

Pastoral Skills Training – Family Life

Lesson 3: Relationship Building in Pastoral Counseling

Instructor Guide for Webinar Presentation

Lesson Information	
Lesson Objectives	Identify the principles that help build relationships in pastoral counseling. <ul style="list-style-type: none">○ Describe the concepts in the Coming Together phase of counseling.○ Describe the concepts in the Exploring Together phase of counseling.○ Describe the concepts in the Working Together phase of counseling.
Class Time: Presentation	Approximately 1 hour
Class Time: Discussion	Approximately 1 hour
Lesson Materials	
Webinar Presentation	Page 3
Webinar Discussion	Page 14
PowerPoint Slides for Webinar Presentation	03-presentation-slides.ppt
Supporting Lesson Materials	
Student Guide	Student advance sheet containing the objectives of the lesson and the materials required for participation (03-student-guide.pdf)

Student Readings	The Counseling Relationship and the Counselee's Experience of Counseling (03-counseling-relationship.pdf)
	Can You Talk With Me? (03-can-you-talk-with-me.pdf)
	Case Study (03-case-study.pdf)

Webinar Presentation		
Title	Description	Slide Number
Objectives	<p>At the end of this presentation, you should be able to do the following:</p> <ul style="list-style-type: none"> • Identify the principles that help build relationships in pastoral counseling. <ul style="list-style-type: none"> ○ Describe the concepts in the Coming Together phase of counseling. ○ Describe the concepts in the Exploring Together phase of counseling. ○ Describe the concepts in the Working Together phase of counseling. 	Slide 2
The Conseling Relationship		
The Counseling Relationship	<p>Counseling is “helping process the aim of which is not to change the person but to enable him or her to utilize the resources he now has for coping with life. The outcome we would then expect from counseling is that the client do something, take some constructive action on his own behalf.” - Leona Tyler</p> <ul style="list-style-type: none"> • The counseling process not only attempts to help persons to help themselves through a growing understanding of their inner conflicts but does so with an openness to the role God plays within their lives and a receptiveness to the role that grace can play within this relationship. • Pastoral counseling is first and foremost exactly that—a relationship. This point needs to be highlighted, since many neophyte pastoral Chaplains rush into “doing” and problem solving without fully appreciating the essentials of the relationship to the helping process. • Counseling is embedded in the relationship and would not systematically occur outside of that context. 	Slides 4-5

	<ul style="list-style-type: none"> • The quality of the counseling relationship is, therefore, the keystone to the helping process and thus needs to be of primary concern to all pastoral counselors. • No two counseling relationships will be exactly alike, just as no two individuals are exactly alike. The counseling process defies definitive characterization or cookbook formula presentation. • Researchers have not been able to find “specific” ingredients of an effective relationship but have consistently supported the value of the relationship to the eventual therapeutic outcome, regardless of therapeutic modality or orientation. 	
Three Stages of Counseling	<ul style="list-style-type: none"> • Coming Together – Therapeutic Alliance • Exploring Together – Reconnaissance • Working Together – Intervention 	Slide 6
Stage 1: Coming Together – Therapeutic Alliance	<p>Counseling places the client in a new, somewhat unique social encounter. Individuals entering counseling do so with a degree of anxiety surrounding:</p> <ul style="list-style-type: none"> • The level and types of demands they may experience. • The expectations they have for the Chaplain or the Chaplain may have for them. • The set of rules to be used as guides for defining appropriate and inappropriate ways to behave within the relationship. 	Slide 7
Stage 1: Coming Together – Therapeutic Alliance, continued	<p>As pastoral counselors eager to assist another individual with their current problem, we are often tempted to rush into a relationship with ready solutions. During the initial time of Coming Together, the primary job of the pastoral counselor is to facilitate the development of a working, caring relationship:</p> <ul style="list-style-type: none"> • Reduce needless anxiety. 	Slide 8

	<ul style="list-style-type: none"> • Facilitate an alliance in which the client feels accepted and understood. • Create a climate of mutual acceptance. • Provide unconditional, non-possessive warmth and respect. • Be genuine. <p><i>(Elaborate on each of these bullet points in the following slides.)</i></p>	
Reducing Needless Anxiety	<ul style="list-style-type: none"> • Greet the client warmly – The greeting and initial “hello” may seem trivial but is important and may be the foundation upon which the counseling relationship will develop. The impressions formed during these early stages are significant in establishing the expectation of a positive, growth-producing experience. These positive expectations provide the client with a sense of hope and desire for continuation. Effective counselors greet clients warmly in a conversational tone and proceed with social conversation around non-threatening information (i.e., the weather, the directions, etc.) • Provide clear guidelines – Inform the client about matters such as length of time for each session, frequency of contact, confidentiality, fees, and types of issues to be discussed. The client may assume that a number of topics are taboo (e.g., homosexuality, suicide, alcoholism, etc.) and should not be discussed with a <i>pastoral</i> counselor. • Correct the client’s misinformation regarding the counseling process or the counselor’s abilities (e.g., “Can counselors read minds?” “Put me in a spell?” “Make me do things I don’t want to do?”). 	Slide 9
Facilitating an Alliance	<p>For clients to feel accepted and understood, counselors must provide for the creation of a helpful environment. Aronoff and Lesse (1976) found that success requires counselors to do the following:</p> <ul style="list-style-type: none"> • Provide a relaxed sanctuary. 	Slides 10-11

	<ul style="list-style-type: none"> • Engender in the client or patient a trust and confidence in the therapist competence. • Demonstrate interest and understanding of the client and his or her concerns. <p>Fiedler (1951) noted that the most successful counselors demonstrate the following:</p> <ul style="list-style-type: none"> • Greater ability to understand the feeling(s) of the patient • Greater security in the therapeutic condition • Greater capacity to show warmth without being overly involved with the patient <p>Necessary conditions of a helpful relationship (Rogerian view):</p> <ul style="list-style-type: none"> • Be knowledgeable or integrated in the relations. • Experience an empathetic understanding of the client. • Be capable of communicating this understanding to the client. • Experience a warm, positive, accepting attitude toward the client. • Possess unconditional positive regard to the client. <p>It may be suggested, therefore, that effective pastoral counselors will be those who give witness to the basic, intrinsic value of the person by demonstrating a warm, accepting, genuine, and respectful attitude for the client. What do you think?</p>	
<p>Create a Climate of Acceptance</p>	<p>Refuse to Exercise Control: A climate of mutual acceptance requires that we refuse to exercise control over the client and do not attempt to impose roles or norms of behavior on clients, but let the clients be who they are. <i>(Share a story of when you wanted to impose upon a client.)</i></p>	<p>Slide 12</p>

	<p>Give Freedom to Change or Not Change: Counselors must lay aside both formal status and informal social roles, be guided by the “here and now” vs. “a priori” role expectation, and must actively allow clients the freedom not to change if that’s their desire.</p> <p>Don’t Demand Action: Even when the counselor knows the recommendations are excellent, he or she must avoid the temptation to demand or expect implementation.</p> <p>Remain Curious—invite more information:</p> <p>Show Hopeful Concern: The counselor should manifest acceptance by 1) actively encouraging the client to express the ways in which he or she is different both professionally, philosophically, and personally and (2) showing care, respect, and concern for the client and the client’s problem.</p>	
<p>Non-possessive Warmth and Respect</p>	<p>Act As if the Person Is Very Important: Non-possessive warmth and respect for the client lies as a cornerstone of Christian heritage. “Prizing” another is a reflection of our belief that the client is created in the image and likeness of God, endowed with natural gifts of intelligence and freedom, in varying degrees of development. (Ask yourself: How would I act if this person were a general officer?)</p> <p>Don’t Judge: To imply that one holds unconditional positive regard for another does not imply unconditional approval of all of that person’s behavior, for just as Christ could love the sinner while hating the sin, we must learn to clearly distinguish our evaluation of a person’s behavior from the love we hold for that person. This principle is essential to effective counseling. However, we must realize and accept the limitations of our own humanity, for unlike Christ, many of us find it hard to keep an unconditional, non-possessive warmth for particular clients.</p>	<p>Slide 13</p>
<p>Non-possessive Warmth and</p>	<p>Pastoral counselors can monitor their ability to communicate this unconditional,</p>	<p>Slide 14</p>

<p>Respect – Questions for Counselors</p>	<p>non-possessive warmth for a client by considering the following questions:</p> <ul style="list-style-type: none"> • Was I “attending”? Is there evidence that I was actively and accurately listening? • Did I actively encourage the client to contribute to provide his or her own unique insight? • Did I verbally state or behaviorally demonstrate the belief that the client is competent and can take care of himself or herself? • Did I appear to enter the relationship assuming the goodwill of the client? • Did I demonstrate appropriate warmth, closeness, and feeling within the relationship? • Did I give evidence of spending time and energy to truly understand the client and his or her problem? • Did I employ descriptive language as opposed to judgmental, evaluative language? • Did I reflect the love and forgiveness God holds for each of us? 	
<p>Genuineness</p>	<p>Genuineness is manifested by the following:</p> <ul style="list-style-type: none"> • Role freeness – The counselor doesn’t hide behind titles, labels, degrees, or roles, and resists using labels as justification or disguises for manipulating the client. • Spontaneity – While being tactful and considerate, the counselor does not appear to be constantly weighing what he or she says, as if in a pre-planned, manipulative exchange. • Non-defensiveness – When questioned by the client, or criticized, the counselor demonstrates accurate empathic listening and a willingness to consider the client’s point. The counselor does not retreat or 	<p>Slide 15</p>

	<p>counterattack when challenged by the client.</p> <ul style="list-style-type: none"> • Congruency – The counselor appears to be consistent in expressing his or her thoughts, feelings, and behaviors. There do not appear to be discrepancies between what he or she thinks or feels and what he or she actually does or says. • Openness – The counselor demonstrates a capability of self-disclosure and mutual sharing within the context of the relationship. 	
<p>Stage 2: Exploring Together – Reconnaissance</p>	<p>What Does the Counselor Need to Do?</p> <p>Provide the client the opportunity to vent and describe the problem: During this stage, the counselor needs to provide clients with the opportunity to talk, to ventilate, and to begin to define their current concern as well as the resources available to them for problem resolution. The primary focus for the counselor is to listen and understand.</p> <p>Slow down the rush to solve the problem: All too often pastoral counselors, in their eagerness and concern to “help the client,” “jump into” problem resolving without properly understanding both the nature of the problem and the extent of resources available to the client.</p>	<p>Slide 16</p>
<p>Stage 2: Exploring Together – Reconnaissance, continued</p>	<p>Counselor – Listen Effectively: This stage is characterized by the following:</p> <ul style="list-style-type: none"> • Inviting disclosure (key question: “What else?”) • Attending behavior • Questioning • Facilitating understanding: Summarize to check your understanding • Accurate empathy <p><i>(Elaborate on each of these bullet points in the following slides.)</i></p>	<p>Slide 17</p>

<p>Inviting Disclosure</p>	<p>The counselor encourages the client to “open up” and “disclose” relevant personal information. One way to encourage and facilitate disclosure is through proper disclosure questions:</p> <ul style="list-style-type: none"> • What happened then? • How did that make you feel? • What else? 	<p>Slide 18</p>
<p>Attending</p>	<p>Attending, or “being with,” requires a physical stance and psychological orientation. Proper attending behavior may be characterized as face-to-face, straight-body orientation, openness in body posture, a comfortable, slight forward lean to the body, and maintenance of eye contact. (SOLER – straight, open, lean, eye contact, relaxed)</p> <p>Attending acronym = SOLER:</p> <p style="padding-left: 20px;">Straight</p> <p style="padding-left: 20px;">Open</p> <p style="padding-left: 20px;">Lean in</p> <p style="padding-left: 20px;">Eye contact</p> <p style="padding-left: 20px;">Relaxed (smile!)</p> <p>Use minimal encouragers:</p> <p>The use of minimal encouragers (“oh,” “so,” “then,” “and,” “um,” or “uh-huh”) along with the repetition of one or two of the client’s key words and a nod of the head will often help convey the fact that the counselor is actively engaged and “is with” the client.</p>	<p>Slide 19</p>

Questioning	<p>Often the counselor desires not only to convey “with-it-ness” to the client but also to help the client clarify the current situation. The appropriate use of open-ended questions will be effective in accomplishing these goals. Special emphasis needs to be given to the appropriate use of questions.</p> <ul style="list-style-type: none"> • Open-ended: (yes/no questions often feeling controlling or judgemental) • Remain truly curious 	Slide 20
Facilitating Understanding	<ul style="list-style-type: none"> • Leave behind your own assumptions/expectations. In order to fully understand the client’s experiences, feelings and concerns, counselors must be able to step from behind their own frame of reference and enter the client’s world and perspective through their use of empathic understanding and active listening (placing oneself in the “other’s” shoes). • Look for cues: (physical positioning, actions). Active listening is a total listening. It is a reception of all of the cues (verbal and non-verbal) which are being sent from the client. 	Slide 21
Accurate Empathy	<p>The use of accurate empathy may help facilitate the client’s own personal insight and clarity regarding the current situation.</p> <p>Two levels of empathy:</p> <ul style="list-style-type: none"> • Primary level accurate empathy requires that the counselor reflect what is <u>explicitly</u> presented by the client. • Advanced accurate empathy (second level) attempts to get at not only what is explicitly presented, but also what is <u>implied</u>. 	Slide 22
Stage 3: Acting Together – Intervention	<p>The process of “Acting Together” requires that the relationship move through the <u>planning, implementing, and evaluating</u> of an intervention.</p>	Slide 23
Planning	<ul style="list-style-type: none"> • Make a plan of action. 	Slide 24

	<ul style="list-style-type: none"> • Break it down into first and later actions. <p>Why this helps:</p> <ul style="list-style-type: none"> • Helps clients in their efforts to get in touch with their own problem-solving resources • Develops those skills and talents that may be essential to problem solving and that are not currently within the clients’ repertoire • Moves clients toward increased self-confidence and independence 	
Implementing	<p>Clients should be encouraged to try and test new waters tentatively, knowing that they are capable of responding to roadblocks and problems they may find in the implementation of the plan.</p> <p>Implementing a “hopeful” attitude by introducing the strategy in small doses can ensure the clients’ successes, which are needed as continual encouragement for their later attempts at “experimenting” with the intervention:</p> <ul style="list-style-type: none"> • Begin with small steps. • Expect road blocks. • Remain doggedly hopeful, even after initial failure. • Praise effort, even failed effort. 	Slide 25
Evaluating	<p>As the plan is being implemented, clients are encouraged to assess both their own performance and the effectiveness of the intervention plan. Such reflection and assessment is needed for:</p> <ol style="list-style-type: none"> (1) “Fine tuning” of this particular strategy. (2) The development and maintenance of the clients’ ongoing adaption and problem-solving skills. 	Slide 26

	Make adjustments to the plan and its implementation as necessary.	
Conclusion	<p>These three stages of counseling integrate help skills into our good intentions to help others. We need skills to guide us with our listening, our questioning, and most certainly, our problem resolving:</p> <ul style="list-style-type: none"> • Coming together • Exploring together • Acting together 	Slide 27
Ask for questions.		
Check On Learning	<ol style="list-style-type: none"> 1. What is the pastoral counselor's primary job during the Coming Together phase? 2. What approaches can the pastoral counselor use during the Coming Together phase? 3. What does the pastoral counselor need to do during the Exploring Together phase of counseling? 4. Describe ways that pastoral counselors can help facilitate disclosure during the Exploring Together phase. 5. What process should be followed during the Acting Together phase of counseling? 	Slide 29

Webinar Discussion

Case Study:

C: Chaplain

M: Male Soldier

F: Female Spouse.

Setting: Couple walks into the room ahead of the Chaplain and sit down next to each other. However, they have very different appearances. The wife sits down and folds her arms and legs, and leaning forward, looks straight at the Chaplain's seat and then the Chaplain as he sits down. The husband, in contrast, sits down, leans back, and looks toward the ceiling.

C: Well, it's nice to finally meet you. It seems like it was hard for us to find a time when we all could meet.

F: Well, of course it is. M doesn't want to be here. It took two weeks for him to run out of excuses. I finally had to call his First Sergeant to get him to come to this appointment.

M: (to the F): You did not have to call the First Sergeant and air our dirty laundry. I'm happy to come to this appointment. I just wanted to work this into my schedule so it wouldn't raise too many questions.

C: (to the M): So you're glad to be here, now that you're here? Good! So what's going on? How can I help you?

F: We've got problems, and M never wants to face them. He'd just rather ignore them and pretend they don't exist, and then head to Afghanistan so we can put off solving them for another year. But I'm tired of it.

M: (Interrupting angrily): Oh come on, you make it sound like I'm a monster or something. Do I ever refuse to talk with you when you want to talk about things? No! I just get tired of going over the same things again and again, and again.

C: Hold on: I appreciate the way you both want to jump right in and get to work, that's great. But I'm afraid I'm having a hard time keeping up. Sorry. You guys are way ahead of me. Would you be willing to go a little slower so this old man can keep up? I'm sorry to do that, but you know how we old men are (smiling). Now it sounds like you've been struggling to resolve some thing or things. Is that right?

F: It's ThingS. Plural. Where do you want to start?

C: Well, wherever you think is best. Can you tell me a little more about what some of the things are you've been struggling to resolve?

F: Well, recently, M has simply been spending too much money, and our USAA credit card is maxed out! And we don't have anything to show for it except for some guns.

M: (Interrupting): I didn't spend all that money; that card was over \$8,000 before I even got back from Iraq!

C: I see, so how much money to spend. OK, I got that down (Making a note). What is something else you two are stressed out about?

F: I'm tired of him spending all day Saturday's with his friends. He sees enough of them at work during the week and on the weekends I need some time when he can watch the kids so I can shop and take care of things I can't during the week.

M: Oh come on, I've been home all weekend for the last month.

F: (Jumping in): No, Saturday before last, you spent all Saturday morning out hunting, and I missed an appointment because I couldn't take Jessica and Jeremy.

C: Ok, I see another issue, time budgeting. That's a tough one-I know I never seem to have enough time either for everything that's important. I've got that one down too. What else?

M: (Chuckling) How much time do you have?

C: (Smiling) This list could get pretty long, eh?

(Both nod)

C: Well, I'm concerned we do something good even today. I don't want us to just be walking out at the end with an angry list. We've all the time in the world to eventually get to everything, but for today, maybe let's just stay with these two, unless, is there one more issue you want to make sure we talk about today? (to M): It sounds like these first two are at the top of F's list. Do you have something you'd want to make sure gets into the top 3?

M: Not really. I really want us to get a budget for money. I'm tired of feeling poorer and poorer each month. (F nods).

C: Ok, then, just two. This should be easy (smiling). Normally, I'm a three miracle per hour Chaplain, so two shouldn't be too tough. We might have time for some coffee....

Case Study Discussion Questions:

- 1) What stage of the relationship do you see the Chaplain working in through this discussion?
- 2) What steps do you see him taking to begin to get this couple to clarify the issues they want to work with?
- 3) This Chaplain used humor a bit in this discussion. How do you think this helped? What are the dangers in using humor like this?
- 4) If you were this Chaplain, what might you say or do next to move this conversation along in a helpful direction?