Clients' accounts of resistance in counselling: A qualitative analysis

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Abstract

This article is derived from a study of clients' moment-to-moment experience session. Their recollections of the experience were stimulated through the replay of a tape of the session and the transcribed interviews were analyzed in terms of the grounded theory form of qualitative analysis. The article focuses on accounts given by some of these clients indicating that they were resistant to their counsellor because they were ambivalent about his or her approach to counselling. The returns from the analysis are discussed in terms of current notions of resistance and of the concept of the working alliance in counselling.

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Refbacks

- There are currently no refbacks.

Client-centered counseling hinges on the development of a counselor-client relationship based on unconditional regard, often over multiple hour-long sessions. Sheen used conversation analysis, a method of process analysis further described below, to examine 40 VCT sessions recorded in 1996 and another 30 recorded in 2003. These data revealed how counselors' use of the state-mandated risk assessment form to probe for past risks can result in a highly depersonalized, bureaucratic interaction that reduces the counseling relationship to an exchange of personal. This can be supplemented with in-depth qualitative research interviews to elicit accounts of A qualitative approach was chosen, using semi-structured, in-depth interviews in order to elicit depth and provide detailed responses on a range of concepts [24], [25]. They were conducted in English by the first author, who was not affiliated with the site and staff. Interviews were audio-taped and transcribed within 24 hours. A feature of the higher diploma in counselling in Kenya is a session on 'congruency' which is explained as having taken a journey through one's own psychological problems. In brief, a congruent person has dealt with their issues and an incongruent person has not. An incongruent person may therefore be more likely to engage in risky behaviour than a congruent person.