

### CHALLENGING OUR COGNITIVE DISTORTIONS...

- Being warm and empathic ≠ being naïve
- Being rewarding and affirming ≠ being a “thug hugger” or “defender of deviants”
- Being kind and generous ≠ being gullible or foolish
- These are frequently confused
- You can be foolish, gullible, and naïve without having these qualities, too. ☺

7

### DEFINED

**Responsivity** definition, the quality or state of being responsive (dictionary.com)

WHAT'S MISSING?

9

THE BEST QUESTION

Am I the professional that this client can respond to?

10

PAUL GENDREAU

- “Something works”
- “What works!”



WHAT WORKS?

*Who works?*

### 1979: EDWARD S. BORDIN

- Therapeutic alliance:
  - Agreement on relationship
  - Agreement on goals
  - Agreement on tasks
  - (Norcross, 2002, would add client preference)
  - Over 1,000 studies have emphasized the importance of the alliance in psychotherapy since (Miller, 2011)



### SEQUENCE FOR STUCK CASES

1. What are this client's goals?
  - Do you have agreement on them?
2. What is the nature of your relationship with this client?
  - Do you have agreement on this?
3. What approach works best with this client?
  - Do you have agreement on this?
4. What are this clients strong personal values?
  - How can you work within them?

14

### CULTURE OF FEEDBACK

- Superior therapists elicit more negative feedback
- Atmosphere in which clients are free to rate their experiences
  - Without retribution
  - With a hope of having an impact
- Beyond displaying openness, this involves introducing the measures thoughtfully and thoroughly
- It is not just another form to fill out!

### OUTCOME RATING SCALE

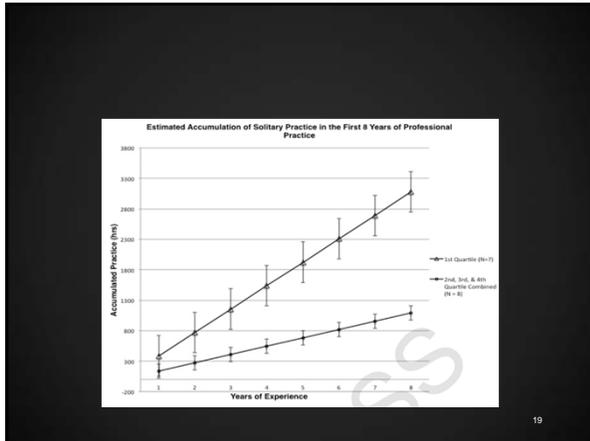
<p><b>Overall:</b> (General sense of well-being)</p> <p>----- </p>
<p><b>Individually:</b> (Personal well-being)</p> <p>----- </p>
<p><b>Interpersonally:</b> (Family, close relationships)</p> <p>----- </p>
<p><b>Socially:</b> (Work, School, Friendships)</p> <p>----- </p>

### SESSION RATING SCALE

I did not feel heard, understood, and respected.	Relationship -----	I felt heard, understood, and respected.
We did not work on or talk about what I wanted to work on and talk about.	Goals and Topics -----	We worked on and talked about what I wanted to work on and talk about.
The therapist's approach is not a good fit for me.	Approach or Method -----	The therapist's approach is a good fit for me.
There was something missing in the session today.	Overall -----	Overall, today's session was right for me.

### OPENNESS AND SURPRISE





19

### BOTTOM LINE

1. The most important part of the outcome is your ability to build and maintain an alliance
2. Be very humble
3. Compassion is a practice skill

20

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