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# PSYCHOTHERAPY: TYPES & USES

Understanding psychotherapy  
and how it works



# Psychotherapy

- ❑ In general Psychotherapy means the treatment of mental disorder by psychological rather than medical means.

# What is psychotherapy?

- **Psychotherapy refers to a range of treatments that can help with mental health problems, emotional challenges, and some psychiatric disorders.**
- Psychotherapy is a collaborative treatment based on the relationship between an individual and a psychologist. Grounded in dialogue, it provides a supportive environment that allows you to talk openly with someone who's objective, neutral and nonjudgmental. You and your psychologist will work together to identify and change the thought and behavior patterns that are keeping you from feeling your best.
- In psychotherapy, psychologists apply scientifically validated procedures to help people develop healthier, more effective habits. There are several approaches to psychotherapy — including cognitive-behavioral, interpersonal and other kinds of talk therapy — that help individuals work through their problems.

# Psychotherapy

- Psychotherapy -- also called talk therapy, therapy, or counseling -- is a process focused on helping you heal and learn more constructive ways to deal with the problems or issues within your life.
- It can also be a supportive process when going through a difficult period or under increased stress, such as starting a new career or going through a divorce.

# Uses of Psychotherapy

- Generally psychotherapy is recommended whenever a person is grappling with a life, relationship or work issue or a specific mental health concern, and these issues are causing the individual a great deal of pain or upset for longer than a few days. There are exceptions to this general rule, but for the most part, there is no harm in going into therapy even if you're not entirely certain you would benefit from it.
- Psychotherapy can provide help with a range of problems, from depression and low self-esteem to addiction and family disputes. Combined with medication, it can play a role in treating bipolar disorder and schizophrenia.

# Psychotherapy

- Psychotherapy is often used either alone or in combination with medications to treat mental illnesses. Called "therapy" for short, the word psychotherapy actually involves a variety of treatment techniques. During psychotherapy, a person with a mental illness talks to a licensed and trained mental health care professional who helps him or her identify and work through the factors that may be triggering the illness.



# Psychologists , psychotherapists & psychiatrist

- A psychologist or psychotherapist tends to view individual distress as the result of human relationship problems, rather than a personal disorder.
- Psychotherapy focuses on the wider context of relations within a family or at work.
- A psychiatrist is a medical doctor, and is more likely to prescribe drugs to relieve symptoms, but many psychiatrists also use psychotherapy techniques. Similarly, psychiatric nurse practitioners also prescribe medications to relieve symptoms, but also use psychotherapy techniques in combination with medication.



# Need of psychotherapy

- Because of the many misconceptions about psychotherapy, you may be reluctant to try it out. Even if you know the realities instead of the myths, you may feel nervous about trying it yourself.
- Overcoming that nervousness is worth it. That's because any time your quality of life isn't what you want it to be, psychotherapy can help.
- Some people seek psychotherapy because they have felt depressed, anxious or angry for a long time.
- Others may want help for a chronic illness that is interfering with their emotional or physical well-being.
- Still others may have short-term problems they need help navigating. They may be going through a divorce, facing an empty nest, feeling overwhelmed by a new job or grieving a family member's death,

# Signs that need therapy

It include:

- A person feels an overwhelming, prolonged sense of helplessness and sadness.
- A person's problems don't seem to get better despite your efforts and help from family and friends.
- A person finds it difficult to concentrate on work assignments or to carry out other everyday activities.
- A person worries excessively, expect the worst or are constantly on edge.
- A person's actions, such as drinking too much alcohol, using drugs or being aggressive, are harming you or others.

# Different Approaches to

## Psychotherapy

- There are many different approaches to psychotherapy. Psychologists generally draw on one or more of these. Each theoretical perspective acts as a roadmap to help the psychologist understand their clients and their problems and develop solutions.
- The kind of treatment you receive will depend on a variety of factors: current psychological research, your psychologist's theoretical orientation and what works best for your situation.
- Your psychologist's theoretical perspective will affect what goes on in his or her office.

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# Different Approaches to Psychotherapy

- Psychologists who use cognitive-behavioral therapy, for example, have a practical approach to treatment. Your psychologist might ask you to tackle certain tasks designed to help you develop more effective coping skills. This approach often involves homework assignments.
- Your psychologist might ask you to gather more information, such as logging your reactions to a particular situation as they occur. Or your psychologist might want you to practice new skills between sessions, such as asking someone with an elevator phobia to practice pushing elevator buttons.
- You might also have reading assignments so you can learn more about a particular topic.

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# Different Approaches to Psychotherapy

- Your psychologist may combine elements from several styles of psychotherapy.
- In fact, most therapists don't tie themselves to any one approach. Instead, they blend elements from different approaches and tailor their treatment according to each client's needs.

# The main thing to know about a Psychotherapist

- The main thing to know is whether your psychologist has expertise in the area you need help with and whether your psychologist feels he or she can help you.

# Assessing psychotherapy's effectiveness

- Some people wonder why they can't just talk about their problems with family members or friends. Psychologists offer more than someplace to vent. Psychologists have years of training and experience that help people improve their lives. And there is significant evidence showing that psychotherapy is a very effective treatment.



# How effective is psychotherapy?

- Hundreds of studies have found that psychotherapy helps people make positive changes in their lives.
- Reviews of these studies show that about 75 percent of people who enter psychotherapy show some benefit.
- Other reviews have found that the average person who engages in psychotherapy is better off by the end of treatment than 80 percent of those who don't receive treatment at all.

# How does psychotherapy work?

Successful treatment is the result of three factors working together:

- Evidence-based treatment that is appropriate for your problem.
- The psychologist's clinical expertise.
- Your characteristics, values, culture and preferences.

When people begin psychotherapy, they often feel that their distress is never going to end. Psychotherapy helps people understand that they can do something to improve their situation. That leads to changes that enhance healthy behavior, whether it's improving relationships, expressing emotions better, doing better at work or school, or thinking more positively.

While some issues and problems respond best to a particular style of therapy, what remains critical and important is the therapeutic alliance and relationship with your psychologist.

# What if psychotherapy doesn't seem to be working?

- When you began psychotherapy, your psychologist probably worked with you to develop goals and a rough timeline for treatment. As you go along, you should be asking yourself whether the psychologist seems to understand you, whether the treatment plan makes sense and whether you feel like you're making progress.
- Some people begin to feel better in about six to 12 sessions. If you don't start seeing signs of progress, discuss it with your psychologist. Your psychologist may initiate a conversation about what to do. If he or she doesn't, bring it up yourself. You could ask your psychologist about additional or alternative treatment methods, for example. Sometimes speaking up to your psychologist can be very empowering, especially since your psychologist will be understanding and nonjudgmental instead of offended.
- Keep in mind that as psychotherapy progresses, you may feel overwhelmed. You may feel more angry, sad or confused than you did at the beginning of the process. That doesn't mean psychotherapy isn't working. Instead, it can be a sign that your psychologist is pushing you to confront difficult truths or do the hard work of making changes. In such cases, these strong emotions are a sign of growth rather than evidence of a standstill. Remember, sometimes things may feel worse before they get better.
- In some cases, of course, the relationship between a patient and the psychologist isn't as good as it should be. The psychologist should be willing to address those kinds of issues, too. If you're worried about your psychologist's diagnosis of your problems, it might be helpful to get a second opinion from another psychologist, as long as you let your original psychologist know you're doing so.
- If the situation doesn't improve, you and your psychologist may decide it's time for you to start working with a new psychologist. Don't take it personally. It's not you; it's just a bad fit. And because the therapeutic alliance is so crucial to the effectiveness of psychotherapy, you need a good fit.
- If you do decide to move on, don't just stop coming to your first psychologist. Instead, tell him or her that you're leaving and why you're doing so. A good psychologist will refer you to someone else, wish you luck and urge you not to give up on psychotherapy just because your first attempt didn't go well. Tell your next psychologist what didn't work to help ensure a better fit.

# Undergoing psychotherapy

- Psychotherapy is often referred to as talk therapy, and that's what you'll be doing as your treatment continues. You and your psychologist will engage in a dialogue about your problems and how to fix them.

# What should I expect as I continue psychotherapy?

- As your psychotherapy goes on, you'll continue the process of building a trusting, therapeutic relationship with your psychologist.
- As part of the ongoing getting-to-know-you process, your psychologist may want to do some assessment. Psychologists are trained to administer and interpret tests that can help to determine the depth of your depression, identify important personality characteristics, uncover unhealthy coping strategies such as drinking problems, or identify learning disabilities. If parents have brought in a bright child who's nonetheless struggling academically, for example, a psychologist might assess whether the child has attention problems or an undetected learning disability. Test results can help your psychologist diagnose a condition or provide more information about the way you think, feel and behave.
- You and your psychologist will also keep exploring your problems through talking. For some people, just being able to talk freely about a problem brings relief. In the early stages, your psychologist will help you clarify what's troubling you. You'll then move into a problem-solving phase, working together to find alternative ways of thinking, behaving and managing your feelings. You might role-play new behaviors during your sessions and do homework to practice new skills in between. As you go along, you and your psychologist will assess your progress and determine whether your original goals need to be reformulated or expanded.

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# What should I expect as I continue psychotherapy?

- In some cases, your psychologist may suggest involving others. If you're having relationship problems, for instance, having a spouse or partner join you in a session can be helpful. Similarly, an individual having parenting problems might want to bring his or her child in. And someone who has trouble interacting with others may benefit from group psychotherapy.

# How can I make the most of psychotherapy?

- Psychotherapy is different from medical or dental treatments, where patients typically sit passively while professionals work on them and tell them their diagnosis and treatment plans. Psychotherapy isn't about a psychologist telling you what to do. It's an active collaboration between you and the psychologist.



# Should I worry about confidentiality?

- Psychologists consider maintaining your privacy extremely important. It is a part of their professional code of ethics. More importantly, it is a condition of their professional license. Psychologists who violate patient confidentiality risk losing their ability to practice psychology in the future.
- To make your psychotherapy as effective as possible, you need to be open and honest about your most private thoughts and behaviors. That can be nerve-wracking, but you don't have to worry about your psychologist sharing your secrets with anyone except in the most extreme situations. If you reveal that you plan to hurt yourself or others, for example, your psychologist is duty-bound to report that to authorities for your own protection and the safety of others. Psychologists must also report abuse, exploitation or neglect of children, the elderly or people with disabilities. Your psychologist may also have to provide some information in court cases.
- Of course, you can always give your psychologist written permission to share all or part of your discussions with your physician, teachers or anyone else if you desire.
- Psychologists take confidentiality so seriously that they may not even acknowledge that they know you if they bump into you at the supermarket or anywhere else. And it's OK for you to not say hello either. Your psychologist won't feel bad; he or she will understand that you're protecting your privacy.

# Types of Therapy

Therapy can be given in a variety of formats, including:

- **Individual:** This therapy involves only the patient and the therapist.
- **Group:** Two or more patients may participate in therapy at the same time. Patients are able to share experiences and learn that others feel the same way and have had the same experiences.
- **Marital/couples:** This type of therapy helps spouses and partners understand why their loved one has a mental disorder, what changes in communication and behaviors can help, and what they can do to cope. This type of therapy can also be used to help a couple that is struggling with aspects of their relationship.
- **Family:** Because family is a key part of the team that helps people with mental illness get better, it is sometimes helpful for family members to understand what their loved one is going through, how they themselves can cope, and what they can do to help.

# Common Types of Psychotherapy

- Behavior Therapy
- Cognitive Therapy
- Dialectical Behavior Therapy
- Interpersonal Therapy
- Psychodynamic Therapy
- Family Therapy
- Group Therapy

# Approaches to Therapy

While therapy can be done in different formats -- like family, group, and individual -- there are also several different approaches that mental health professionals can take to provide therapy. After talking with the patient about their disorder, the therapist will decide which approach to use based on the suspected underlying factors contributing to the condition.

# Different Approaches to Psychotherapy

## Psychodynamic Therapy

- Psychodynamic therapy is based on the assumption that a person is having emotional problems because of unresolved, generally unconscious conflicts, often stemming from childhood. The goal of this type of therapy is for the patient to understand and cope better with these feelings by talking about the experiences. Psychodynamic therapy is administered over a period of at least several months, although it can last longer, even years.

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# Psychodynamic Therapy

- Psychodynamic therapy, or insight-oriented therapy, focuses on the deep-seated causes of behavior. For instance, patterns of behavior stemming from a person's upbringing or earlier life experiences, which continue to impact present-day behaviors.
- The aim is to increase self-awareness and understanding of how the past affects present behavior.
- The client will consider unresolved issues and symptoms that stem from past dysfunctional relationships. Unresolved problems can underlie behaviors such as drug or alcohol abuse.
- This can help people to understand the source of their emotional distress, usually by exploring motives, needs and defenses that they are not aware of.
- It can help people whose symptoms have not been resolved by other forms of psychotherapy.

# Interpersonal Therapy

Interpersonal therapy focuses on the behaviors and interactions a patient has with family and friends. The primary goal of this therapy is to improve communication skills and increase self-esteem during a short period of time. It usually lasts three to four months and works well for depression caused by mourning, relationship conflicts, major life events, and social isolation.

Psychodynamic and interpersonal therapies help patients resolve mental illness caused by:

- Loss (grief)
- Relationship conflicts
- Role transitions (such as becoming a mother, or a caregiver)

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# Interpersonal Therapy

- This approach focuses on interpersonal relationships
- Depression, for instance, may stem from a person's relationship with others. Learning skills for improving communication patterns may help the client to manage the depression.
- First, the therapist may help the client to identify relevant emotions, and where these are coming from. Then they can help them to express the emotions in a healthier way.
- For example, someone who responds to feeling neglected by getting angry may trigger a negative reaction in a loved one.
- Learning to express the hurt and **anxiety** calmly can increase the chances of the other person reacting positively.
- The client learns to modify their approach to interpersonal problems, understand them, and manage them more constructively.
- People who might benefit from this type of therapy include individuals who are eager to please others at their own expense, or who find that they have volatile interpersonal relationships.

# Cognitive-Behavioral Therapy

Cognitive-behavioral therapy helps people with mental illness to identify and change inaccurate perceptions that they may have of themselves and the world around them. The therapist helps the patient establish new ways of thinking by directing attention to both the "wrong" and "right" assumptions they make about themselves and others.

Cognitive-behavioral therapy is recommended for patients:

- Who think and behave in ways that trigger and perpetuate mental illness
- Who suffer from depression and/or anxiety disorders as the only treatment or, depending on the severity, in addition to treatment with antidepressant medication
- Who refuse or are unable to take antidepressant medication
- Of all ages who have mental illness that causes suffering, disability, or interpersonal problems.

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# Cognitive-Behavioral Therapy

## Cognitive therapy

- Cognitive therapy starts with the idea that what we think shapes how we feel.
- Depression, for example, may stem from having thoughts or beliefs that are not based on evidence, such as "I am useless," or "Everything goes wrong because of me."
- Changing these beliefs can change a person's view of events, and their emotional state.
- Cognitive therapy looks at current thinking and communication patterns, rather than the past.
- The therapist works with the client to confront and challenge inappropriate thoughts by encouraging different ways of viewing a situation.
- Cognitive therapy can help in treating post-traumatic stress disorder (PTSD).

# Cognitive-Behavioral Therapy

## Behavioral therapy

- Behavioral therapy can help clients to understand how changes in behavior can lead to changes in how they feel. It focuses on increasing the person's engagement in positive or socially reinforcing activities.
- The approach assesses what the client is doing, and then tries to increase the chance of having positive experiences.
- The goal is for desirable behavior responses to replace undesirable ones.
- Behavioral therapy can help people whose emotional distress stems from behaviors that they engage in.

**Cognitive behavioral therapy (CBT) pairs cognitive with behavioral therapy, to address both thoughts and behaviors.**

# Dialectical Behavioral Therapy

- Dialectical behavioral therapy (DBT) is a type of cognitive behavioral therapy used for high-risk, tough-to-treat patients. The term "dialectical" comes from the idea that bringing together two opposites in therapy -- acceptance and change -- brings better results than either one alone. DBT helps a person change unhealthy behaviors such as lying and self-injury through keeping daily diaries, individual and group therapy and phone coaching.
- DBT was initially designed to treat people with suicidal behavior and borderline personality disorder. But it has been adapted for other mental health problems that threaten a person's safety, relationships, work, and emotional well-being.

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# Dialectical Behavioral Therapy

Comprehensive DBT focuses on four ways to enhance life skills:

- **Distress tolerance:** Feeling intense emotions like anger without reacting impulsively or using self-injury or substance abuse to dampen distress.
- **Emotion regulation:** Recognizing, labeling, and adjusting emotions.
- **Mindfulness:** Becoming more aware of self and others and attentive to the present moment.
- **Interpersonal effectiveness:** Navigating conflict and interacting assertively

# Family therapy

- A family therapist looks at symptoms in the family context. Some conditions require the treatment of the family unit. An example is when a client has depression because of marital problems.
- Cognitive therapy, behavioral therapy, and especially interpersonal therapy may help.
- Identifying family patterns that contribute to behavior disorder or mental illness can help family members to break negative habits and patterns.
- Often, family therapy focuses on improving communication within the family. Participants learn new ways of listening and how to ask and respond to questions openly rather than defensively.
- Family therapy generally involves discussion and problem-solving sessions with the client and the family, as a group, in couples, or one-to-one.



# Group therapy

- A group therapy session usually involves between 6 and 12 clients and one therapist. The participants have similar problems, and they benefit from the therapist, and by observing how others handle their issues and respond to feedback.
- Getting feedback from other people with related problems can give a new perspective and help to facilitate improvement and change.
- Group therapy can help those who may feel a sense of isolation because of their issue.
- Although participating in a group may seem intimidating, it helps people to realize that they are not alone, and that others share the same problem. The sense of support is generally powerful and many participants in group therapy find the experience rewarding.

# Tips for Starting Therapy

- Therapy works best when you attend all scheduled appointments. The effectiveness of therapy depends on your active participation. It requires time, effort, and regularity.
- As you begin therapy, establish some goals with your therapist. Then spend time periodically reviewing your progress with your therapist. If you don't like the therapist's approach or if you don't think the therapist is helping you, talk to him or her about it and seek a second opinion if both agree, but don't discontinue therapy abruptly.

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# Tips for Starting Therapy

Here are some tips to use when starting therapy for the first time:

- **Identify sources of stress:** Try keeping a journal and note stressful as well as positive events.
- **Restructure priorities:** Emphasize positive, effective behavior.
- **Make time for recreational and pleasurable activities.**
- **Communicate:** Explain and assert your needs to someone you trust; write in a journal to express your feelings.
- **Try to focus on positive outcomes and finding methods for reducing and managing stress.**
- **Remember, therapy involves evaluating your thoughts and behaviors, identifying stresses that contribute to your condition, and working to modify both. People who actively participate in therapy recover more quickly and have fewer relapses.**
- **Also, keep in mind, therapy is treatment that addresses specific causes of mental illness; it is not a "quick fix." It takes longer to begin to work than medication, but there is evidence to suggest that its effects last longer. Medication may be needed immediately in cases of severe mental illness, but the combination of therapy and medicine is very effective.**

# Cognitive Behavioral Therapy

- Cognitive behavioral therapy (CBT) is a blend of two therapies: cognitive therapy (CT) and behavioral therapy. CT was developed by psychotherapist Aaron Beck, M.D., in the 1960's. CT focuses on a person's thoughts and beliefs, and how they influence a person's mood and actions, and aims to change a person's thinking to be more adaptive and healthy. Behavioral therapy focuses on a person's actions and aims to change unhealthy behavior patterns.
- CBT helps a person focus on his or her current problems and how to solve them. Both patient and therapist need to be actively involved in this process. The therapist helps the patient learn how to identify distorted or unhelpful thinking patterns, recognize and change inaccurate beliefs, relate to others in more positive ways, and change behaviors accordingly.

# Cognitive Behavioral Therapy

CBT can be applied and adapted to treat many specific mental disorders.

## *CBT for depression*

- Many studies have shown that CBT is a particularly effective treatment for depression, especially minor or moderate depression. Some people with depression may be successfully treated with CBT only. Others may need both CBT and medication. CBT helps people with depression restructure negative thought patterns. Doing so helps people interpret their environment and interactions with others in a positive and realistic way. It may also help a person recognize things that may be contributing to the depression and help him or her change behaviors that may be making the depression worse.

# Cognitive Behavioral Therapy

CBT can be applied and adapted to treat many specific mental disorders.

## *CBT for anxiety disorders*

- CBT for anxiety disorders aims to help a person develop a more adaptive response to a fear. A CBT therapist may use "exposure" therapy to treat certain anxiety disorders, such as a specific phobia, post traumatic stress disorder, or obsessive compulsive disorder. Exposure therapy has been found to be effective in treating anxiety-related disorders.<sup>1</sup> It works by helping a person confront a specific fear or memory while in a safe and supportive environment. The main goals of exposure therapy are to help the patient learn that anxiety can lessen over time and give him or her the tools to cope with fear or traumatic memories.
- A recent study sponsored by the Centers for Disease Control and Prevention concluded that CBT is effective in treating trauma-related disorders in children and teens.

# Cognitive Behavioral Therapy

CBT can be applied and adapted to treat many specific mental disorders

## *CBT for bipolar disorder*

- People with bipolar disorder usually need to take medication, such as a mood stabilizer. But CBT is often used as an added treatment. The medication can help stabilize a person's mood so that he or she is receptive to psychotherapy and can get the most out of it. CBT can help a person cope with bipolar symptoms and learn to recognize when a mood shift is about to occur. CBT also helps a person with bipolar disorder stick with a treatment plan to reduce the chances of relapse (e.g., when symptoms return).



# Cognitive Behavioral Therapy

CBT can be applied and adapted to treat many specific mental disorders

## *CBT for eating disorders*

- Eating disorders can be very difficult to treat. However, some small studies have found that CBT can help reduce the risk of relapse in adults with anorexia who have restored their weight.<sup>3</sup> CBT may also reduce some symptoms of bulimia, and it may also help some people reduce binge-eating behavior.

# Cognitive Behavioral Therapy

CBT can be applied and adapted to treat many specific mental disorders

## *CBT for schizophrenia*

- Treating schizophrenia with CBT is challenging. The disorder usually requires medication first. But research has shown that CBT, as an add-on to medication, can help a patient cope with schizophrenia.<sup>5</sup> CBT helps patients learn more adaptive and realistic interpretations of events. Patients are also taught various coping techniques for dealing with "voices" or other hallucinations. They learn how to identify what triggers episodes of the illness, which can prevent or reduce the chances of relapse.
- CBT for schizophrenia also stresses skill-oriented therapies. Patients learn skills to cope with life's challenges. The therapist teaches social, daily functioning, and problem-solving skills. This can help patients with schizophrenia minimize the types of stress that can lead to outbursts and hospitalizations.

# Psychotherapy Techniques

So...you are thinking of becoming a mental health counselor. Congratulations! You are considering work in one of the most rewarding vocations out there. Although, most would say it's a "calling."

To help you get a better feel for the work, I will outline the top three psychotherapy techniques.

# Psychotherapy Techniques

- Listening
- Confrontation
- Clarification

# Psychotherapy Techniques

## Listening

- Out of all the psychotherapy techniques, listening is perhaps the most essential. It is absolutely imperative that you understand what the client is saying, and if you don't listen well you won't be able to do that. Now, people think they are great listeners until they actually try to do therapy. Then, they realize that they really haven't been listening at all. Rather, they have been "waiting to speak" as most people do.
- Listening properly takes a great deal of effort and concentration. You must clear your mind of all thoughts and distractions and focus only on what the person is saying. Oh, and not just *what* they are saying but *how* they are saying it. Although it sounds simple, this is actually quite difficult.
- A helpful technique is to paraphrase what the client is saying. This will help you slow down and focus. But don't overdo this- you'll sound like a parrot and the client will wonder why they are paying you good money just to repeat whatever they say.

# Psychotherapy Techniques

## Confrontation

- Another essential counseling technique is confrontation. And it's another thing that is simple in concept but difficult to do, particularly for novice therapists. But it is actually a lot less scary than it sounds. When you confront a client you don't do it because you are angry at them, or because you are trying to force them to see your viewpoint. You do it because you are genuinely confused. You see, they have either said or have done something that conflicts directly with something they said or did earlier. What you are doing is expressing confusion about their inconsistencies, in the spirit of understanding them better so that you can help them. Framed that way, confrontation is a lot easier for therapists to swallow.

# Psychotherapy Techniques

## Clarification

- Another great technique is clarification. Think about one of the most common reasons clients come to therapy: poor communication skills. And that includes their communication with you. So, you'll have to ask questions in order to make sense out of their stories. But the most beautiful thing about this technique is while you are doing this, the client is also doing some work. See, they have to clarify it for themselves before they can clarify it for you. And...sometimes that is enough to actually address the issue itself! There have been occasions where my client didn't need to return for future sessions, because he or she solved the problem for themselves during the intake session by answering my questions.
- Now, you have to be careful with this technique as to not make the client feel that they are being interrogated. I am a naturally curious person, and so this technique works well for me. Expressed in the spirit of wanting to understand the client better, it's hard to go wrong.



# THANK YOU

