

*IAAP*

*Presents*

*Keeping Clients Engaged in Counseling  
Long Enough for the Miracle of Recovery  
to Occur*

*Presenter*

*Mark Sanders, LCSW, CADDC*

The  
**HEROIC  
CLIENT**

A REVOLUTIONARY WAY TO IMPROVE  
EFFECTIVENESS THROUGH CLIENT-DIRECTED,  
OUTCOME-INFORMED THERAPY



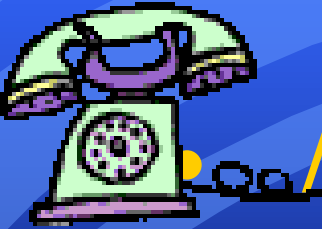
REVISED  
PAPERBACK  
EDITION

BARRY I. DUNCAN - SCOTT D. MILLER  
JACQUELINE A. SPARKS

*Research indicates that clients make most of their progress within the first six sessions of therapy.*

*The majority of clients do not reach session six. 50% of adults and 60% of adolescents miss their second outpatient session.*

# *What to do Prior to the First Session*



*• Make it easy to speak to a live person by phone*

- A warm phone voice tone matters*
- Learn from doctor's offices – increase first session attendance by 30%*

# *Engagement Strategies the First Two Sessions*

- *A warm greeting*
- *What do the pictures and magazines say*
- *An inviting waiting room and a snack*
- *A short wait*

## *The First Two Sessions Continued*

- *Positive service energy and a sincere smile*
- *A handshake and a tour*

## *The First Two Sessions Continued*

*From the initial phone contact to the first session, how would clients describe their intake/admissions experience?*

- *What is smooth?*
- *What is uncomfortable?*



# *The First Two Sessions Continued*

- *Engage with your*



# *The First Two Sessions Continued*

*Utilize naturally therapeutic qualities during the engagement process*

- *Empathy*
- *Warmth*
- *Genuineness*

## *The First Two Sessions Continued*

- *Go slow*
- *Start the session with joining – small talk*

*"Only equals engage in small talk."*

*Maya Angelou*

# *Joining with Adolescents*

- *Shoes*
- *Jerseys and t-shirts*
- *Hats*
- *Hand and arm tattoos*
- *Name*
- *Music*
- *Work*
- *School*
- *Aspirations for the future*

# *Joining with Parents*

- *Travel to the agency*
- *What they would be doing if not at the agency*
- *Work*
- *Hopes, wishes, dreams for their family*
- *How they chose their kids names*

# *Joining with Couples*

- *How they met*
- *What they liked about each other when they met*
- *When their relationship was best*
- *Hopes, wishes, and dreams for their relationship*

# *Joining with Children*

- *School*
- *Saturday activities*
- *Toys*
- *Hobbies*
- *Favorite tv program*
- *What do you want to do when you grow up*

# *The First Two Sessions Continued*

*Remember the 4 factors that lead to client Engagement.*

*Mega-study "The Heroic Client"*

- *The Clinical Model*
- *Counselor hopefulness*
- *The therapeutic relationship*
- *Client factors*



# *Client Extra-Therapeutic Factors*

- *Success prior to the presenting problem*
- *Individual and family resilience*
- *Cultural strengths and pride*
- *Love*

## *Client Extra-Therapeutic Factors Continued*

- *Employability*
- *A good education*
- *Vocational skills*
- *Hope for the future*
- *Leadership*

## *Client Extra-Therapeutic Factors Continued*

- *Faith*
- *Spirituality*
- *"A praying grandmother"*
- *Extended family orientation*

## *The First Two Sessions Continued*

- *Have an effective opening statement*

## *Examples*

*I am not going to try to tell you what to change or how to change. I am here to find out what's going on in your life and help you make any changes you decide to make.*

*I know I cannot make you stop using drugs. I will honor whatever decision you make concerning your drug use.*

## *A Good Opening Statement Says to the Client(s)*

- *It's up to you to change*
- *You are in control of how, when and what to change*
- *I will walk along side of you to support your change*

## *The First Two Sessions Continued*

- *3 sessions at a time*
- *Minimize confrontation*

# *The First Two Sessions Continued*

*Discover the client's uniqueness*

- *If you had 3 wishes what would they be?*
- *When are you happiest?*
- *What do you do on a Saturday afternoon?*
- *Who are your heroes?*
- *What is your favorite food?*
- *What kinds of things are funny to you? Do you like to hear jokes or tell jokes?*



## *Focus on Strengths as Soon as Possible*

- *What do you do well?*
- *How have you been able to endure so much?*
- *What do you like to do in your leisure time?*
- *What is the best thing you ever made happen?*
- *What are the best 3 moments you can recall in your life?*
- *What is your previous life suffering preparing you to do with the rest of your life?*

## *Focus on Strengths Continued*

- *What have you learned from what you have gone through?*
- *What sources of strength did you draw from?*
- *Which of your experiences has taught you the most about your own resilience?*

## *The First Two Sessions Continued*

- *Discover what the client(s) want*

*"When I take a guest to dinner, I let the guest choose what to eat, because I don't know what they like."*

*Milton Erickson*

- *Use humor*

*"The shortest distance between two people is a good laugh."*

# *The First Two Sessions Continued*

*Connect with clients cross culturally*

- *Intersectionality and micro-aggressions*
- *Find out how the presenting problem is addressed from the client's cultural perspective*
- *Incorporate aspects of the client's culture into the change process*
- *View counter-transference as a learning experience*
- *Work with indigenous leaders and healers*

# *The First Two Sessions Continued*

*If the client is mandated:*

- *Ask the leverage question*
- *Provide options*
- *Avoid talking too much about change in the beginning*
- *Utilize incentives*

*Understand why some therapists engage clients with more effectively than others and make personal and professional changes*

*What the research says:*

- *passion about your approach increase engagement*

*"You cannot sell something you do not believe in."*

- *Mastery of and passion about several approaches helps with engagement*

*(Davis and Piercy 2007)*

*"If I did therapy at my best, every session would be a new therapy."*

*Irvin Yalom*

*"I treated many conditions and I always invent a new treatment in accord with the individual's personality."*

*Milton Erickson*



# *What the Research Says Continued*

- *Friendliness helps with engagement*  
*(Wampold, 2011)*
- *Therapist wellbeing impacts engagement*  
*(Blow, Sprenkle and Davis, 2007)*
- *Naturally Therapeutic qualities:*  
*empathy, genuineness and warmth*  
*facilitates engagement*  
*(Miller, 2012)*

*"Models are words on paper and are not effective in and of themselves. Models either die or come alive through the therapist."*

*(Blow, Sprenkle and Davis, 2007)*

*"Techniques alone have no therapeutic value. They are only valuable if the client finds it credible and you have a good relationship. Psychotherapy is a process driven by beliefs, expectations and suggestions. Charisma and believability is what makes some therapists much more effective than others."*

*Dr. Stephen Bacon*  
*[www.drstephenbacon.com](http://www.drstephenbacon.com)*

# *What the Research Says Continued*

- *10 year gap in age can negatively impact engagement*
- *Experience matters most with the most difficult clients*
- *Decreasing directiveness when client resistance is high and increasing directiveness when resistance is lowest increases engagement*

*(Bentler, Consoli and Lane, 2005)*

# *What the Research Says Continued*

- *Cultural competence increases engagement*
- *Matching the length of sessions with the needs of the client can increase engagement*

*(Davis, 2007)*

- *A match between the approach and the clients world view helps facilitate engagement*

# *Sessions Three Through Six*

## *Evidence Based Practices*

- *Let client feedback guide the work*

The background is a solid blue color with several curved, overlapping bands of lighter and darker shades of blue. A dark blue, almost black, shape is positioned in the upper right quadrant, partially overlapping the lighter bands.

*Evidence Based Practices vs.  
Practice Based Evidence*

*Feedback informed treatment*



# *Feedback*

- *How was the session today?*
- *What worked?*
- *What did not work?*
- *What would you like to see different in the next session?*

# *Additional Feedback Questions*

- 1) What questions do you think I have avoided asking you that are important for me to ask?*
- 2) What do I need to know that would make you believe we were more on the same page and have more faith in my ability to help you?*
- 3) What do you think I am missing that would make a big difference in your situation?*

*(Selekman, 2015)*

# *Evidence Based Practices Continued*

- *Solution Focused Brief Treatment*
- *Behavioral Couples Therapy*
- *Twelve Steps Facilitation*
- *Structural Family Therapy*
- *Motivational Interviewing – Stage Based Interventions*

# *Use stage based interventions*

- *Pre-contemplation*
- *Contemplation*
- *Readiness*
- *Action*
- *Maintenance*

# *The First Few Group Sessions*

## *Factors Most Important in the Early Stages of Group Therapy*

- 1. Universality*
- 2. Installation of hope*

### *The Hero's Journey*

- A. The hero takes a journey*
  - B. A point where all hope seems lost*
  - C. The hero has a victory*
- 3. Guidance (imparting of information)*

# *Factors Most Important in the Middle Stages of Group Therapy*

*Cohesiveness*

# *Factors Most Important in the Later Stages of Group Therapy*

*1. Catharsis*

*2. Interpersonal learning*

- How my behavior distances me from others*
- How my behavior affects others*
- How others see me*
- Hidden talents*
- Blind spots*