeutic relationship activate clients' self-healing capacities.
- Relationship between Therapist and Client.
- Emphasises the attitudes and personal characteristics of the therapist and the quality of therapeutic relationship.
- Therapist listening in an accepting way to their clients, they learn how to listen acceptingly to themselves.

1.6.6 Relationship between Therapist and Client

A central variable related to progress in person-centered therapy is the relationship between therapist and client.

- A person-centered therapist is a facilitator.
- It is not technique-oriented.
- A misunderstanding—this approach is simply to restate what the client just said or the technique of reflection of feelings (It is incorrect).
- The therapeutic relationship is the primary agent of growth in the client.
- Therapist's presence: being completely engaged in the relationship with clients.
- The best source of knowledge about the client is the individual client.
- Caring confrontations can be beneficial.

1.6.7 Contribution of Person Centered Therapy

- Active role of responsibility of client.
- Inner and subjective experience.
- Relationship-centered.
- Focus on therapist's attitudes.
- Focus on empathy, being present, and respecting the clients' values.
- Value multicultural context.

1.6.8 Summary and Evaluation

Limitation

- Discount the significance of the past.
- Misunderstanding the basic concept: e.g., reflection feelings.
- People in crisis situations often need more directive intervention strategies.
- Client tends to expect a more structured approach.

1.6.9 Being Genuine

Client centred therapists need to be knowledgeable about themselves and comfortable with this information. They must be more congruent than their clients. Being genuine does not mean sharing every thought or feeling with the client. It means being a helpful, attentive, caring person who is truly interested in the client and able to demonstrate that interest.

1.6.10 Active Listening

The first technique emphasised in client – centered therapy is active listening and its reflection of content and feelings. Demonstrating empathy for the client requires highly attentive and interactive listening skills. The physical steps common to this are facing the clients, leaning toward them and making good eye contact. This position and the use of facial and body expressions that relate to the client's comments will at least initially put the therapists and clients in physical contact. Then the therapists hear and see what is communicated. Both the words and the actions of the client are used to develop an understanding of the content and feelings being presented.

Taking in information is only the first part of active listening. Therapists must then reflect the content and feelings of clients back to them to have value. For example, ‘I hear you saying.....,’ “so you are feeling.....” and “you seem to be feeling.... because of...” are the ways counsellors and therapists explore with the client how accurate their empathy is.

The process of active listening helps both counsellor and client clarify the content and feelings of a situation and is a learning process for each participant. Therapists who can treat their own mistakes and growth during this learning process in a genuine manner also help clients accept their uncertainties and weaknesses.

1.6.11 Reflection of Content and Feelings

The first step in the empathy exploration process tends to be the recognition and reflection of the actual words stated and the feelings that are most obvious. As client and therapist get to know each other better, an effective therapist would be better able to see behind these surface interactions and begins to see and convey feelings clients do not even recognise they are expressing. Describing to the client what has been recognised is like an extended listening, observing and reflecting of the person’s world. Reflection can also bring together complex elements of the client’s world that draw a more accurate picture of the client as a whole than the individual elements that provide.

1.6.12 Appropriate Self - Disclosure

A genuine relationship enables the client to see relevant parts of the therapist’s phenomenological world as well as the client’s world. Appropriate self disclosure allows clients to compare their views of the world with the view of another individual whom they have come to trust and value as a significant human being. These comparisons give clients the chance to review and revise their views based on information they might otherwise not have had available or which has been too threatening to accept. The supportive relationship allows the client to try out new thoughts and behaviours at the rate and in a manner most appropriate for them.

1.6.13 Immediacy

Immediacy provides a here – and - now approach to the relationship in general and to feelings in particular. The relationship between the therapist and the client is seen as the most important therapeutic factor in part because it is available for immediate examination. Therefore, the feelings that both client and therapist are currently experiencing are often the most therapeutic ones available. Statements that receive primary emphasis are ones like “How are you feeling now?” and “your statements make me feel”. On the other hand, statements seen as less therapeutically useful might be “Why did you feel that way?” “What did the other person think?” or what did you believe then?”

A major reason for client centered therapist’s emphasis on the here and now is that reactions between client and counsellor or therapist can be verified, checked and explored immediately by both participants.

Case Study

Sunil, a 30 year old young man was graduated in engineering. He is divorced and no children. He changed three different jobs in 5 years. He approached for counselling as he feels that he has difficulty in having good interpersonal relationships. He found that he cannot interact positively with people and gets easily irritated by others.

The client centered therapist acts as a helper and the main responsibility in the counselling process has to be taken by the client. The first task of the counsellor is building relationship with the client in order to develop trust. At the same time he is encouraged to believe in himself – that he has the capacity to get along with others and to make friends. Instead of relying on case histories, analysis in a traditional sense, probing and questioning, the focus should be on building a relationship that is facilitative.

Self Assessment Questions

- 1) Discuss the various intervention strategies in client centered therapy.
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- 2) Describe cognitive view of psychotherapy.
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- 3) Elucidate the roles and unctions of therapist in client centered therapy.
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- 4) What important does therapist clinet relationship has?
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5) Discuss being genuine, active listening reflecting contents and feelings as part of therapy.

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1.7 CLIENTS WHO CAN BENEFIT

This therapy has wide application within the helping professions, voluntary sector, human relations training, group work, education and institutional settings where the goals are to foster good interpersonal skills and respect for others.

This therapy is also useful in dealing with the clients in the first stage of crisis.

Women clients would benefit from this therapy as they are encouraged to consider and identify their own feelings and needs, which many women may never been able to do before.

People with relationship difficulties would also benefit as the client centered therapist gives them respect, understanding and openness which they may not have experienced in everyday life.

The principles of the person centered approach have been applied to a variety of therapeutic situations including marriage counselling and family therapy.

Many self help groups like Alcoholic Anonymous extend core conditions of respect, understanding and openness for people who want to change.

1.8 LIMITATIONS

Success is dependent on counsellors and therapists maintaining high trust in the feelings and actions of the client and themselves. Lack of trust often causes therapists to rely on passive reflection responses. These are necessary but become inadequate as the need for a more comprehensive therapeutic relationship develops which includes directness that comes with culturally, situational and personally relevant feelings and interactions.

1.9 LET US SUM UP

The client centred model is optimistic in its view of humankind. Clients are seen as basically good and possessing the capabilities for self – understanding, insight, problem solving, decision making, change and growth.

The counsellor’s role is that of a facilitator and reflector. The counsellor facilitates a counselee’s self understanding and clarifies back to the client the expressed feelings and attitudes of the client. In this therapy, giving information for problem solving is not usually considered a counsellor responsibility. The counsellor would

not seek to direct the mediation of the counselee's inner world but provides a climate in which the counselee could bring about change in himself.

The core conditions of counselling as described by Rogers are empathy, unconditional positive regard and congruence or genuineness which are considered necessary and sufficient for therapeutic personality change.

The counselling skills which are essential for the development of a therapeutic relationship between counsellor and client are active listening, responding to clients through reflection of feeling and content, paraphrasing and summarising, asking open questions and responding appropriately to silence and client non-verbal communication. Silence, acceptance, restatement, empathy and immediacy responses occur most frequently with the client taking the lead on what is discussed and being responsible for outcomes. Client centred therapists encourage careful self exploration but they tend to avoid confrontation and interpretation as tools for hastening insight.

1.10 UNIT END QUESTIONS

- 1) Discuss human nature as a view point from Roger's therapy angle.
- 2) Elucidate goals of client centered therapy and delineate the counselling process.
- 3) Discuss the various counselling process of client centered therapy.
- 4) Explain the importance of relationship between client and therapist.
- 5) Elucidate the intervention strategies.
- 6) What are the limitations of the client centered therapy?

1.11 SUGGESTED READINGS

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