



Human Connections
Connecting you to your new skills

ESSENTIAL AND ADVANCED COUNSELLING SKILLS

FOR ACCIDENTAL COUNSELLORS

A Solutions focused approach for people not trained as professional counsellors but often find themselves in counselling situations by accident.



Name: _____

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AN OVERVIEW OF ESSENTIAL AND ADVANCED COUNSELLING SKILLS

TIME SCHEDULE

- > 9am - Start
- > 10.30 to 10.45am - Morning Tea
- > 12.15 to 1.15pm - Lunch
- > 2.45 to 3pm - Afternoon Tea
- > 4.30pm - Finish



LOOKING FORWARD

- > Introduction and Icebreaker
- > Essentials of Solution Focused Communication
- > Accidental Counsellor Framework
- > Referral Framework



CONNECTION

- > 5 Crucial Skills used by all Effective Counsellors
- > Contact and Rapport
- > Beyond Words
- > Pacing, Matching and Mirroring
- > Advanced Empathy
- > Reflective Listening
- > Communication Style and Preference



INFLUENCE

- > Solution Focused Counselling Overview
- > Identity Belief Questions
- > Mirror Matrix Model
- > Exception/scaling questions
- > Homework (Commitment to positive behaviour)
- > Reframing



WELLBEING

- > Energy Psychology Techniques
- > Points used in SET and EFT
- > Enhancing Effectiveness of EFT/SET
- > Research on Energy Psychology/Tapping

LOOKING FORWARD



INTRODUCTION AND ICEBREAKER

PAINT THE PICTURE INTRODUCTION TO ESSENTIALS OF SOLUTION FOCUSED COMMUNICATION

ACCIDENTAL COUNSELLOR FRAMEWORK

REFERRAL FRAMEWORK

FILL IN THE BLANKS

Introduction to Solution Focused Communication

1. You're at this training because you want to learn how to? _____

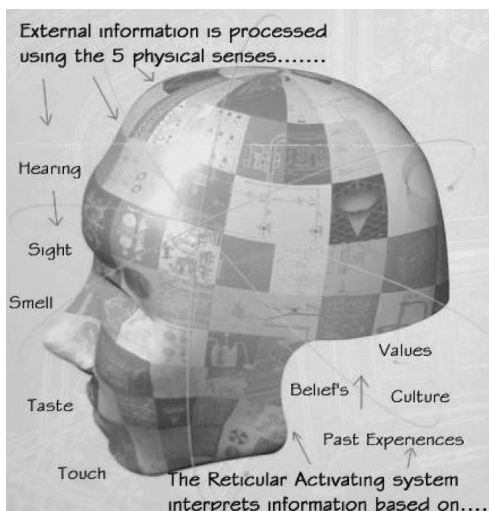
2. The reason it's important for you to learn how to do that now is? _____

3. If you could learn that and put it into action now, it would benefit you/others by? _____

PAINT THE PICTURE

It appears the mere act of constructing a vision of a solution "next best step" acts as a catalyst for bringing it about

Reticular Activating System



The Reticular Activating System (RAS) is also known as the "Gatekeeper".

One of its functions is to increase our conscious awareness. It helps us decide what we will focus on and pay attention to.

What happens when you purchase an item?

Or perhaps before you purchase and you are emotionally engaged with the item?

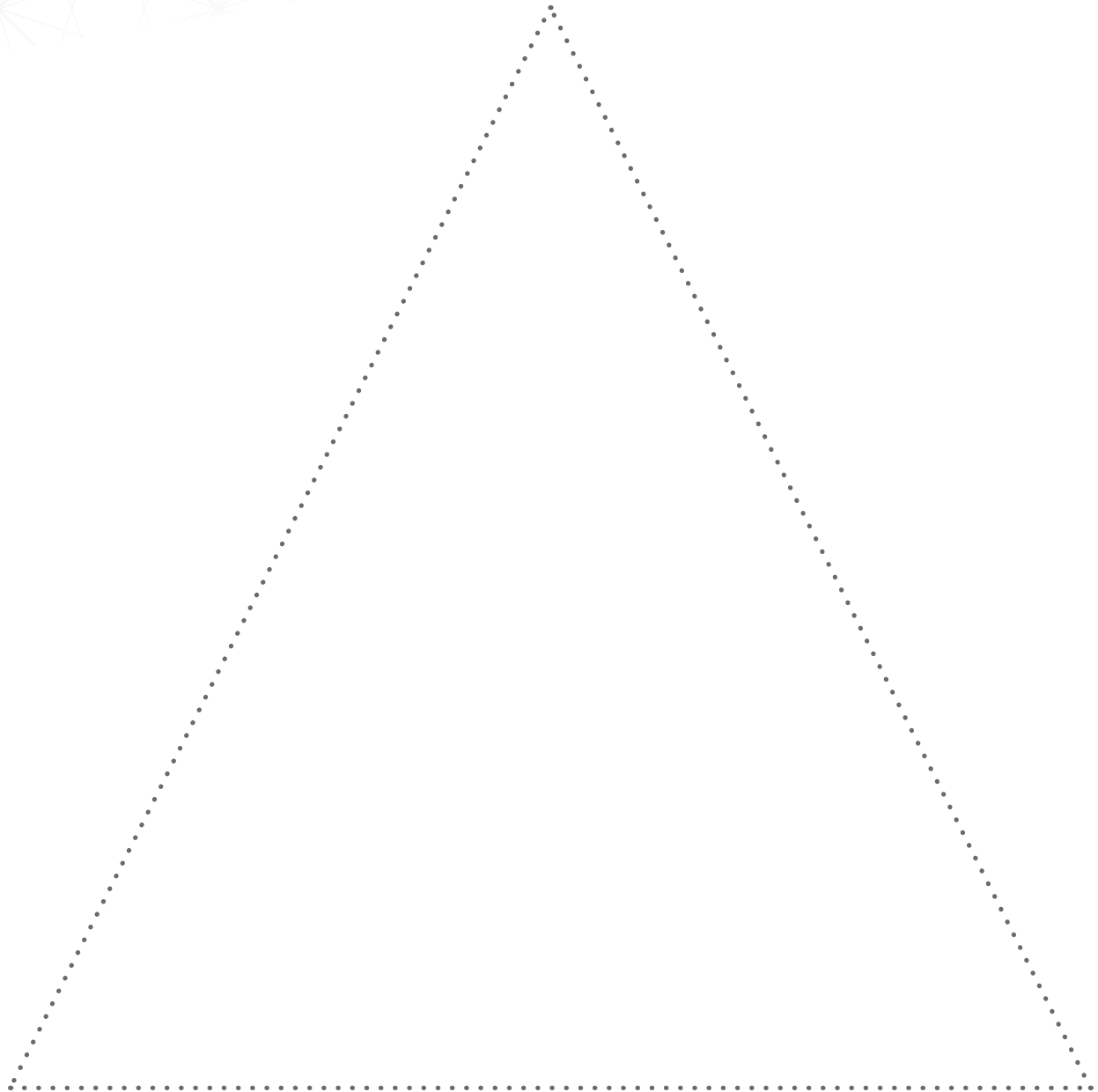
Painting The Picture - an example transcript

Setting the agenda:

- > How are you hoping our chat can be of help to you today?
I'm hoping you can help me with my anxiety.
- > If talking to me now turns out to make things better for you, what will be different for you?
I'd be less anxious and more calm and happier.
- > Great - what would you typically be doing differently if you were more calm and happier?
I'd be going out more and spending more time with family and friends.
- > Nice - tell me more, where would you typically be going out and who would be with you?

NOTES

THE ACCIDENTAL COUNSELLOR MODEL



REFERRAL FRAMEWORK

One of the biggest challenges for you in the 'helping role' is facing your own limits in that role, or the limits put on them by the "contract" of the "patient/worker role".

Setting appropriate boundaries is the core of the work of helping others, in many ways.

It is the emotional/spiritual/relational core of the caring role.

1. Assessment



4. The Contract/
Framework/Agreement



**Boundaries
and Limits To Care**

2. Team



3. Your Role

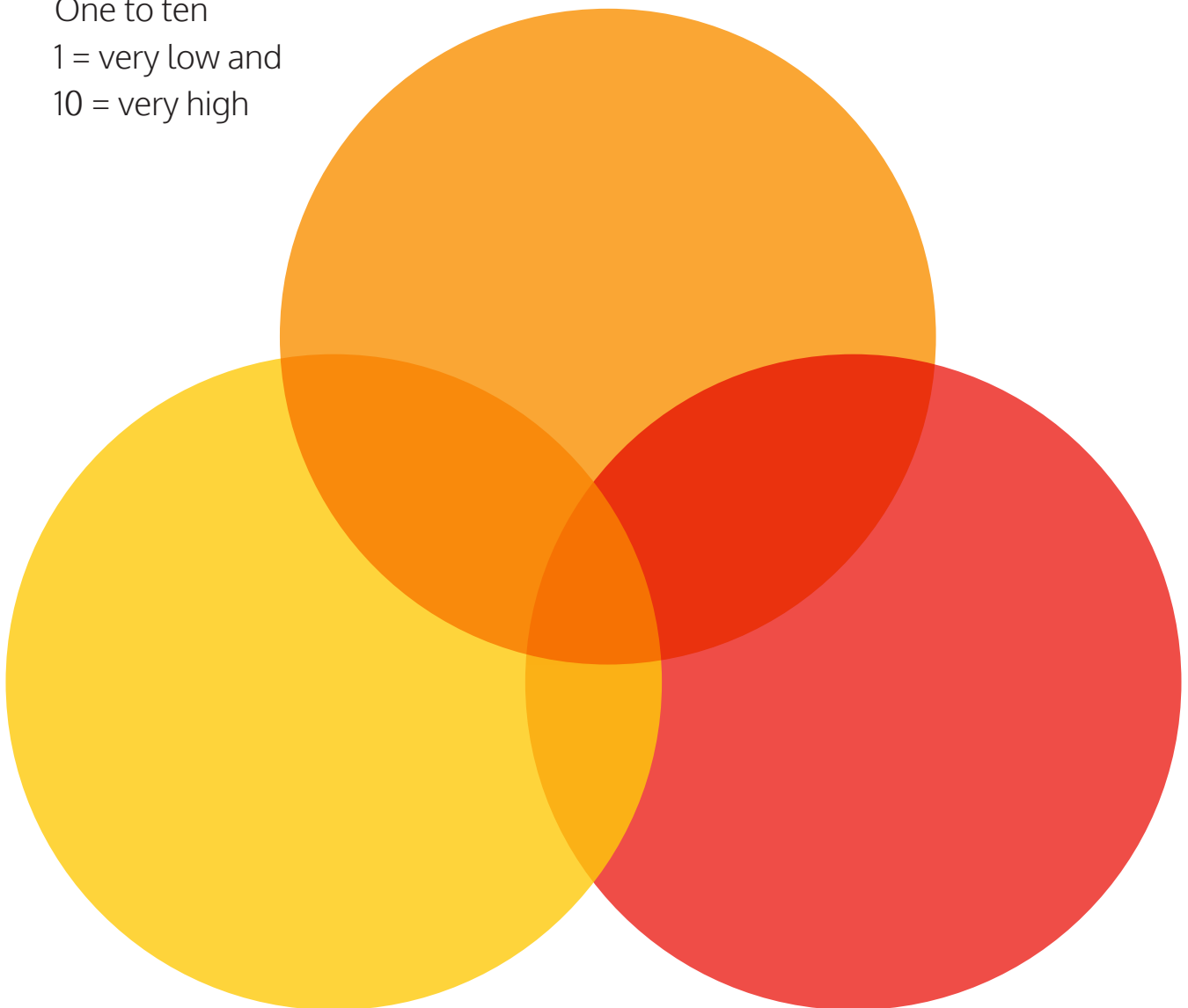


REFERRAL FRAMEWORK ASSESSMENT

Mental Health is Managed Not Cured

Scaling Question

One to ten
1 = very low and
10 = very high



CONNECTION

HOLDING A SPACE FOR
PAIN AND SUFFERING



5 CRUCIAL SKILLS USED BY ALL EFFECTIVE COUNSELLORS

CONTACT AND RAPPORT

BEYOND WORDS

PACING, MATCHING AND MIRRORING

ADVANCED EMPATHY

REFLECTIVE LISTENING

COMMUNICATION STYLE AND PREFERENCE

5 CRITICAL SKILLS

USED BY ALL EFFECTIVE COUNSELLORS:

1. R_____
2. R_____
3. R_____
4. E_____
5. E_____

MAKING CONTACT

The most important time in any counselling encounter is at the point of first contact, the first 5 or so minutes. This is where relationships are made and broken. The perceptions which are established in the first few minutes you have with your clients will do more to influence your subsequent relationship with them - which is the biggest factor in the success of any counselling you do with them - than almost any other factor.

Your most important goal above all else at this time, is to establish rapport.

WHAT IS RAPPORT?

Rapport is an essential element of all successful communication. Essentially, it entails the ability to establish a common human bond (i.e. connection) with the other person. A relationship characterised by rapport has been called a "relationship of responsiveness": People who are in rapport are open to respond to, and be influenced by, each other. Establishing rapport is thus about removing the barriers to communication so that your message - and your essential caring and acceptance - gets through.

> What methods do you use to establish rapport with clients?

> How do you know when you are in rapport/not in rapport?

GOING DEEPER: BEYOND WORDS

Most people try to gain rapport through asking questions. However, before you speak you have already done more to establish or damage your rapport than anything you say could do. How? By the way you're sitting/standing, your movements, level of eye contact, gestures, etc - i.e. your BODY LANGUAGE. In addition, your voice tone, rate of speech, and volume, among other things, are major factors in building (or destroying) rapport.

Research has shown the impact on others of different aspects of your communication is:

Verbal Content _____ %

Tonality _____ %

Body Language _____ %

"It's not what you say it's how you say it"

The Law of Requisite Variety: The individual with the widest range of responses available to them controls the outcome of the interaction.

PACING

Pacing involves "meeting the other person where he or she is, reflecting what he or she knows to be true, or matching some part of his or her ongoing experience ... you are pacing to the extent that you are in agreement or alignment with him or her or bear some likeness to him or her." - Jerry Richardson

Pacing is a way to establish trust and credibility. Another word for pacing is joining.

*"When you pace another person, you are in effect saying:
"I'm like you. You're safe with me. You can trust me." - Jerry Richardson*

MATCHING AND MIRRORING

Matching and Mirroring are crucial ways of pacing people. You can match and/or mirror:

B _____ P _____ M _____

V _____ T _____

R _____ S _____

V _____

F _____ E _____

B _____ P _____

K _____ / _____

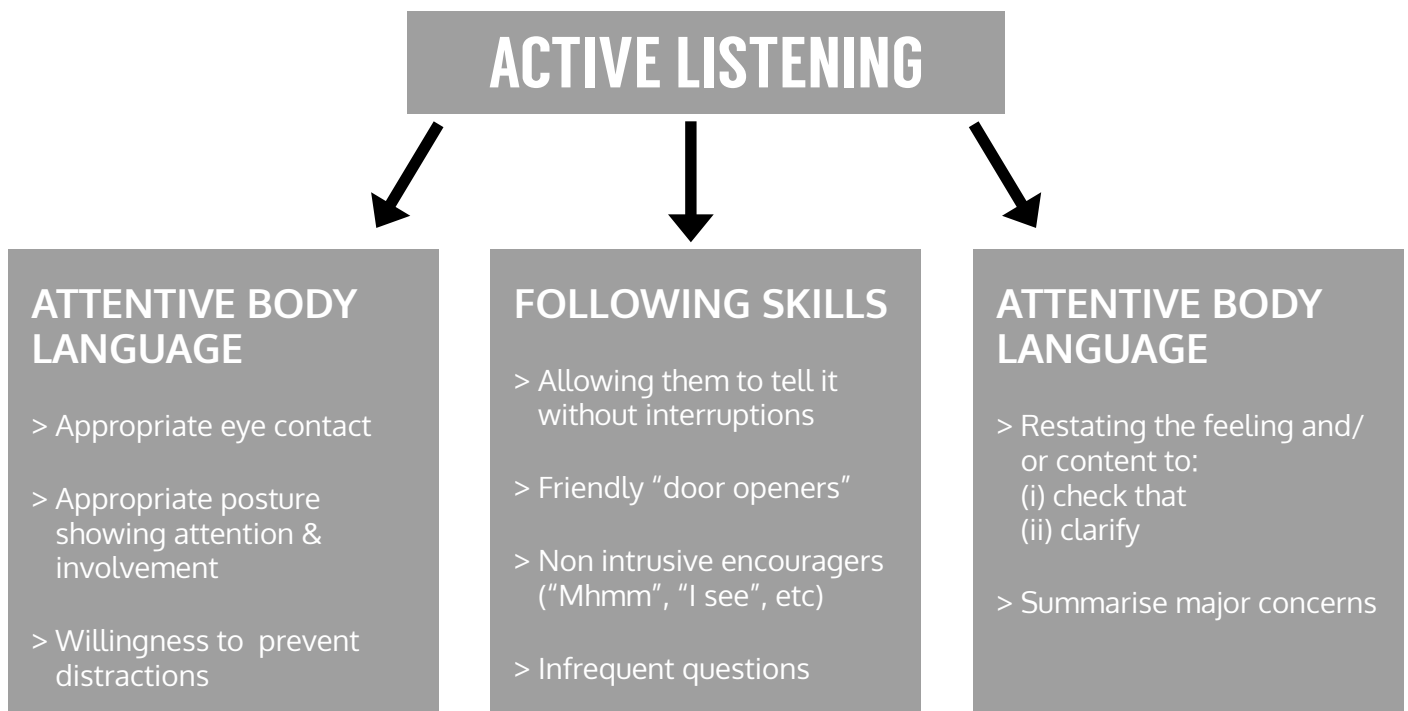
ADVANCED EMPATHY

Empathy entails the ability "to sense the other person's world as if it were your own, but without losing the 'as if' quality." - Carl Rogers

We need to go beyond simple understanding: To **empathise** with clients is an active process of seeking to understand things from their point of view and to communicate this to them so they feel **understood**. To do this effectively, you need to listen more actively...

REVISITING ACTIVE LISTENING

Active Listening is a process where the listener seeks to gain a clear understanding of the speaker's position through the use of techniques of attending, verbal following and reflecting, as shown in the following diagram.



In this workshop we'll be aiming to go beyond the active listening basics you may have learned in other communication and counselling programs. Our aim is to get you to focus on the 93% of communication that occurs beyond words, beyond the content of what is said, to "how" it is being said as well as what is not being said.

MATCHING THEIR COMMUNICATION STYLE AND PREFERENCE

REPRESENTATIONAL SYSTEMS

We all have 5 senses through which we perceive the world. We also use these senses to represent information to ourselves internally, and in communicating this information to others. Primarily, we tend to use three main modalities: **Visual**, **Auditory**, and **Kinesthetic**. Information can and is communicated using all three of these modes.

When someone is communicating to you, it is helpful to know that they may have a preferred mode, one that they tend to use more exclusively, and which puts them into a particular state. Once you identify what this mode is, you can communicate in a way that is maximally understandable to that person.

In the workshop you'll learn some strategies for communicating on all these levels, which begins with being open in all these channels yourself so that you can notice and utilise the client's communication channels and respond to this in the moment.

THE PSYCHOLOGY OF INFLUENCE

A SOLUTION
FOCUSED APPROACH



SOLUTION FOCUSED COUNSELLING OVERVIEW

IDENTITY BELIEF QUESTIONS

MIRROR MATRIX MODEL

EXCEPTION/SCALING QUESTIONS

HOMEWORK (COMMITMENT TO POSITIVE BEHAVIOUR)

REFRAMING

SOLUTION-FOCUSED COUNSELLING

Steve de Shazer and the team at the Milwaukee Brief Family Therapy Centre changed the focus of their approach from problems, and how they are maintained, to solutions, and how they are created. The basis of this approach involves the search for **exceptions** to the problem - these are "deviations", which the counsellor/coach/therapist seeks to amplify.

"Our aim is to have the main body of the conversation throughout the session focus on the absence of the complaint ... talking about possible alternate futures where the complaint is no longer a complaint helps to create the expectation that change is not only possible, but inevitable." - de Shazer et al, 1986

de Shazer and his team recognised that problems tend to be situational and contextual - they happen at certain times, involve certain people, and tend to follow a pattern. Problems don't happen all the time - there are times when things are better. Even a chronically depressed person has fluctuations in feelings.

What de Shazer became interested in was what people are doing **when things are better** and how they can learn to do that more. The information provided by focusing on this area points the client towards solutions. de Shazer's team began by consistently giving clients the following task:

"Between now and the next time we meet, I want you to observe, so that you can tell me, what happens in your (home, life, class, family, relationship) that you want to continue to have happen."

They found that clients given this task would consistently report actions and experiences that were in the direction of their goals. They started asking more and more about exceptions - the times when things were better - and found clients could not only identify these, but that when they did, they began to see and find solutions more easily for themselves. Eventually, they developed 3 "Rules" for this version of Brief Therapy:

1. If it works, don't fix it.
2. If you find something that works, do more of it.
3. If what you're doing isn't working, don't do more of it, do something else.

The counsellor's role became more and more that of helping clients to identify their goals, rather than focusing on the barriers to change, and focusing on strengths and resources, rather than weaknesses and pathologies. Essentially, the approach has 3 main steps:

Step 1: Identify and clarify the problem - in clear, specific behavioural terms.

Step 2: Identify and clarify the client's goals - as clear, specific behavioural outcomes.

Step 3: Search for exceptions to the problem behaviour, times when the problem isn't a problem, or when it is better, and help clients to identify and do more of what works.

According to this approach, all the counsellor and client need to know is: "How will we know when the problem is solved?" All that is really necessary is that the person involved in the problem situation does something different...

MAIN PRINCIPLES OF THE SOLUTION FOCUSED APPROACH

1. Problems and complaints develop and are maintained in the context of human interaction. Solutions lie in changing those interactions.
2. The task of Brief Therapy is to help clients do something different by changing:
 - (i) their interactive behaviour; and/or
 - (ii) their interpretation.
3. Client's really do want to change. What other counsellors and therapists call "resistance" is really just clients' ways of letting us know how to help them.
4. Any behaviour can be seen from a multitude of points of view, and the meaning given to it depends on the observer's construction or interpretation. Reframing gives new meaning to (at least some aspects of) clients' complaints. This can result in significant changes in the way people experience their problems, and therefore how they behave.
5. Only a small change is necessary. Small changes can have big consequences.
6. Change in one part of the system leads to changes in the system-as-a-whole. No matter how awful and complex the situation, a small change in one person's behaviour can lead to profound and far-reaching differences in the behaviour of all persons involved.
7. Insight is not necessary to create change and effective counselling can be done even when the counsellor/therapist doesn't know all the details of the client's problem.

SOLUTION-FOCUSED INTERVIEWS

1. DEFINE THE PROBLEM

Elicit clear, specific information about the nature of the presenting problem and the motivation levels for change. Focus on ongoing, observable behaviour: i.e. What do they (and others) do.

Seek to determine:

Who is doing what that presents a problem to whom, and how does that behaviour constitute a problem?

If clients describe more than one problem, try to establish one problem to focus on in your counselling. Ask: "Which specific problem would you like to work on with me?"

- > How is that a problem for you?
- > What do you do now because of your problem that you want to stop doing, or do differently?
- > What would you like to do that your problem interferes with you doing now?

2. SET GOALS FOR COUNSELLING

"If therapy (coaching & counselling) is to be effective, there must be, from the start, criteria for successful results: A clear, agreed upon outcome in the form of sensory-based descriptions of how both therapist and client will know therapy is over." - O'Hanlon & Wilk

State goals in terms of **observable, concrete behaviour**.

Ask for explicit criterion: What will the client take as "evidence" that things have improved/are improving?

- > How will we know when the problem is solved or **has improved**?
- > What will this look/sound/feel like?
- > What will be different once the problem is a part of the past?

THINK SMALL! i.e. "At a minimum, what (change in) behaviour would indicate to you that a definite step forward has been made on your problem?"

MIRACLE QUESTION: "If there were a miracle one night while you were sleeping and the problem was gone or **had improved when you woke up**, how would you know? How would others know?"

3. EXPLORATION OF EXCEPTIONS TO THE RULES OF THE COMPLAINT

Exceptions = Anything happening in the client's life that is in the direction of his/her goals. There are times when a "depressed" person is not sad, times when teenagers are not arguing with their parents, etc. Behaviour is not a problem in certain contexts.

Using this approach, clients are invited to recognise, and then to build on, **what they are already doing** that is successful, or at least heading in that general direction.

Questions:

- > What happens (when the complaint does not happen or **happens less**), and how do you get that to happen?
- > What is different about the times when...?

SOLUTION-FOCUSED INTERVIEWS – CONTINUED

- > How does it make your day go differently when ... (exception) happens?
- > How is that different to the way you would have handled it before?
- > Have you ever had this difficulty in the past? How did you resolve it then? What would you need to do to get that to happen again?

4. SCALING QUESTIONS

These can be used in a variety of ways: To assess the client's self-esteem, self-confidence, investment in change, to evaluate progress, etc - especially for things too abstract to concretise.

E.g.: "On a scale ranging from zero to ten, where zero represents things at their worst, and ten represents how it will be when the problem is solved, where would you be today?"

"... since the use of a scale enhances a suggestion of change in either the desired or dreaded direction, it also implies a degree of control on the part of the client for navigating the direction." - Cade and O'Hanlon

5. FUTURE-FOCUSING QUESTIONS

Assume the problem will be resolved and ask about all the changes that will occur as a result:

- > How will your life be different?
- > Who will be the first to notice?
- > What will s/he do or say?
- > How will you respond?

6. HOMEWORK AND COMMITMENT TO THE TASK

Get the client to do something between sessions, even if this is as simple as recording the severity of their symptoms or the nature of their reactions to situations and events.

Use this formula when they have "painted a picture" of the desired change.

1. Of the things you've suggested which one will make the greatest difference?
2. Why do you believe it will make the biggest difference?
3. When will you try that?
4. When we next meet tell me what happened and how it made a difference.

The Formula First Session Task:

"Between now and the next time we meet, I want you to observe, so that you can tell me, what happens in your (home, life, class, family, relationship) that you want to continue to have happen."

7. NEXT SESSION

"What happened that you want to keep happening?"

"How did you get that to happen?"

"And what else...?"

INITIAL INTERVIEW FORMAT

1. What is the problem that brought you here today? ***
2. How is this situation a problem for you?
3. What have you been doing to try to handle this problem?
4. What has helped in dealing with this situation?
Or, What are things like when the problem is not occurring?
5. What is your “hunch” about what is behind the problem?
6. What will success look like to you?
How will we know when the complaint is resolved or getting better?

*** Note the client’s language in the way they describe their problem, goals, successes, failures, etc, and:

- A. Establish rapport
- B. Focus client positively towards solutions
- C. Establish minimal goals (based on exceptions if possible)

PATHWAYS OF CONSTRUCTING SOLUTIONS

Establish the purpose of the interview

GOAL OR PROBLEM

- > What would you like to talk about?
- > How do you think our chat can be helpful to you?
- > How would you like things to be different?

1. Assess motivation for change

- > How much would you like this to change?
Zero is not at all and ten is very much!
- > What would happen if nothing changes?

3. Hypothetical Solutions Miracle Question

- Use your imagination...
- Suppose that tonight, as you slept, there was a miracle, and what you are speaking to me about has improved / became much better?
- > What would you be doing differently?

2. Exceptions

- > How is this happening now?
- > When doesn't this happen?

Criteria For Well Defined Goals

- > In the positive > In a process form > In the here and now > As specific as possible > In the client's control > In the client's language

NOTES

IDENTITY BELIEFS

THE STORY YOU TELL YOURSELF ABOUT YOURSELF

"You cannot perform consistently in a manner which is inconsistent with how you see yourself." –Zig Ziglar

"The strongest need in the human personality is to remain consistent with how we have defined ourselves." –Robert Cialdini

"Our identity consists of our beliefs about ourselves – what sort of person we are, and what we are capable of. How much we use our capability will be determined by our identity. Everything we do will be an attempt to remain consistent with this self-definition." –Steve Wells

IDENTITY BELIEFS

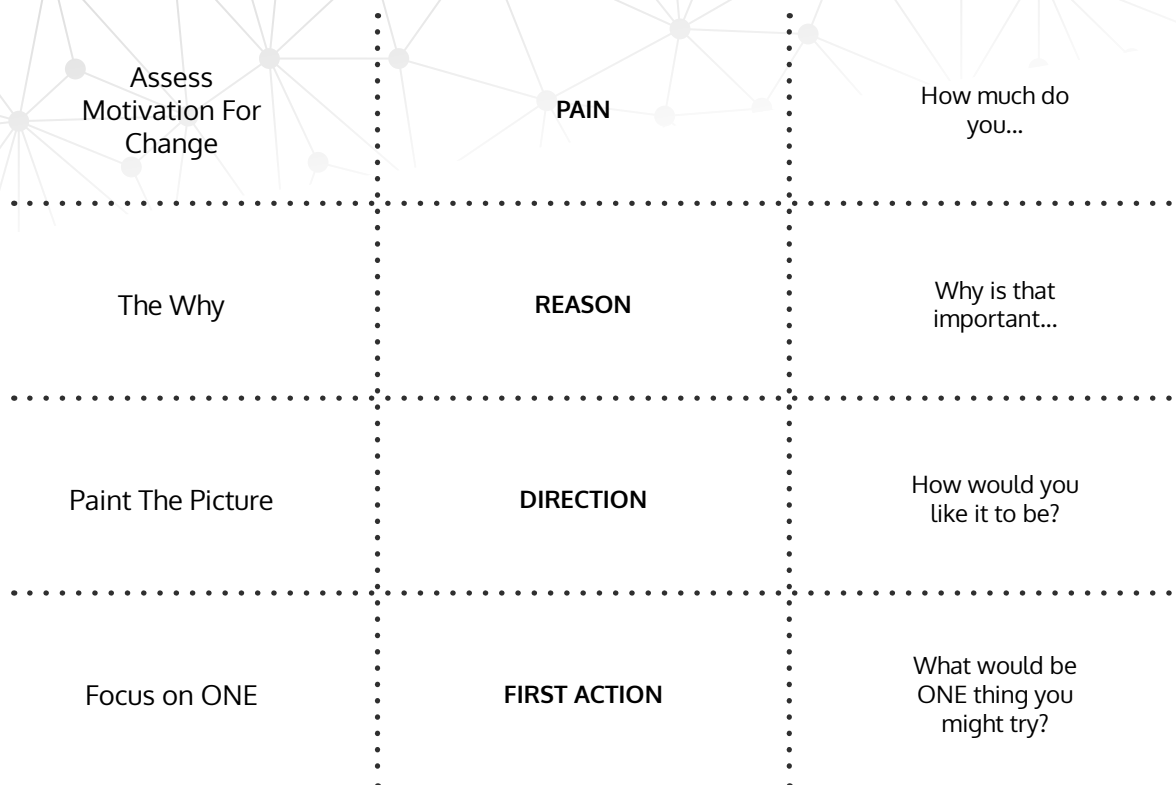
A Questioning Process to Challenge Negative Beliefs and Focus on Positive Behaviour.

1. Is that thought / belief TRUE?
Can you know for sure? YES OR NO
2. What's it like when you think that negative thought or belief?
3. How would YOU be different without focusing on that negative thought or belief?
4. How would not focusing on this negative thought make a difference to you?
5. Have you experienced some of this in the past?
6. Scaling Question - on a scale of ZERO to TEN...

NOTES

THE MIRROR MATRIX™

Taking responsibility and ownership for the desired change.



ENCOURAGING FOLLOW THROUGH

1. What was the one thing?
2. Why do you believe that will make the biggest difference?
3. When will you try that?
4. When we speak next tell me what worked well.

PROCESS QUESTIONS

- > How much do you want this to change?
(Scaling question 0-10)
- > How much do you think "they/it/situation" will change?
(Scaling question 0-10)
- > So who or what needs to change?

NOTES

SOLUTION FOCUSED FRAMEWORKS

GOAL SETTING

<p>Write down a goal that you want to work on</p> <p>REMEMBER: Goals should be...</p> <p>1. Something that's important to you, 2. Specific 3. Realistic and achievable, 4. Involve hard work!</p>	
<p>Does the goal express the presence of something rather than the absence of something?</p> <p>For example, 'I will stop self-harming' becomes 'I will deal with distress in a different way from self-harming.'</p>	
<p>On a scale of 1 to 10, please rate how close you are to achieving this goal where 1 is far away, and 10 is 'I have achieved it.'</p>	<p>0 1 2 3 4 5 6 7 8 9 10</p>
<p>What is your first step in moving one step further up this scale?</p>	
<p>What strengths and resources do you need to achieve this goal?</p>	
<p>Who else is involved in helping you achieve this goal? How will they help?</p>	
<p>What could some of the obstacles be that may get in the way of you achieving this goal? How could you tackle these?</p>	

EXERCISE: MIRACLE QUESTION

A step-by-step guide to asking and expanding on the Miracle Question

1. Preamble	<p>Explain to the client you're going to ask them a bit of a strange question!</p> <p>I was hoping I could ask you a little bit of an unusual question?</p>
2. Set the scene	<p>Using guided imagery, set the scene for the client, getting them comfortable, ready to sleep, ready for the miracle! Remember to use the client's language and the information they have already given you</p>
3. The question	<p>Suppose that tonight while you are asleep, a miracle happens, and all the problems that brought you here today disappeared/improved. As this miracle occurs while you are sleeping, you do not immediately know that it has happened. When you wake up, what will be the first small sign that you will notice that will tell you that the miracle has happened?</p>
4. Client's response	<p>Make a note of:</p> <p>a.) Changes in feelings _____ _____ _____ _____</p> <p>b.) Changes in thoughts _____ _____ _____ _____</p> <p>c.) What the client will be doing differently _____ _____ _____ _____</p>

EXERCISE: MIRACLE QUESTION

A step-by-step guide to asking and expanding on the Miracle Question

5. What else?	
6. Who will notice that this miracle has happened?	Ask specific questions using information gathered from earlier in the session. For example: What will your friends or parents notice that was different if this miracle happened?
7. What difference will all this make?	
8. Is any of this happening already – maybe a tiny bit? (Exceptions)	
9. What's the first thing you could do to move closer to parts of this miracle happening?	How could you influence your life to make this miracle come true? And then what?

EXCEPTIONS THE DIFFERENCE THAT MAKES A DIFFERENCE

Hints towards possible solutions

Frame the Problem	Identify Exceptions	Explore Difference
<p>When the client provides details about the problem the what, where, when and how can help identify future exceptions. These exceptions help guide toward a solution or next best step. Not the analysis of the problem itself.</p> <ul style="list-style-type: none"> > What is it? > When does it occur? > Where does it happen? > How does it happen? <p>Remember to Frame the problem so it is within the client's control.</p> <p>E.g. When mum and dad argue are there times when it doesn't upset you / affect you as badly?</p> <p>Focus is not on the parent but how their response is different.</p>	<p>With the detail of the problem now you can begin to identify when the problem:</p> <ul style="list-style-type: none"> > Does not occur > Occurs less often (duration) > Is less intense > Less frequent <p>You can identify exceptions and explore strengths when you have helped the client "construct a vision of a solution".</p> <p>E.g. The client describes in detail the "future without the problem" and you can ask if some of that (Miracle Question) has happened - even a little?</p>	<p>Change is constant. Like the ocean the tide is high and then low. Waves come to shore then retreat.</p> <p>Similarly with "problems" we can help clients identify possible "solutions / next best steps" when we explore in detail, what was different about the problem.</p> <ul style="list-style-type: none"> > What was different about the time when the problem didn't happen? > Where were you when this happened? Were you by yourself or were there people around you? > What's different about when it's not there or as intense? Are you > What else is better about those times?

Where are you now?

Have there been times when it's been worse?

So now it's an 8.

Have there been times when it's been a little better.

A 7 or a 6?

What was different?

1 = it's not that bad

10 = it's terrible I'm not coping

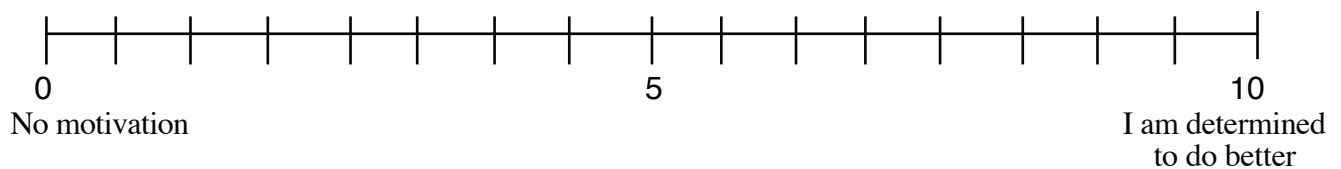
SCALING

Scaling is a way to map progress, change and expectations.

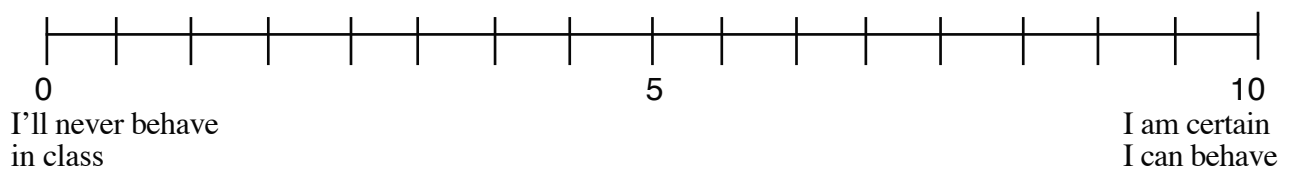


- > Where are you now?
- > What would it take to move up one point? (Say 3, 4)
- > What will be happening when you are at 4? What else?

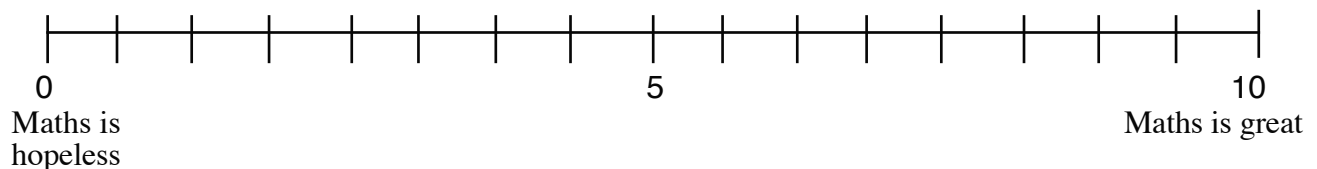
You can scale for motivation



You can scale for hope



You can scale for subjects e.g.



- > How will you know you have moved up a point?
- > What will be different?

REFRAMING

Reframing involves a shift in the meaning of the problem - When used in counselling this will often involve placing a positive interpretation or connotation on behaviour or attitudes which would usually be viewed as negative.

Definition: *"To change the conceptual and/or emotional setting or viewpoint in relation to which a situation is experienced and to place it in another frame which fits the "facts" of the same situation equally well or even better, and thereby changes the entire meaning."* - Watzlawick et al, 1974

There are two main types of reframing: **Meaning** reframes and **context** reframes:

"No behaviour in and of itself is useful or not useful. Every behaviour will be useful somewhere; identifying where is context reframing. And no behaviour means anything in and of itself, so you can make it mean anything; that's meaning reframing. Doing it is simply a matter of your ability to describe how that is the case." - Bandler and Grinder, 1982, p.13

What makes reframing so powerful is that, once you have a different way of seeing something, you cannot return to one's former view of reality (as in figure-ground reversal).

RELABELLING/REDEFINING: Giving a different label or tag to something, which leads to a different meaning, and therefore different behaviour.

EXERCISE 1: SIMPLE REFRAMING OF PROBLEM STATEMENTS

Guidelines for Reframing: **Ask yourself:**

- > In what context would this behaviour or problem have value?
- > How else could I describe this same situation?
- > What else could this behaviour mean?

Reframe the following statements positively:

1. My boss always criticises me
2. I eat too much.
3. My wife/husband never listens to me
4. My mother is a busybody
5. My children yell and run around too much
6. I just feel depressed all the time
7. My partner works so hard that s/he doesn't have time to play with the kids
8. My daughter talks all the time, she never shuts up
9. These exercises are boring

EXERCISE 2: SMALL GROUP REFRAMING OF PROBLEM STATEMENTS

One person agrees to start, and thinks of a problem statement that accurately represents some problem s/he is experiencing. The other group members take turns reframing this problem statement. Continue for approximately 5 minutes, or until the problem has been successfully reframed, then give feedback to the group regarding the acceptability/success of the reframes. Repeat until all members of the group have had an opportunity to be 'A'.

Adapted from Basic Techniques by Linnaea Marvell-Mell, 1987, Metamorphous Press

NOTES

WELLBEING AND POSITIVE PSYCHOLOGY



ENERGY PSYCHOLOGY TECHNIQUES

POINTS USED IN SET AND EFT

ENHANCING EFFECTIVENESS OF EFT/SET

RESEARCH ON ENERGY PSYCHOLOGY/TAPPING

ENERGY PSYCHOLOGY TECHNIQUES

By Steve Wells and Dr. David Lake (www.eftdownunder.com)

Energy Psychology is a term given to the new paradigm of treatment that can often produce extraordinary results in the treatment of anxiety- and fear-based conditions. It works in the body to effect positive results in the feeling-reactions associated with emotional problems. The exact mechanism is not certain.

Energy Psychology (EP) techniques combine imaginal exposure with physical stimulation (usually tapping) of various acupressure points (acupoints) on the skin. This process can often result in rapid desensitisation of psychological distress accompanied by beneficial cognitive shifts. The techniques are easy to learn and apply, they can be integrated within a range of psychological therapies, and can be taught to clients for self-help applications.

A growing evidence base has found EP techniques to be effective in treating a spectrum of psychological disorders, including a wide range of anxiety-based conditions (e.g. Sebastian & Nelms, 2017; Clond, 2016; Gilomen and Lee, 2015; Benor, 2014; Church, 2013; Feinstein, 2012).

A typical EP intervention involves having a client focus on an emotional problem whilst tapping, rubbing, or holding various points on the body which generally correspond with acupressure points (acupoints). This process is believed to:

- (a) send signals to the exposure-aroused limbic system that
- (b) reduce limbic hyper arousal, leading to
- (c) rapid reciprocal inhibition and
- (d) long-term counter-conditioning. (Feinstein 2012, 2010)

EP techniques can also be thought of as the psychological use of the acupuncture meridians. They are often variously referred to as "psychological acupressure", "Energy Techniques", "Energy Therapy", "Meridian Tapping Techniques (MTT)", "Energy Tapping" (Gallo and Vincenzi, 2000), or more simply "Tapping".

The most well-known Energy Psychology approaches are Emotional Freedom Techniques (EFT - developed by Gary Craig), and Thought Field Therapy (TFT - developed by Roger Callahan). The authors have developed Simple Energy Techniques (SET) which will also be outlined here.

BACKGROUND

Roger Callahan, a clinical psychologist in California, discovered the power of these types of techniques some 30 or so years ago. Following the dramatic response of a phobic client to stimulating an acupressure point under the eye, he developed a treatment system he called Thought Field Therapy (TFT), using some 12 energy meridian points on the face and hands. By integrating knowledge from Kinesiology, Traditional Chinese Medicine, and Psychology, Callahan ultimately developed a diagnostic procedure for determining high-probability tapping sequences, or algorithms for typical emotional problems.

Gary Craig, who studied with Callahan, developed a much-simplified system using an "all-purpose recipe", which he later simplified to some 7 tapping points which did not require any other diagnostic consideration to use. As well, he developed a subset of practical therapeutic techniques which enable the points to be used very effectively with treating trauma and emotional disturbance. It is this system, called Emotional Freedom Techniques (EFT) which has spread most widely because of this simplicity, practicality and effectiveness.

The authors developed some refinements and simplifications to the basic meridian stimulation procedures advanced in TFT and EFT, which they term Simple Energy Techniques (SET). The techniques of SET are very simple to do, and very effective as self-help. Whilst other very useful and practical techniques in the world of therapy, such as hypnosis and EMD/R (Eye Movement Desensitization and Reprocessing), are not so easy to do alone, and it would be unwise to do so due to the likelihood of abreaction and need for supervision by therapists, most of the benefits of these other techniques can now be gained by using meridian stimulation with SET in a way that is easier, clearer and very safe for clients. We say this from the perspective of having used these energy techniques very widely in

ENERGY PSYCHOLOGY TECHNIQUES – CONTINUED

our professional work and in teaching workshops over 21 years. In practice, we have found the practical meridian stimulation to be a very gentle and balancing technique, even when used in the presence of appropriate strong emotion in the client.

THEORY

One theory behind the Energy Techniques of EFT and SET is that negative emotions are caused by a “disruption” in the body’s energy system – meaning that the source of the disturbance is located in the body, not just held in the mind. Tapping on the energy points is presumed to remove these “energy” blockages and restore healthy energy flow via the energy meridians. By intervening in the energy system to correct this disruption, EFT and SET can frequently provide rapid relief from many negative emotional problems and issues as well as many cases of physical pain.

EFFECTS

There are four main effects of using the Energy Techniques of EFT and SET:

- They are very relaxing. Many people experience a relaxation effect within a few minutes of beginning either approach.
- They can desensitise and minimise negative/toxic emotion, and release “stuck” emotions
- The approaches can weaken the associated negative beliefs underlying clients’ problems
- There is a positive generalisation effect that occurs after several significant issues have been addressed in counselling and/or after several weeks of practice of the techniques.

Currently, research has shown positive results for these approaches with phobias, general anxiety, traumatic stress, PTSD, depression, food cravings, weight loss, and a range of long-term psychological symptoms. They have also been associated with reductions in physical pain. (see a summary of research provided later).

INTEGRATING ENERGY TECHNIQUES INTO COUNSELLING / THERAPY

Energy Techniques can be easily integrated into counselling and therapy and used in a wide variety of ways. Adding these techniques to regular counselling and therapy often provides the basis for rapid desensitization of emotional upsets. Not only do clients report feeling better afterwards, the emotional shifts are often also accompanied by positive shifts in cognition.

EP approaches have been successfully integrated into a wide variety of therapeutic approaches including CBT, depth psychotherapy, Focusing, Brief Strategic Therapy, Narrative Therapy, Solution Focused Brief Therapy, Provocative Therapy, among others, and combined in various ways with techniques such as EMD/R and hypnosis.

A typical Energy Therapy approach in counselling generally has the following components:

1. First, the problem or disturbance must be noticed
2. Next, there is a process of focusing on that problem in different ways, either using the mind (thoughts, ideas) or the body (feelings somewhere) to tune in to the emotional intensity and effects
3. Then, while focusing on the problem, stimulate the meridian system by tapping or touching on a series of points (see diagram)
4. Review subjectively the emotional intensity of the problem
5. Be persistent and clear up as many ‘aspects/parts’ of the problem as you can

Energy Techniques should ideally be used in counselling and therapy by trained practitioners who can achieve results in treating emotional disorders already. Since Tapping is only a technique it requires a good framework for gaining the best results. The basic principles of good counselling (assessment, rapport, empathy, the therapeutic relationship) remain essential.

ENERGY PSYCHOLOGY TECHNIQUES – CONTINUED

EMOTIONAL FREEDOM TECHNIQUES (EFT)

EFT Basic Recipe (Shortcut version):

1. **The Set Up:** Rate intensity of issue 0-10. Then, while tapping on Side of Hand Point, or rubbing the Sore Spot, repeat 3 times the following statement:
"Even though I have this (State Problem) , I deeply and completely accept myself."
2. **The Sequence:** Construct a Reminder Phrase from step 1 which describes the problem emotion or pain. Tap 7-10 times on each of the following points while repeating the **Reminder Phrase** at each point:
1. Top of the Head; 2. Beginning of the Eyebrow; 3. Side of the Eye; 4. Under the Eye; 5. Under the Nose; 6. Chin Point; 7. Beginning of the Collarbone; 7. Under the Arm
3. **Review and Repeat as Needed:** In subsequent rounds the Set Up Affirmation and Reminder Phrase are adjusted to reflect that you are addressing the *remaining* problem. Be prepared to *persist* with the procedure, and realise that some problems may have several *aspects*, each of which needs to be addressed. (Gary Craig, The EFT Manual)

SIMPLE ENERGY TECHNIQUES (SET)

Simple Energy Techniques (SET) is a user-friendly emotional healing technique developed by Dr David Lake and Steve Wells, which can provide relief for a wide range of emotional problems, and some physical problems. Many of the techniques used in SET are adapted and modified from Emotional Freedom Techniques (EFT), Thought Field Therapy (TFT), and other energy psychology approaches, although SET also has several elements that make it uniquely different from those approaches.

The main component of SET is a simple process of stimulating energy meridian points on the body for emotional and physical relief. Typically this involves tapping on the points, although rubbing or simply touching the points can also be used. We also encourage and teach a form of continual tapping for "energy toning". This continual tapping is a cornerstone of SET and one of the main elements that makes it different to EFT and TFT. Additionally, SET almost never uses set-up or reminder statements as are used in EFT.

SET Basics and Guidelines for using in Counselling:

1. We use a form of continual tapping where the client and counsellor tap on any of the meridian points in a continual fashion throughout the session, even when not specifically focusing on the problem (i.e. even when just "chatting"). We find that the increased amount of meridian stimulation is a key factor in improved results and aim to get as much tapping as possible into every session.
2. In addition to having clients tap on their upper body and hand points with the dominant hand, we also teach clients to tap on the finger points of the hand using the thumb of the same hand. This is easy to do, non-fatiguing, easy to integrate into their routines, and can be done in public (under the table or behind the back if you prefer). *We incorporate the ring finger point, even though this isn't a traditional point used in EFT.*
3. Any blocking beliefs or thoughts, or problems that won't shift are treated as "The next problem". If we are not getting results, we seek to identify the blocking thought or belief and apply the tapping to that. Usually we are able to proceed at that point.
4. We encourage our clients to focus on "*whatever you are aware of*", mind (thoughts, beliefs, memories, worries) or body (feelings, intensity, bodily location) while tapping.
5. Whilst we see the value of working specifically – focusing in on the problem aspects and working through them systematically to produce relief – we have also seen a benefit from working non-specifically – where relief comes from simply stimulating the meridian system even when you aren't focused on the problem (see below). We thus use and encourage a lot of continual meridian stimulation as a form of "general energy toning" and we have seen this produce disproportionate positive results for those who continue this process over time.
6. We find that it is just as useful to tap or rub the points, either is fine. Rubbing the points is particularly useful out in public where it is not as attention-getting as tapping.

ENERGY PSYCHOLOGY TECHNIQUES – CONTINUED

7. *We encourage our clients to “Just add tapping”* to any problem routine – without trying to think too much. Apart from the beneficial effects on the energy system the tapping can act as a pattern interruption to “bad habits” or obsessional thoughts or behaviours.
8. If we are focusing on the mind (thoughts) and things don’t seem to be progressing, we will switch to the body (feelings) and vice versa.

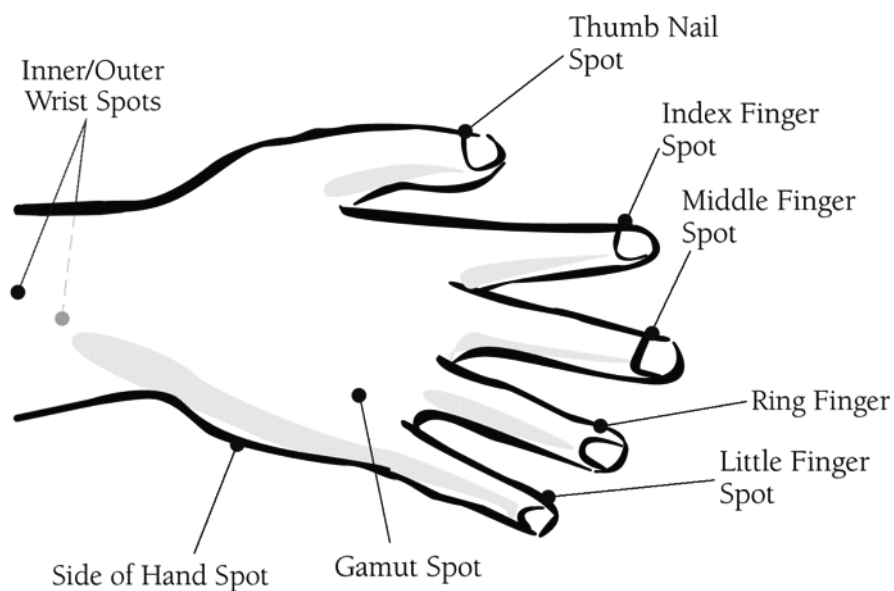
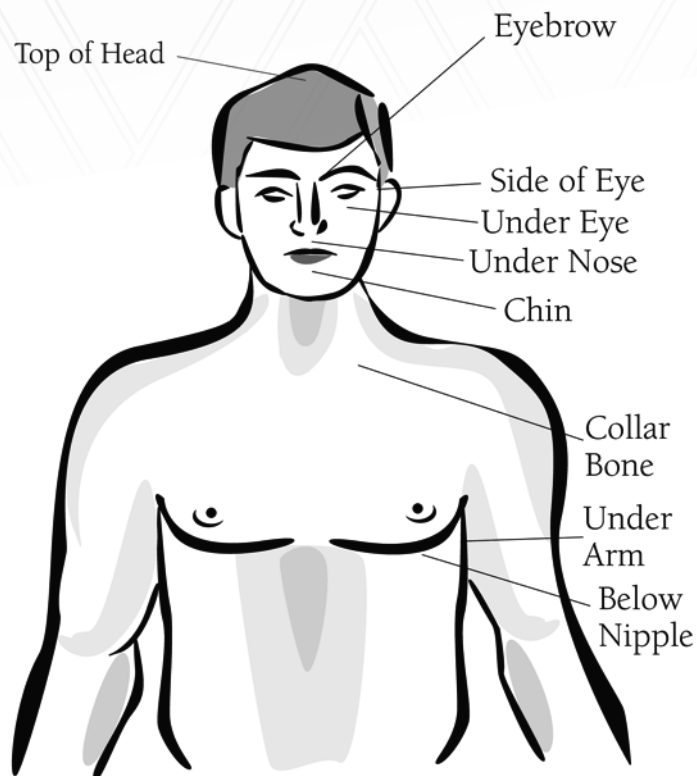
SET processes for self-help:

1. Focus SET on any emotional or physical problem and while focusing on the problem simply tap on any of the points in any order until you feel relief. If you prefer you can rub or hold the points - Just get some meridian stimulation happening. The actual sequence you use doesn’t matter very much, although it does seem necessary to include at least 3-4 different meridian points in the sequence.
2. Even when you aren’t specifically focusing in on the problem, just tap on the points continually. This appears to have the beneficial effect of “toning” your energy system. It works even if you are not actually concentrating directly (although directly is ideal), or you don’t know consciously what the problem is. Part of you does know.
3. Get some meridian stimulation into your day wherever possible without worrying about having to say or do anything specific. Most people who do this on a daily basis report that their optimism and positive energy levels increase over time and their general stress levels decrease. We now believe that sufficient meridian stimulation may cause a shift in your nervous system such that your negative problems cannot take hold in the same way.
4. We recommend linking continual tapping of the SET points to other habits such as watching TV, talking on the phone, or going for a walk. Make it a beneficial habit.
5. Don’t just wait for a problem to arise to start tapping. By tapping on a more continual basis (say 30 minutes to 1 hour per day) you will be increasing your positive energy and decreasing your stress levels automatically.
6. It is fine to also do focused sessions where you aim to specifically identify the aspects of your problem and apply energy stimulation (tapping or rubbing or holding the points) to them. Consider working with someone else if you have trouble identifying parts of the problem to work on. In the meantime, continual tapping without specific focusing can still be beneficial.
7. Let your thoughts and feelings come while you tap. Accept every thought and feeling and allow even negative thoughts to come but add tapping to their presence.
8. Take a deep breath after a sequence of tapping, or when you notice a ‘shift’.
9. Be willing to consult a professional therapist or physician for more complex issues that don’t shift, and especially for undiagnosed physical issues.

NOTE

SET is not a therapy in itself and all of the descriptions of treatment and advice in this report that refer to self help are not meant to imply that everyone will benefit in a particular way. A lack of result or progress may mean you need professional assistance. If you consider that you have long-standing or severe problems you should consider treatment with a qualified therapist.

POINTS USED IN SET AND EFT



For a free special report and videos on SET see: www.eftdownunder.com

ENHANCING EFFECTIVENESS OF EFT / SET

1. ASPECTS

Most problems have many aspects to them and each aspect should be handled with tapping as if it is a separate problem. When several aspects of an emotional problem are present, you may not experience complete relief until all aspects have been reduced to zero intensity.

Feelings - Aspects may be a set of related feelings. For example, we may feel fearful about something and at the same time be embarrassed and angry with ourselves for being afraid. Each of these different feelings may need to be treated in order to experience complete relief.

Events - Aspects may be a set of related events. For example, you may have had several experiences that relate to the problem you are treating, or experienced a number of traumatic events. Use the "Run the Movie" or "Tell the Story" Technique taught in the workshop to treat these. If you have had many such events, treating a few of them very well usually means the treatment effect generalizes to the others.

Thoughts or Beliefs - Aspects may be a set of related thoughts or beliefs. There are often underlying subconscious beliefs blocking our getting over the problem. Ask: What do I/you think about this problem – or having this problem – or about my/your ability to get over this problem? When you have identified any negative or limiting beliefs, simply focus on the belief while you tap on each of the points. (See below for a list of the beliefs which are typically present).

Bodily Sensations - Aspects may be a series of bodily sensations. These may shift or vary in intensity as you apply SET/EFT. The process to follow here is what Gary Craig calls "chasing the pain". Simply continue to apply SET/EFT to whatever body sensations arise in turn until you experience relief.

A Combination - Aspects may be a combination of the above.

2. BLOCKING BELIEFS

There are many typical blocking beliefs that can inhibit progress and prevent you from obtaining complete relief. These include identity beliefs (e.g. "I am not good enough"); beliefs about the problem (e.g. "This problem is too big"); beliefs about safety (eg. "I will be unsafe if I get over this problem"); and beliefs about deservingness (e.g. "I don't deserve to get over this problem").

Once identified, the simplest way to start treating blocking beliefs is to:

1. Conduct SET tapping whilst focusing on the belief statement itself and any feelings provoked in your body by the belief.
2. Seek to find out where the beliefs were learned and conduct the treatment on those specific events using the "Tell the story" or "Movie" techniques.

Adapted from:

- Wells, Steve & Lake, David, Enjoy Emotional Freedom, 2010
- Lake, David & Wells, Steve New Energy Therapies: (2nd Edition), 2003

RESEARCH ON ENERGY PSYCHOLOGY / TAPPING

Energy psychology modalities have been researched by more than 200 investigators in at least 12 countries, with over 100 research studies published: 50 randomised control trials; 40 outcome studies; 4 meta analyses; 5 systematic reviews; & hundreds of case studies. 98% document EP effectiveness, with results published in more than 15 different peer-reviewed journals. (ACEP).

In 2017, the US Veterans Administration added EFT to List 2, approving it as a “generally safe therapy”. In 2016, Thought Field Therapy (TFT) was validated by NREPP (National Repertory of Evidence Based Practices and Procedures) in the US, as an evidence-based treatment.

In 2018 NICE (National Institute for Health and Care Excellence) in the UK officially recommended EFT as worthy of government research funds for trauma/PTSD. NICE’s statements signify there is an initial and promising evidence base worthy of government-funded further research.

A summary of published research in Energy Psychology is maintained by the Association for Comprehensive Energy Psychology (ACEP) on their website at: www.energypsych.org

A summary of research studies on EFT which have been published in peer-reviewed journals is also maintained on the EFT Universe website at: www.eftuniverse.com

META ANALYSES AND REVIEW PAPERS: (EMPHASES MINE)

Sebastian, B., & Nelms, J. (2016). The effectiveness of Emotional Freedom Techniques in the treatment of posttraumatic stress disorder: A meta-analysis. *Explore: The Journal of Science and Healing*, 13(1), 16-25. doi:10.1016/j.explore.2016.10.001

“... A large effect was found for EFT treatment of PTSD... The results show that EFT is efficacious and reliable as a treatment for PTSD in time frames ranging from four to ten sessions. EFT is safe and can be used as a self-help practice as well as a primary evidence-based treatment for PTSD.”

Clond, M., (2016). Emotional Freedom Techniques for Anxiety: A Systematic Review With Meta-analysis. *Journal of Nervous and Mental Disease*, 204(5), 388-395.

“... Emotional freedom technique treatment demonstrated a significant decrease in anxiety scores, even when accounting for the effect size of control treatment..”

Nelms, J. & Castel, D. (2016). A systematic review and meta-analysis of randomized and non-randomized trials of Emotional Freedom Techniques (EFT) for the treatment of depression. *Explore: The Journal of Science and Healing*, 13(6), 416-426

“... Clinical EFT showed a large effect size in the treatment of depression... The results show that Clinical EFT is highly effective in reducing depressive symptoms in a variety of populations and settings. ...The posttest effect size for EFT (d =1.31) was larger than that measured in meta-analyses of antidepressant drug trials and psychotherapy studies....”

Gilomen, S. A. & Lee, C. W. (2015). The efficacy of acupoint stimulation in the treatment of psychological distress: A meta-analysis. *Journal of Behavior Therapy & Experimental Psychiatry*, 48, 140-148.

“... A moderate effect size ... EFT, even after removing outliers ...appears to produce an effect.”

Feinstein, D. (2012). Acupoint stimulation in treating psychological disorders: Evidence of efficacy. *Review of General Psychology*, 16(4), 364-380. Copy available online at: http://innersource.net/ep/images/stories/downloads/Acupoint_Stimulation_Research_Review.pdf

THE INSIGHT SNAPSHOT

	Insights		
1. Looking forward			
2. Self-care enhancing your wellbeing			
3. Connection holding a space for pain and suffering			
4. The psychology of influence a solution focused approach			

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ABOUT HUMAN CONNECTIONS

Human Connections is an Australian business based in Sydney that changes lives. With qualifications and university degrees in both education and counselling Rocky brings great experience both as a classroom teacher, Year Coordinator, and school counsellor currently in private practice.

Rocky has trained with Steve Wells and Dr David Lake (clinical supervisor) and consults with clients on a range of issues from stress, anxiety and relationship counselling.

Rocky has successfully conducted presentations to thousands of students. In particular, he has focused on the transition into senior school. His focus on emotion and stress management, motivation and peak performance brings to students the latest techniques used by successful corporate and sporting people around the world.

ABOUT THE PRESENTERS:

Rocky Biasi created the Accidental Counsellor in 2008 as a result of his experience as a high school teacher, school counsellor, and counsellor in private practice for 20 years. He has presented the Accidental Counsellor to ten thousand people both online and in face to face workshops in Australia, New Zealand and South East Asia.

25 years ago Rocky found himself depressed and anxious and didn't know what that was! His story from seeking counselling to becoming a counsellor is an unlikely story.

At the age of 16, Rocky left school to work in banking after which he proceeded to his own retail business. Ultimately, Rocky decided to follow his dreams and pursue his passion for teaching, commencing his teaching career in his 30s.

He then found himself receiving counselling and then started a counselling degree. Along the way he changed his life and is passionate about sharing his story and program for Mental Health and Wellbeing.

Steve Wells is an internationally recognised psychologist and peak performance consultant who regularly conducts corporate, professional development, and personal development programs in 12 countries worldwide. He has been training counsellors and therapists for over 30 years.

Steve previously worked for 10 years in the WA Department of Education and Training in a range of leadership roles, including Psychologist in Charge of two separate resource centres for students with severe social, emotional and behavioural problems. For 20 years Steve presented to business owners in the Curtin University Centre for Entrepreneurship.

Steve is the author of the bestseller 100% YES! and co-author of 4 other books including Enjoy Emotional Freedom. Steve's presentations are always entertaining and filled with practical strategies you can apply immediately to get better results – with less stress!

Go to www.humanconnections.com.au to find out more