

COUNSELLOR RESPONSE QUALITY RATING SCALE

This rating scale is to be applied to written transcripts of taped interviews or portions of taped interviews. It was developed for use in skills-orientated counselling relationship training.

Each complete counsellor statement is to be assigned a quality level rating from 1 (lowest) to 5 (highest). Each rating is to take into account the client statement which precedes it and the client statement which follows. The basis of each rating is the apparent impact of the counsellor's response on the client, not the intention of the interviewer. Please note that Minimal Encouragers are only to be rated when following a completed client's statement.

After the counsellor responses have been rated, an average response level for the interview as a whole is to be rated.

Level

1	DENIES THE REALITY OR LEGITIMACY OF THE CLIENT'S PROBLEM-RELATED EXPERIENCES (thoughts, feelings, behaviour, concerns)	<ul style="list-style-type: none"> • Is judgemental. • Is critical. • Dismisses or ignores client's concerns. • Inappropriate reassurance. • Inappropriate advice. • Authoritarian instruction as to what the client should do without taking into account the client's thoughts and feelings.
2	FAILS TO ACKNOWLEDGE OR RECOGNISE CLIENT'S EXPERIENCES OR DIVERTS CLIENT FROM HIS/HER PROBLEM-RELATED EXPERIENCES; IGNORES, DISTRACTS, CONFUSES	<ul style="list-style-type: none"> • Inappropriate question or unnecessary request for information. • Closed question that meets counsellor's needs, not the clients. • Long complicated response, which the client does not fully understand. • Vague, abstract response. • Relates to a previous topic that the client has moved on from. • Jumps ahead of client introducing a new topic for which the client does not appear to be ready. • Leads the client with a statement (e.g. 'It's actually unsuitable, don't you agree?')
3	RECOGNISES AND ACKNOWLEDGES THE CLIENT'S PROBLEM-RELATED EXPERIENCES	<ul style="list-style-type: none"> • Paraphrases clearly the client's statement. • Uses accurate Basic Empathy or Reflection of Feeling. • An appropriate Minimal Encourager, which follows a completed client statement. • Response that helps the client to continue: a relevant Open Question, request for an example or further elaboration. • Request for appropriate information to ensure mutuality of understanding. • Provision of information, which confirms client's understanding of the problem situation.
4	CLARIFIES THE CLIENT'S PROBLEM-RELATED UNDERSTANDING	<ul style="list-style-type: none"> • Open and closed questions which brings specific focus to the client's presenting issues and concerns. • Advanced Empathy or Interpretation, which clarifies the client's underlying experiences. • Accurate, relevant summary, which connects problem elements together in a way that the client sees the connection. • Provision of information or counsellor self-disclosure, which the client's response shows to be relevant. • Reference to problem relevant aspects of the counsellor-client relationship, which the client accepts.
5	ENHANCES THE CLIENT'S UNDERSTANDING OF THE PROBLEM SITUATION AND/OR WHAT CONSTRUCTIVE ACTIONS MIGHT FOLLOW	<ul style="list-style-type: none"> • Advanced Empathy or interpretation, which brings a change in the client's understanding of the problem situation. • Linking of elements which lead to the client recognising important patterns or themes in his/her behaviour or experience, not understood previously. • Challenging that results in a new understanding by the client. • Directive to take action, which the client accepts as appropriate, relevant and capable of execution. • Reference to a very relevant aspect of the client/counsellor relationship, which the client accepts and which relates to problem aspects of his/her wider life context.