

**THE RESOLUTION OF CLIENT CONFRONTATION CHALLENGES  
IN EXPLORATORY PSYCHOTHERAPY:  
DEVELOPING THE NEW PARADIGM IN PSYCHOTHERAPY RESEARCH**

**Volume 2**

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## Summary

'How are Client Confrontation Challenges to the therapeutic relationship in Exploratory therapy best addressed?' was the question explored here. Given the significance of the therapeutic relationship in Exploratory therapy (a Psychodynamic Interpersonal therapy), Confrontation Challenges are significant, 'make or break', moments. Depending on the effectiveness with which they are addressed, Confrontation Challenges may significantly threaten or significantly promote therapeutic change.

The question was explored within the new Change Process Paradigm in psychotherapy research. Therapeutic change is conceptualised as a fluid, continuous, heterogeneous process; outcomes are achieved cumulatively, during and between sessions and after therapy. With this reconceptualisation of relations between process and outcome, the new paradigm aims to inform micro-level, moment-to-moment, psychotherapeutic decision-making and theory-development.

The new paradigm's Significant Change Events strategy and its Task Analysis method were used to explore the question. Thus Client Confrontation Challenges were recast as affective tasks 'calling for' resolution; Challenge Resolution Events are Significant Change Events in Exploratory therapy. The researcher's 'best guess' at how resolution may proceed (expressed in a Rational Model) was revised by iterative and cumulative comparison with detailed, descriptions of more and less effective resolution performances observed (in the Empirical Analysis) in therapy practice. The Rational Empirical Comparison resulted in a Revised Model of effective Confrontation Challenge Resolution; this represented the task analytic answer.

Effective Challenge Resolution was interpreted as process of 'Going with but containing the Challenge' and thereafter managing two interdependent subprocesses, Negotiation and Exploration. This substantive contribution was discussed in relation to clinical thinking and to previous empirical work. The task analytic approach and the Change Process Paradigm were developed by enhancing the triangulation of psychotherapeutic theory and practice with the research approach.

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**Appendices**

Volume Two

## Appendix 1

## THE RATIONAL MODEL OF CONFRONTATION CHALLENGE RESOLUTION IN EXPLORATORY THERAPY

CLIENT MARKER

A CONFRONTATION CHALLENGE

Stage No

Stage-Description and -Components

- I Acknowledgement of client's feelings associated with Challenge
- II Negotiation of understandings of respective contributions in originating Client's Challenge
  - i Therapist invites client's understanding of sources
  - ii Client's understanding
  - iii Negotiate a shared understanding of contributions, roles & responsibilities
  - iv Consensualise negotiated understandings of in-session sources
- III Exploration
  - i Exploration of out-of-session sources of Challenge
  - ii Exploration, linking and explanation of sources of Challenge in terms of ways of relating and patterns learned in early relationships
- IV Closure
  - i Renegotiation of working relationship
  - ii Use of challenge resolution to illustrate client's ability to make constructive relationship changes

## **Appendix 2**



## CLIENT PRACTICE CODING MANUAL

The Manual for Client Practice Coding asked coders to answer the following twelve questions, in this order, for each client speech unit:

Q1	Is the client dissatisfied with therapy or reporting having been dissatisfied in therapy or both?
Q2	Is the client dissatisfied with the therapist's activity?
Q3	Is the client dissatisfied with the unwritten rules of Exploratory therapy?
Q4	Is the client dissatisfied with the unwritten rules of therapy in general?
Q5	Is the client dissatisfied with the therapeutic situation?
Q6	Is the client dissatisfied with the written rules?
Q7	Is the client dissatisfied with the research contract?
Q8	Is the client dissatisfied with the therapist's capacity?
Q9	Is the client dissatisfied with the capacity of the therapy?
Q10	Is the client dissatisfied with other specific aspect of therapy?
Q11	Is the client generally dissatisfied with therapy?
Q12	Is the client's manner confrontational?

## INSTRUCTIONS

### A THE PROCEDURE

- 1 In answering these questions, remember to take more account of the content than the context of the client speech unit.
- 2 When the client is dissatisfied with more than one aspect of therapy, record the aspect of therapy that the client mentions FIRST in the speech unit and put a + sign by the side of your answer.  
For example if your answer is therapist activity, write TA+.
- 3 As soon as you answer Yes to one of the questions (Q1 to Q17), stop and ask Q12 of the same client speech unit.
- 4 When you answer Yes to one of these questions, rate your confidence in your answer, as follows:  

0	= Less rather than more confident
1	= More rather than less confident

3 C1 - T1 - C2

There may be times when you can't answer this question for C1 because you feel that the content of C1 is linked to the content of C2 and so you need to consider them as one unit to enable you to answer the question.

This may occur for different reasons. It may be because C2 is a continuation of C1 and you need to take both into account to enable you to confidently answer the question. It may be because the therapist has interrupted the client. It may be because the therapist has simply repeated what the client said in C1, etc.

If this happens, code C1 and C2 together as one unit. In the Coding Booklet, bracket (()) the numbers of the client speech units and make the same entry (Y/-) for both of them.

4 T1 - C1

There may be times when the therapist puts the client's dissatisfaction with therapy into words BEFORE the client does.

eg1 T1 I wonder if that's something you also feel here,  
that you came wanting me to protect and care for  
you but I've haven't given you what you wanted  
and now you feel let you down

If, as in eg2, the client responds minimally to what the therapist has said and doesn't contribute anything him/herself then answer No (-) to Q1.

eg2 C1 Yes sort of

If, as in eg3, the client does contribute to what the therapist has said then answer Yes (Y) to Q1.

eg3 C1 Yes I do feel let down, and sort of dissappointed

If your answer is Yes, code T1 and C1 together as one unit. In the Coding Booklet, write +T against the number of the C1 speech unit.

5 Confidence Ratings

When you answer Yes to this question, rate your confidence in your answer, as follows:

- 0 = Less rather than more confident
- 1 = More rather than less confident

Q1 IS THE CLIENT EITHER (a) DISSATISFIED WITH THERAPY?  
OR (b) REPORTING HAVING BEEN DISSATISFIED WITH THERAPY  
OR (c) BOTH?

PROCEDURE

1 Content and Context

To answer Y to this question you MUST identify both  
[client dissatisfaction] + [aspect/s of therapy] in the session  
material.

- a *To identify [Client dissatisfaction]*  
Refer EQUALLY to the content and the context.
- b *To identify [Aspect/s of therapy]*  
Refer MORE to the content than to the context.

2 Manner

Do NOT take into account the client's manner (the way in which the  
client is speaking to the therapist) when you decide your answer  
to Q8.

---

Q2 IS THE CLIENT DISSATISFIED WITH THE THERAPIST'S ACTIVITY?

Is the client dissatisfied with something that s/he perceives the therapist to have done?

Something the therapist has done can include something the therapist said, did, thought or felt, according to the client.

The client is labelling or describing what it is that the therapist has done.

What the therapist has done takes the form of a specific instance or event that the client is isolating in the speech unit. The instance or event need not have been isolated in the sense of it only having happened once. It could have happened more than once but the client is specifically naming at least one instance or event where it happened.

The specific instance or event s/he is pointing out need not have happened in either the current session or any therapy session. It may have happened after a session or between sessions, etc.

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Q3. IS THE CLIENT DISSATISFIED WITH THE UNWRITTEN RULES:  
EXPLORATORY?

Is the client dissatisfied with the Unwritten Rules of Exploratory therapy; either with the rule/s itself or the effect of the rule on his/her experience of being in this therapy.

The Unwritten Rules of Exploratory therapy are fixed terms and conditions that govern how this particular therapy operates. The terms and conditions are different in other therapies.

They are not usually made explicit to the client.

These are the Unwritten Rules of Exploratory therapy:

- \* The client will provide topics for conversation
- \* The client is active in exploring his/her difficulties
- \* The client should own and take responsibility for his/her contributions to what happens in the sessions
- \* The client and therapist will explore the client's relationships (including that with the therapist)
- \* The client and therapist will talk about significant past relationships
- \* The client and therapist will look for patterns in and links between these relationships
- \* The client and therapist will explore the client's feelings in these relationships (including that with the therapist)
- \* The client will be encouraged to fully express and experience feelings in the session
- \* The single aim of Exploratory therapy is to understand the client's interpersonal difficulties; changes in the way the client behaves and feels are assumed to follow that understanding
- \* Exploratory therapy does not provide practical advice, information or instruction; eg relaxation training, time management, behavioural monitoring

Q4 IS THE CLIENT DISSATISFIED WITH THE UNWRITTEN RULES:  
GENERAL?

Is the client dissatisfied with the unwritten rules of his/her therapy; either with the rule itself or with the effect of the rule on his/her experience of being in therapy.

The Unwritten Rules: General are fixed terms and conditions that apply in any and all therapies.

They are not usually made explicit to the client.

These are the Unwritten Rules: General:

- \* The client will not know the therapist personally (eg the client will not know personal details about the therapist, or meet the therapist outside the sessions)
- \* The therapist will not tell the client what s/he is thinking of him/her as a person (eg whether s/he likes him/her)
- \* The therapist will not tell the client what s/he is thinking of his/her problems (eg normal, abnormal, trivial, serious)
- \* The therapist will not explicitly tell the client how s/he is expecting him/her to respond
- \* The therapist will not tell the client what outcomes s/he is expecting for the client or how much s/he thinks therapy can help the client
- \* The therapist will not offer the client a comprehensive explanation for what they are doing and why and how it's supposed to work
- \* No-one else can be brought into the sessions.

Q5 IS THE CLIENT DISSATISFIED WITH THE THERAPEUTIC SITUATION?

Is the client dissatisfied with his/her experiences of either (a) needing therapy and/or (b) being in the client role in therapy.

These feelings are common to all clients in any type of therapy.

These are the client's feelings in the therapeutic situation:

- \* The client feels abnormal
- \* The client feels a failure, hopeless, worthless, ashamed
- \* The client feels frightened of changing (eg because the effects and consequences of those changes are uncertain)
- \* The client feels that the therapist is all-powerful and/or that s/he is powerless
- \* The client feels obliged to be a good client
- \* The client feels grateful, indebted to the therapist
- \* The client doesn't want to get upset and/or appear vulnerable in a/the sessions
- \* The client feels anxious, reluctant before a/the sessions
- \* The client feels upset, overwhelmed, confused after a/the sessions
- \* The client feels upset, preoccupied, distracted over the course of therapy



Q6 IS THE CLIENT DISSATISFIED WITH THE WRITTEN RULES?

Is the client dissatisfied with the written rules of his/her therapy; these are fixed terms and conditions that govern the format of the therapy sessions.

These terms and conditions are made explicit to the client at the beginning of therapy.

They specify the length of each session, the frequency of the sessions and the total number of sessions the client will receive

These are the contents of the written rules for the clients you will be listening to:

- \* Each session is an hour long
- \* Sessions are once each week
- \* Clients will receive eight sessions of this therapy

Q.7. IS THE CLIENT DISSATISFIED WITH THE RESEARCH CONTRACT?

Is the client dissatisfied with either or both the emotional and/or the practical consequences and constraints of the interviews and forms to which the client consented before therapy began?

This is a summary of the interviews and forms that the client you will be listening to consented to complete prior to therapy:

Q 8 IS THE CLIENT DISSATISFIED WITH THE THERAPIST'S CAPACITY?

Is the client dissatisfied with the capacity of the therapist to help him/her?

To help the client means to bring about outcome/s that are positive for the client.

The client may be talking about the actual capacity of the therapist; that is, the client is dissatisfied with what s/he has thus far experienced of the therapist's capacity to help.

The client may be talking about the potential capacity of the therapist; that is, the client is dissatisfied with what s/he anticipates will be the therapist's capacity to help.

His/her anticipation may be based on what s/he has already experienced of the therapist's actual capacity, on the client's experience of other helping professionals, on the client's expectations of what any therapist could and couldn't do to help, etc.

Q:9 IS THE CLIENT DISSATISFIED WITH THE CAPACITY OF THERAPY?

Is the client dissatisfied with the capacity of the therapy to help him/her?

To help the client means to bring about outcome/s that are positive for the client.

The client may be talking about the actual capacity of the therapy; that is, the client is dissatisfied with what s/he has thus far experienced of the therapy's capacity to help.

The client may be talking about the potential capacity of the therapy; that is, the client is dissatisfied with what s/he anticipates will be the therapy's capacity to help. His/her anticipation may be based on what s/he has already experienced of the therapy's actual capacity, on the client's experience of other professional help, on the client's expectations of what any therapy could and couldn't do to help, etc.

Q10 IS THE CLIENT DISSATISFIED WITH AN-OTHER ASPECT OF THERAPY?

Is the client dissatisfied with a specific aspect of therapy that is not covered in Question Nos 8-16? That is, an-other aspect of therapy which is either specified by the client or if it isn't, which you can specify.

See below for distinctions between Other and the following answers:

- 1 Therapist Capacity; Therapist Activity; Capacity of the Therapy; Written Rules; Unwritten Rules: Exploratory; Unwritten Rules: General and Therapeutic Situation
- 2 General
- 3 Research Contract

Q:11 IS THE CLIENT GENERALLY DISSATISFIED WITH THERAPY?

The client is not dissatisfied with a specific aspect of therapy. The client's dissatisfaction with therapy is a general one.

So in the speech unit there is no aspect of therapy that is specified by the client or that can be specified by you.

See below for distinctions between General and the following answers:

- 1 General distinguished from Therapist Capacity; Therapist Activity; Capacity of the Therapy; Written Rules; Unwritten Rules; Exploratory; Unwritten Rules: General; Therapeutic Situation and Other
- 2 Research Contract

Q12 IS THE CLIENT'S MANNER CONFRONTATIONAL?

Answer Yes or No to this question for each client speech unit in the session.

To decide your answer refer only to the way in which the client is speaking to the therapist.

Compare the way the client is speaking in the particular speech unit with what you understand to be the client's typical *conversational style*.

When you have answered this question go back and ask the 17 questions, beginning with Question One, of the next client speech unit in the session.

## **Appendix 3**



**INTRODUCING EXPLORATORY THERAPY:**

**A 'PHRASE BOOK'**

## INTRODUCTION

### 1 The purpose of this phrase book

This Phrase Book translates between the principles and the practice of Exploratory therapy.

It will help you make sense of the minute-to-minute detail of what you hear in the therapy sessions.

### 2 How the phrase book is set out

The Phrase Book has three sections.

Section One is an outline of the Underlying Rationale of Exploratory therapy.

Section Two is a statement of the Principles of Exploratory therapy.

Section Three is a translation of the principles into Practice by the Therapist and the Client.

SECTION ONE  
OUTLINE OF THE UNDERLYING RATIONALE

How we relate and feel is learnt in early relationships

The ways we relate to and feel towards each other are learned in significant early relationships; for example, with our parents and our siblings.

What we learnt then shapes how we relate and feel now

What we learn in these early significant relationships shapes the ways we relate to and feel towards other significant people subsequently in our lives; people like our bosses, our partners and our therapist.

That is, in some circumstances in our relationship with our current partner we use ways of relating that we learned in our early significant relationships. We also experience similar feelings towards our partner as we did towards our parents.

Links between current and past

The way we feel and relate in significant relationships are links between our past and our present.

Put together, these links form patterns in our relationships

When we consider these links over the course of our lives, we can see patterns in the significant relationships we've had and are having. These patterns are consistent ways of feeling and relating in certain relationship circumstances.

Example

I felt hurt and betrayed by my mother when she left me and my father when I was nine. I didn't want to let her see how upset I was and was reluctant to visit her at the weekends. When I did have to see her I was alternately reserved and aggressive towards her. I now haven't seen her for ten years. When my fiance left me for one of my best friends I again felt deeply hurt and betrayed by him. I tried to avoid situations in which I would meet either my ex-fiance or my friend but when I did see them I felt extremely hostile towards him. I only just managed to control myself; what I was feeling still came out as vindictive sarcasm. One of the women I've been working closely with for years and thought of as a friend recently put me in the shit with our manager by telling him something about me that really no-one at work should know. I really thought I could trust her. But it's impossible to forgive her. I've kept out of her way for weeks but she was at the same meeting on Thursday. I just couldn't bring myself to speak to her and anything she said I ripped to shreds.

All problems are to some extent interpersonal

All problems are to some extent interpersonal; they are either experienced as being caused by someone else or involving someone else.

The source of current interpersonal problems

Disturbances or traumas in the early significant relationships are the source of current interpersonal problems.

The reason for the current interpersonal problems

In a current significant relationship an event in or aspect of the relationship will make the client feel as s/he felt in the early significant relationship. And these feelings will be difficult for the client.

These difficult feelings are not based in the reality of the client's role in the current relationship. They are 'as if' the client is still in the role s/he had in the early significant relationship, when s/he was in a 'dependent and helpless' role and the significant other was in the 'carer' role.

Since the client's feelings are not appropriate to his/her role in the current relationship, the ways s/he attempts to cope with these feelings in relating to the significant other will also be inappropriate to his/her changed 'adult' role.

And therefore these ways of relating will not allow the client to cope successfully with the feelings in the current relationship. Hence the current interpersonal problem.

### Example

Sheila's parents were always fighting with each other. She was never involved in the shouting and screaming; she would always be sent to bed at the first sign of trouble. She actively hated her father for the way he treated her mother and would have nothing to do with him. But she adored her mother and outside school did everything with her mother. Her mother never told her anything of what was going on with her father despite Sheila being able to hear everything from her room. As things got worse Sheila's mother began threatening to leave her father. Sheila was terrified her mother would leave without her; she would be forced to stay with her hated father but worse than that she would lose her mother. She coped with this fear by never wanting to be away from her mother. She hated going to school in case her mother wasn't at home when she got back. She hated evenings when her mother went out with friends in case she didn't come back and would wait up watching for her coming back down the street. She clung desperately to her mother.

Sheila's mother would never have dreamt of leaving Sheila with her husband and she needs Sheila as much as Sheila needs her. After six months, she and Sheila moved out of the house.

Sheila is now married herself with three children.

Sheila's husband is bored and unhappy with their marriage. He is no longer interested in Sheila or the children. He can't tolerate being in the house with them any more and will find any excuse not to be there. Sheila is terrified that he'll leave her. She copes by becoming possessive and clinging to him. She wants him at home all the time. If he can't be at home she wants to know where he is, who he's with and what time he'll be back. She's frantic if he's even five minutes late. Sheila's way of coping is driving her husband even further away from her.

### How therapy will help

Therapy aims to help the client

(a) understand where the feelings and ways of relating in the current relationship have come from and

(b) find new ways of relating that are reality-based; that is, based in the reality of the client's role in the current relationship.

## SECTION TWO

### STATEMENT OF THE PRINCIPLES OF EXPLORATORY THERAPY

#### 2.1 Introduction

There are two sets of Principles in Exploratory therapy; general and specific principles. General Principles provide the conditions which support the therapeutic work. Specific Principles govern the therapeutic work.

#### 2.2 Statement of the General Principles

- 1 The client, his/her experience and his/her understanding of his/her experience are valued and respected by the therapist
- 2 Client and therapist are working collaboratively together in an equal relationship
- 3 Client and therapist are building shared understandings of the client's experiences in significant relationships; a shared understanding is one that both agree upon and can use in exploring further the client's difficulties in relationships
- 4 That the relationship with the therapist is a current significant relationship for the client is made explicit

### 2.3 Statement of the Specific Principles

1. Discover the client's feelings and ways of relating in specific situations within specific significant relationships
2. Make those feelings vivid and alive in the session
3. Explore and develop an understanding of those feelings and ways of relating in the specific relationship situation;  
*to encourage the client to accept his/her feelings*
4. Explore possible links between the client's consistent feelings and ways of relating in different significant relationships in the present and in the past;  
*to identify where those feelings and ways of relating have come from*
5. Use a combination of the links to uncover consistent patterns in the client's significant relationships;  
*to understand the client's history in significant relationships*
6. Give the client the opportunity of exploring and testing out with the therapist new ways of relating to deal with the difficult feelings in interpersonal situations

## SECTION THREE

### TRANSLATION OF THE PRINCIPLES INTO PRACTICE

#### 3.1 Introduction

The translation of the General Principles into Practice will be described before the translation of the Specific Principles.

This section is set out as follows:

The principle is stated and then (where appropriate to the practice),

- what the therapist DOES
- what the therapist DOESN'T DO
- what the therapist and client DO TOGETHER
- what the client DOES
- what the client DOES NOT DO

to translate the principle into practice is described.

#### 3.2 Translation of the General Principles into Practice

##### Principle One

The client, her experience and her understanding of her experience are valued and respected by the therapist.

##### Translation into Practice

*What the therapist DOES*

indicate that s/he is listening to and appreciating what the client is saying

be sympathetic to the client's difficulties

be supportive and encouraging of positive changes in the client

use tentative negotiating language

*What the therapist does not do*

tell the client what s/he is feeling or what s/he should be feeling

impose his/her understandings on the client

dictate what the client should discuss in the session



*What the therapist and client do together*  
the therapist enables the client to take the lead in directing the discussion

the therapist gives the client room to explore and express his/her feelings and understandings

the therapist accepts the client's understandings as the starting point for further exploration

Principle Two

Client and therapist are working collaboratively together in an equal relationship

Translation into Practice

*What the therapist does*

let the client know that the sessions are set up and proceed as a 'joint effort'

try to involve the client as much as possible in the work of therapy

use a language which includes both of them in the process of the session; 'us, our, we'

take responsibility for what he is doing with the client and encourage the client to do the same; 'I and you'

*What the therapist does not do*

hold the client responsible or blame the client for what's going on in therapy

*What the client does*

accept that therapy is a joint effort

get involved in the work of therapy

take responsibility for what she is doing with the therapist

*What the client does not do*

expect the therapist to do all the therapeutic work

### Principle Three

Client and therapist are building shared understandings of the client's experiences in significant relationships.

### Translation into Practice

#### *What the therapist does*

invite the client to say as much as possible about her feelings in an interpersonal situation

carefully and accurately reflect back to the client what she has expressed

check his own understanding of what the client has expressed

use the client's language as much as possible

#### *What the therapist and client do together*

negotiate an understanding they can both use in further explorations

make explicit this understanding and their mutual agreement on it

#### *What the client does*

talks openly about difficulties she's having in significant situations or relationships outside therapy

expresses her feelings in and about these relationship difficulties

Principle Four

That the relationship with the therapist is a current significant relationship for the client is made explicit

*What the therapist does*

suggest that they should look at how the client is relating to him

suggest that the client may feel towards the therapist as she does or has done to significant others in the present and past

explicitly monitor how the client is making him feel as a way of accessing how she may make significant others feel

*What the client does*

accepts these directions from the therapist and works with them

### 3.3 Translation of Specific Principles into Practice

#### Principle One

Discover the client's feelings and ways of relating in specific situations within specific significant relationships

#### Translation into Practice

*What the therapist does*

ask the client to talk about difficulties in specific current relationships outside therapy

discuss these difficulties in terms of the way the client feels and relates in this relationship

*What the client does*

talks openly about difficulties s/he's having in significant situations or relationships outside therapy

expresses her feelings in and about these relationship difficulties

Principle Two

Make the client's feelings vivid and alive in the session

Translation into Practice

*What the therapist does*

the therapist will use a feely-feely kind of language

put into words feelings that the client is not expressing verbally

put into words his/her understanding of how the client may be feeling in the session as s/he is talking about these relationship difficulties

reflect back to the client his/her understanding of the meaning of those feelings for the client

ask the client to give an example of and focus on a particular incident in the relationship which aroused those difficult feelings

invite the client to find and elaborate metaphors which encapsulate his/her understanding of his/her feelings in an interpersonal situation

encourage the client to fully re-experience how s/he felt during the particular incident in the relationship; the therapist will probably call this 'staying with those feelings'

suggest that the client has or is experiencing similar difficulties and feelings in relating with the therapist

*What the client does*

find and elaborate metaphors which encapsulate his/her understanding of her feelings in an interpersonal situation

allow herself to fully re-experience these feelings in the session

Principle Three

Explore and develop an understanding of the client's feelings and ways of relating in the specific relationship situation

Translation into Practice

*What the therapist does*

encourage the client to express what those feelings mean for her in the specific relationship

explore the meaning of these feelings fully;  
*exploring entails taking the sense of her feelings that the client has presented and tentatively extending it's meaning*

*What the therapist and client do together*

negotiate an understanding of the meaning of the feelings for the client

*What the client does*

express her understanding of what these feelings mean to her

actively and freely reflect on and re-consider the meaning of these feelings

actively and freely reflect on the way she is feeling towards and relating with the therapist

#### Principle Four

Explore possible links between the client's consistent feelings and ways of relating in different significant relationships in the present and in the past

#### Translation into Practice

*What the therapist does*

suggest that the client has possibly experienced or is experiencing similar difficulties and feelings in relating with the therapist

suggest that the client may have felt the same in relating to significant others (which the therapist will usually name)

*What the therapist and client do together*

explore any feelings that the client recognises she has felt in relation to different significant others;  
exploring entails taking the client's sense of this 'feelings link' and tentatively extending its meaning

*What the client does*

actively and freely consider possible commonalities between the ways she has felt and related in significant relationships



Principle Five

Use a combination of the links to uncover consistent patterns in the client's significant relationships

Translation into Practice

*What the therapist and client do together*  
pull out themes from the links

find a combination of the links which suggest possible reasons for the client having repeated patterns in her significant relationships

### Principle Six

The client has the opportunity of exploring and testing out new ways of relating to deal with her difficult feelings in interpersonal situations

### Translation into Practice

*What the therapist does*

look out for and note difficult feelings the client has towards the therapist

look out for similarly difficult situations occurring with the specific significant other in the relationship outside therapy

suggest that the client get in touch with their feelings and her new understanding of them

*What the therapist and client do together*

explore in the session alternate and more appropriate ways for the client to deal with those feelings when relating with the significant other

*What the client does*

monitor how s/he is feeling towards the therapist to find an opportunity of exploring new ways of dealing with familiar but now accepted and better understood feelings

actively re-consider and explore how to relate to the therapist and significant others when s/he experiences difficult feeling

## Appendix 4

Appendix Four presents the materials used by coders in the Practice, Pilot and Case Codings. In all cases, coders were given

- Coding Instructions (replicating those in the Coding Manual)
- Client Background Information
- Coding Booklet
- Coding Manual Evaluation Sheet

They were also given the appropriate session transcript and tape; transcripts for the Practice Coding are included here.

The materials are presented in the order in which they were used by the coders.

## **CODING INSTRUCTIONS**

**(replicating those in the Coding Manual)**

PRACTICE CODING:

Instructions

- 1 *Read the Case Background.*  
Think about what you read in terms of the session you're coding.
- 2 *Listen to the tape once through.*  
Don't stop it.  
Don't code.  
Read the transcript at the same time.  
Make any notes you want.
- 3 *Read the Procedure for each subsets of questions in the manual.*  
The notes on the procedure to be followed are on pages 4, 18 and 21.
- 4 *Answer all the questions for each (client/therapist) speech unit.*  
Record all your answers in the answer booklet.
- 5 *Don't forget to give confidence ratings to any Yes answers.*  
Put your 0/1 rating in the right hand side of the answer box.
- 6 **DON'T FORGET YOU'VE SIGNED A CONFIDENTIALITY AGREEMENT**
- 7 **TAKE CARE OF THE TAPE**  
If you leave the room give it to Heather or Jane.  
Don't leave it lying around.  
Switch it off whenever anyone comes into the room.
- 8 *Don't try to escape without filling in an evaluation sheet.*
- 9 *Don't try to escape without returning all the gear.*
- 10 **LAST BUT BY NO MEANS LEAST:** *Record your hours.*  
There's a space to do this on the front of the answer booklet.

OFF YOU GO - take control of that coding

## **CLIENT BACKGROUND INFORMATION**

## INTRODUCTION.

This booklet provides background information to the seven cases included in the Relationship Challenge project. The aim of the booklet is to give coders a context in which to consider the individual therapy cases and sessions.

The information relates to the research project in which the cases were seen (Section 2), the three therapists seeing the seven clients (Section 3), and the clients and their therapies (Section 3).

## THE FIRST SHEFFIELD PSYCHOTHERAPY PROJECT.

The First Sheffield Psychotherapy Project was designed to investigate the process and outcome differences of two therapies, in the same series of forty clients. The clients were professional and managerial workers who were experiencing symptoms associated with anxiety and/or depression. Each client received eight sessions of Prescriptive (cognitive-behavioural) and eight sessions of Exploratory (relationship-oriented, psychodynamic) therapy in a crossover design. The current study only focusses on the Exploratory phase of treatment. Each client saw the same therapist throughout. All four therapists were full-time research clinical psychologists, selected for an eclectic treatment orientation which valued both therapeutic approaches and trained in the specific therapy modes prior to the start of the project.



## THE THREE THERAPISTS.

The seven cases selected for this study were seen by only three of the four project therapists (DAS, JF and GH). Of the forty clients, DAS and JF saw eighteen clients each and GH saw four clients. (The fourth therapist saw the remaining two clients). DAS was the only male therapist.

At the outset of the project, DAS had ten years' postdoctoral research and clinical experience. JF began pilot work for the project upon completion of her master's training, and had previous experience in counselling. GH had three years' clinical experience and psychotherapy training subsequent to her clinical master's training.

## THE SEVEN CASES.

4.1 Introduction. Information about the client and their therapy is presented under the following headings:

The Client. This includes the case number, the client's name, age and occupation.

The client's ten Personal Questionnaire (PQ) Items. The ten items take the form of statements made by the client before therapy begins. The statements aim to represent the client's presenting problems in each of five domains; symptoms, mood, relationships, self-esteem/self-efficacy and specific performance. In the Project, the items of the Personal Questionnaire were used as a measure of change between the weekly therapy sessions.

The Therapy. This includes the initials of the therapist, the order in which the client received the two therapies, the number of Exploratory sessions the client completed and details of incidents surrounding the sessions.

Transcript Codes. To maintain confidentiality, the names of people, places and employing organisations have been coded in the transcripts using initials. These initials are explained.

W 1  
CASE NO. 40.

THE CLIENT

NAME: Doreen  
AGE: Early thirties  
OCCUPATION: Teacher

PQ. ITEMS

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

THE THERAPY

INITIALS: JF  
ORDER: Prescriptive-Exploratory  
COMPLETED EXPLOR.: 8

TRANSCRIPT CODES

OFF-TAPE AND BETWEEN SESSION INCIDENTS  
(as recorded in the therapist's notes)

SESSION NINE:  
Nil

SESSION TEN:  
Nil

SESSION ELEVEN:  
Nil

SESSION TWELVE:

Off-tape at the end of the session: She told me at the end that she's going on a course next week and the Headmaster is going too. As she was leaving the room I said, "Maybe when you talk to him you'll feel better over his decision with Dave?" She at once started to cry again and was still in the waiting room crying twenty five minutes later. I very sympathetically got her to swill her face and leave, as someone else was due and she might feel embarrassed.

SESSION THIRTEEN:

Between sessions: Two week gap. The first appointment for this session had to be cancelled because JF had an ear infection. Second appointment for session thirteen was confirmed and attended.

SESSION FOURTEEN:

Between sessions: Two week gap. Therapist was at a conference for the first week. The appointment for the second week was confirmed and attended.

SESSION FIFTEEN:  
Nil.

3  
CASE NO. 50

THE CLIENT

NAME: Marie  
AGE: ?  
OCCUPATION: Child Care Worker

PQ. ITEMS

- 1 I feel guilty and dissatisfied with myself
- 2 I am unable to communicate with people
- 3 I wake early in the morning
- 4 I feel inadequate at work
- 5 I am not interested in my leisure activities
- 6 I feel depressed
- 7 I am excessively demanding of my family
- 8 I worry about relationships
- 9 I feel desparate when I'm at home on my own
- 10 I feel lonely

THE THERAPY

INTIIALS: JF  
ORDER: Prescriptive-Exploratory  
COMPLETED EXPLOR.: 8

TRANSCRIPT CODES

OFF-TAPE AND BETWEEN-SESSION INCIDENTS

SESSION NINE:

Nil

SESSION TEN:

Nil

SESSION ELEVEN:

Nil

SESSION TWELVE:

Nil

SESSION THIRTEEN:

Client was ten minutes late.

SESSION FOURTEEN:

Nil

SESSION FIFTEEN:

Nil

4  
4  
CASE 54.

THE CLIENT

NAME: Celia  
AGE: ?  
OCCUPATION: Counselor

PO. ITEMS

- 1 I am very disorganised
- 2 I feel depressed
- 3 I have ambivalent feelings about my marriage
- 4 I worry about what people think of me
- 5 I feel exhausted
- 6 I feel ashamed about my weight
- 7 I feel anxious in social situations
- 8 I have lost interest in things
- 9 I have no interest in sex
- 10 I take on too much responsibility at work

THE THERAPIST

INITIALS: JF  
ORDER: Exploratory-Prescriptive  
COMPLETED EXPLOR.: 8

TRANSCRIPT CODES

OFF-TAPE AND BETWEEN SESSION INCIDENTS  
(as recorded in the therapist notes)

SESSION ONE  
Nil

SESSION TWO  
Nil

SESSION THREE  
Nil

SESSION FOUR  
Nil

SESSION FIVE

Off-tape at the end of the session: As she was leaving she began to talk about groups on abortion she's running. She was being the fellow professional and letting me know she's needed. In the session it seems like she's 'at work', being strong and professional, and she certainly always ends on this note in case there's any doubt.

One week gap between sessions. Client was away running a course.

SESSION SIX

SESSION SEVEN

11  
10  
CASE NO. 14.

THE CLIENT

NAME: Liz  
AGE: ?  
OCCUPATION: Social Worker

PQ ITEMS:

- 1 I have difficulties with my boss
- 2 I worry about my health
- 3 I am bored
- 4 I feel hopeless about the future
- 5 I feel tense
- 6 I have difficulty showing my feelings
- 7 I have difficulties concentrating
- 8 I feel lonely
- 9 I have problems sleeping
- 10 I feel as though I'm losing control

THE THERAPY

T'S INITIALS: DAS  
ORDER: Exploratory-Prescriptive  
COMPLETED EXPLOR.: 8

TRANSCRIPT CODES



OFF-TAPE AND BETWEEN SESSION INCIDENTS  
(as recorded in the therapist's notes)

SESSION ONE

SESSION TWO

SESSION THREE

SESSION FOUR

SESSION FIVE

SESSION SIX

SESSION SEVEN

CASE NO. 28

THE CLIENT

NAME: Morag  
AGE: 27  
OCCUPATION: Civil Servant

PQ. ITEMS

- 1 I have constant headaches
- 2 I have a low opinion of myself
- 3 I am unable to relax
- 4 I can't argue with people
- 5 I have been doing poorly at work
- 6 I am afraid of ever having to live on my own
- 7 I find it difficult with my parents
- 8 I feel hopeless about the future
- 9 I feel like crying most of the time
- 10 I worry about how I'm going to cope with my feelings

THE THERAPY

T'S INITIALS: DAS  
ORDER: Exploratory-Prescriptive  
COMPLETED EXPLOR: 6

TRANSCRIPT CODES

OFF-TAPE AND BETWEEN-SESSION INCIDENTS  
(as recorded in the therapist's notes)

SESSION ONE:

The first appointment for this session was cancelled by the therapist; he had flu. The second appointment was confirmed and attended.

Off-tape at the end of the session: Client said it was good to have talked but gave a very intellectual explanation for this. Her response to something the therapist then said (which is illegible) was to say that she'd rather not talk about this in therapy. The therapist wrote, 'she's easily frightened off'.

SESSION TWO:

Nil

SESSION TWO:

Nil

SESSION THREE:

Nil

SESSION FOUR:

Nil

SESSION FIVE:

After session: Client told the Clinic Secretary that she wished to terminate therapy with this therapist. DAS wrote to the client acknowledging her freedom to do so. He suggested that they meet once more in order for the client to explain her decision (especially in the light of her having revealed that she had found her previous therapy similarly difficult) and in order that they could work out the most appropriate referral for the client.

The client agreed to this and the sixth session was spent carefully reviewing her difficulties in this and her previous therapy and discussing what help she felt would be more useful. She was offered and accepted more structured and longer term psychological help with an NHS Clinical Psychologist.

## **CODING BOOKLET**



## **CODING MANUAL EVALUATION SHEET**







Have you had particular problems using the manual, (either general problems or problems specifically to do with the session material)? If you have, would you like to share them with me, please.....

Do you have any suggestions for improving the manual? If you do would you share them with me, please?

THANKS FOR YOUR COMMENTS

## **Appendix 5**

Table 5.1

TRAINER AND CODER 1'S ANSWERS TO THE TEN SOURCE/OBJECT QUESTIONS

	TA	URE	URG	TS	WR	RC	TC	CT	O	G	n/a	Total
TA	11			1					2		9	23
URE		0										
URG		2	0								2	4
TS			1	0							8	9
WR					0							
RC						0						
TC							0					
CT		2						0				2
O		1							0		1	2
G										0		
n/a	0										124	124
Total	11	5	1	1	0	0	0	0	2	0	144	164

n/a : no answer

Table 5.2

TRAINER AND CODER 2'S ANSWERS TO THE TEN SOURCE/OBJECT QUESTIONS

	TA	URE	URG	TS	WR	RC	TC	CT	O	G	n/a	Total
TA	7								1		15	23
URE		0										
URG			0	2							2	4
TS		1		0							8	9
WR					0							
RC						0						
TC							0					
CT								1			1	2
O		1							0		2	2
G										0		
n/a											124	124
Total	7	1	0	2	0	0	0	1	1	0	152	164

n/a : no answer

Table 5.3

TRAINER AND CODER 'S ANSWERS TO THE TEN SOURCE/OBJECT QUESTIONS

	TA	URE	URG	TS	WR	RC	TC	CT	O	G	n/a	Total
TA	21										2	23
URE		0										
URG		4	0									4
TS	1		1	2							5	9
WR					0							
RC						0						
TC							0					
CT				2				0				2
O	2								0			2
G										0		
n/a	3		2	3					1		115	124
Total	27	4	3	7	0	0	0	0	1	0	122	164

n/a : no answer

## Appendix 6

## CLIENT PILOT CODING MANUAL

The Manual for Pilot Coding contained the revisions suggested by the results of the Practice Coding. The Pilot Coding Manual asked the coders to answer the following eleven questions in this order.

- |     |   |
|-----|---|
| Q1  | Is the client dissatisfied with the therapist's activity?                   |
| Q2  | Is the client dissatisfied with the unwritten rules of Exploratory therapy? |
| Q3  | Is the client dissatisfied with the unwritten rules of therapy in general?  |
| Q4  | Is the client dissatisfied with the therapeutic situation?                  |
| Q5  | Is the client dissatisfied with the written rules?                          |
| Q6  | Is the client dissatisfied with the research contract?                      |
| Q7  | Is the client dissatisfied with the therapist's capacity?                   |
| Q8  | Is the client dissatisfied with the capacity of the therapy?                |
| Q9  | Is the client dissatisfied with other specific aspect of therapy?           |
| Q10 | Is the client generally dissatisfied with therapy?                          |
| Q11 | Is the client's manner confrontational?                                     |

The specific procedure for answering these questions

These instructions tell you how to answer the eleven questions that follow.

- 1 Ask and answer ALL eleven questions for each client speech unit.
- 2 Ask and answer the questions in the ORDER in which they appear.
- 3 When your answer to a question is Yes write THE ABBREVIATION of the answer (which is alongside the question title) in the coding booklet at the right of the text.
- 4 Answer Yes to as many questions AS YOU NEED TO, to reflect what you think is going on in the speech unit.
- 5 Remember that the questions ask about the client's activities ANYWHERE in the speech unit. This means that your answers may either refer to a section of the unit or unit as a whole.
  - a If your answer refers to the unit as a whole write [W] against the abbreviation of the answer.
  - b When your answer is Yes and refers only to a section of the speech unit, try to write the abbreviation as close as possible to where you think the client's activity starts in the unit. For example, the beginning of the client telling a story.
- 6 When your answer to a question is No write NOTHING in the coding booklet.
- 7 IF YOU DON'T answer Y to any of the questions go to the next client speech unit and start with Q1 again.
- 8 ONLY GIVE A POSITIVE ANSWER when you are at least moderately confident of it.
- 9 Questions 1-11 (inclusive) are phrased in these terms; 'Is the client dissatisfied with x?'. Remember that this can mean either
  - \* Is the client currently dissatisfied with x? or
  - \* Is the client reporting having been dissatisfied with x? or
  - \* Is the client doing both of these?.



- 10 To answer questions 1-11 (inclusive) refer EQUALLY to
- \* the content of the speech unit and
  - \* the context around the speech unit.

Do NOT take into account the client's manner (the way in which the client is speaking to the therapist) as you decide your answer to these questions.

- 11 Question 18 asks about the client's manner in each of the client speech units in the session. Write your answer (CON/NON) in the column to the farthest right of the page.

12 C1 - T1 - C2

There may be times when you can't answer this question for C1 because you feel that the content of C1 is linked to the content of C2 and so you need to consider them as one unit to enable you to answer the question.

This can occur for different reasons. It may be because C2 is a continuation of C1 and you need to take both into account to enable you to confidently answer the question. It may be because the therapist has interrupted the client. It may be because the therapist has simply repeated what the client said in C1, etc.

If this happens, code C1 and C2 together as one unit. In the Coding Booklet, draw a circle around the speech unit numbers you are considering as one unit and enter the same abbreviations for both of them.

13 T1 - C1

There may be times when the therapist puts the client's dissatisfaction with therapy into words BEFORE the client does.

eg1 T1 I wonder if that's something you also feel here,  
that I'm cross-examining you, putting you on the  
spot like Jim did

Don't think of answering Yes to any of the questions if the client's response to this is noncommittal  
eg. 'Maybe'. 'Perhaps'. 'I don't know'.

Think of answering Yes if the client's response is committed (even if the content is minimal or qualified).  
eg. 'Yes'. 'I have done'.  
'Sometimes yes, but not all the time.

Q1 AT ANY POINT IN THE SPEECH UNIT IS THE CLIENT DISSATISFIED WITH THE THERAPIST'S ACTIVITY? TA

Is the client dissatisfied with something that s/he perceives the therapist to have done?

Explanation of the Question

'Something the therapist has done' can include something the therapist said, did, thought or felt, according to the client's perceptions of the therapist.

What the therapist said, his/her thought or his/ her feeling is specific (eg 'When I knew I was going to be late, I worried because I thought you would be angry').

What the therapist said, his/her thought or his/ her feeling is not general (eg 'You make me nervous').

This is not necessarily an isolated instance; it could have happened more than once but at least one instance is being specified in the speech unit (eg 'I'm feeling uncomfortable because I think you're thinking that I'm being daft about her. I've felt it before too; in the first session when I was talking about my work').

It need not have happened in either the current session or any therapy session. It may have happened after a session or between sessions, etc.

It need not be the client who specifies what it is s/he perceives the therapist to have done. It may be the therapist putting the client's perceptions into words (eg as s/he quotes something s/he said to the client or if s/he's anticipating how s/he's making/made the client feel). But it is necessary that the client is expressing dissatisfaction over it.

## Distinctions

### 1 Therapist Activity Distinguished From Therapist Capacity

Therapist Activity concerns the therapist's part in the process of therapy.

Therapist Capacity concerns the therapist's part in the outcomes of therapy.

The main focus of Therapist Activity is what, in the client's view, the therapist has done.

The main focus of Therapist Capacity is what, in the client's view, the therapist can achieve for the client.

For Therapist Activity, the client's dissatisfaction with what the therapist has done is by definition located in at least one instance or event and the helpfulness of the therapist is not the main focus of the speech unit.

The client's assessment of the Therapist's Capacity to help may be located in a specific instance or event and the helpfulness of the therapist is by definition the main focus of the speech unit.

### 2 Therapist Activity Distinguished From Unwritten Rules: Exploratory

Both Therapist Activity and Unwritten Rules: Exploratory concern the process of therapy.

The main focus of Therapist Activity is what this particular therapist has done.

The main focus of Unwritten Rules: Exploratory is how this particular therapy operates. The therapist is of course the vehicle by which the Rules are put into operation. Since they are usually not made explicit to the client, they may be experienced by the client as 'what the therapist does'.

It is important that you are careful to distinguish between (a) 'what the therapist does as a function of the Unwritten Exploratory Rules' (which is URE) and

(b) 'what the therapist does that is not primarily a function of the particular Exploratory type of therapy' (which is TA).

To do this be familiar with and pay close attention to the fixed terms and conditions of Exploratory therapy that are specified in the definition of Unwritten Rules: Exploratory (Q p ).

3 Therapist Activity Distinguished From Unwritten Rules: General

Both Therapist Activity and Unwritten Rules: General concern the process of therapy.

The main focus of Therapist Activity is what this particular therapist has done.

The main focus of Unwritten Rules: General is the fixed terms and conditions that apply in all shortterm therapies.

Since they are usually not made explicit to the client, they may be experienced by the client as 'what the therapist does'.

It is important that you are careful to distinguish between

(a) 'what the therapist does as a function of the Unwritten General Rules' (which is URG) and

(b) 'what the therapist does that is not primarily a function of these general rules' (which is TA).

To do this be familiar with and pay close attention to the fixed terms and conditions of all therapies that are specified in the definition of Unwritten Rules: General.

4 Therapist Activity Distinguished From Therapeutic Situation

Both Therapist Activity and Therapeutic Situation concern the process of therapy.

Therapeutic Situation does concern the way the client experiences relating to the therapist. Any client in any therapy could feel any or all of these things. Any client could feel them at any point in therapy, or off and on, or consistently over the course of therapy. The client's dissatisfaction with the Therapeutic Situation may be but is not necessarily contingent on the therapist doing something specific or a specific instance or event.

The client's dissatisfaction with Therapist Activity is necessarily contingent on the therapist doing something specific or a specific instance or event.

Q2

AT ANY POINT IN THE SPEECH UNIT IS THE CLIENT DISSATISFIED WITH THE UNWRITTEN RULES: EXPLORATORY? URE

Is the client dissatisfied with the Unwritten Rules of Exploratory therapy; either with the rule/s itself or the effect of the rule/s on his/her experience of being in this therapy.

Explanation

The Unwritten Rules of Exploratory therapy are fixed terms and conditions that govern how this particular therapy operates. The terms and conditions are different in other therapies.

They are not usually made explicit to the client.

These are the Unwritten Rules of Exploratory therapy:

- \* The client is active in deciding the topics of their conversation
- \* The client is active in exploring his/her difficulties
- \* The client should own and take responsibility for his/her contributions to what happens in the sessions
- \* The client and therapist will explore the client's relationships (including that with the therapist)
- \* The client and therapist will talk about significant past relationships
- \* The client and therapist will look for patterns in and links between these relationships
- \* The client and therapist will explore the client's feelings in these relationships (including that with the therapist)
- \* The client will be encouraged to fully express and experience feelings in the session
- \* The single aim of Exploratory therapy is to understand the client's interpersonal difficulties; changes in the way the client behaves and feels are assumed to follow that understanding
- \* Exploratory therapy does not provide practical advice, information or instruction; eg relaxation training, time management, behavioural monitoring

Obviously you will bring your own reactions to what you hear in the sessions and your understandings of Exploratory therapy to this question. Try to stick to the items set out above.

## Distinctions

### 1 Unwritten Rules: Exploratory Distinguished From Therapist Activity

Both Unwritten Rules: Exploratory and Therapist Activity concern the process of therapy.

The main focus of Therapist Activity is what this particular therapist has done.

The main focus of Unwritten Rules: Exploratory is how this particular therapy operates. The therapist is of course the vehicle by which the Rules are put into operation. Since they are usually not made explicit to the client, they may be experienced by the client as 'what the therapist does'.

It is important that you are careful to distinguish between (a) 'what the therapist does as a function of the Unwritten Exploratory Rules' (which is URE) and

(b) 'what the therapist does that is not primarily a function of the particular Exploratory type of therapy' (which is TA).

To do this be familiar with and pay close attention to the fixed terms and conditions of Exploratory therapy that are listed in the Explanation.

### 2 Unwritten Rules: Exploratory Distinguished From Unwritten Rules: General

Both Unwritten Rules: Exploratory and Unwritten Rules: General (a) concern the process of therapy and (b) are fixed terms and conditions of therapy that are not usually made explicit to the client.

Unwritten Rules: Exploratory are a function of this particular type of therapy.

Unwritten Rules: General are found in any and all therapies, irrespective of the theoretical school from which they come.

3 Unwritten Rules: Exploratory Distinguished From Capacity of Therapy

Unwritten Rules: Exploratory concern the process of therapy. Capacity of Therapy concerns the outcomes of therapy.

The only Unwritten Rule of Exploratory therapy to do with outcome is 'The single aim of Exploratory therapy is to understand the client's interpersonal difficulties; changes in the way the client behaves and feels are assumed to follow that understanding'. This is a statement of the intended aim of the particular therapy model. According to the Exploratory model all that happens in the sessions is moving towards this aim being met.

It is possible that when the client is expressing a dissatisfaction with the Unwritten Rules of Exploratory this will lead to a more or less explicit comment about the Capacity of Therapy. Remember that

- \* (a) as soon as you answer Yes to one of the questions (X-Y) stop and ask Q X of the same speech unit
- \* (b) when the client is expressing dissatisfaction with more than one aspect of therapy...

03

AT ANY POINT IN THE SPEECH UNIT IS THE CLIENT DISSATISFIED WITH  
THE UNWRITTEN RULES: GENERAL?

URG

Is the client dissatisfied with the unwritten rules of his/her therapy; either with the rule itself or with the effect of the rule on his/her experience of being in therapy.

Explanation

The Unwritten Rules: General are fixed terms and conditions that are found in any and all therapies, irrespective of the theoretical school from which they come.

They are not usually made explicit to the client.

These are the Unwritten Rules: General:

- \* The client will not know the therapist personally (eg the client will not know personal details about the therapist, or meet the therapist outside the sessions)
- \* The client will not be allowed to know what the therapist is thinking of him/her as a person (eg whether s/he likes him/her)
- \* The client will not be allowed to know what the therapist thinking of his/her problems (eg normal, abnormal, trivial, serious)
- \* The client will not be told explicitly how the therapist is expecting him/her to respond
- \* The client will not be told what outcomes the therapist is expecting for the client or how much the therapist thinks therapy can help the client
- \* The client will not be given an explicit or comprehensive explanation for what they are doing and why and how it's supposed to work

Obviously you'll bring how you feel and understand therapy per se to this question. Try to stick to the items set out here.



## Distinctions

### 1 Unwritten Rules: General Distinguished From Unwritten Rules: Exploratory

Both Unwritten Rules: Exploratory and Unwritten Rules: General  
(a) concern the process of therapy and  
(b) are fixed terms and conditions of therapy that are not usually made explicit to the client

Unwritten Rules: Exploratory are a function of the particular type of therapy.

Unwritten Rules: General are found in any and all therapies.

### 2 Unwritten Rules: General Distinguished From Therapeutic Situation

Both Unwritten Rules: General and Therapeutic Situation  
(a) concern the process of therapy and  
(b) apply to any and all therapies.

Unwritten Rules: General are fixed terms and conditions that are imposed on the client, and to which the client is expected to adhere.

Therapeutic Situation concerns the client's experience of aspects of being in therapy, none of which are imposed on the client.

### 3 Unwritten Rules: General Distinguished From Written Rules

Unwritten Rules: General concern the process of therapy.  
Written Rules concern the format of therapy.

Unwritten Rules: General are not usually made explicit to the client.

Written Rules are made explicit to the client at the outset of therapy.

- 4 Unwritten Rules: General Distinguished From Therapist Capacity  
Unwritten Rules: General concerns the process of therapy.  
Therapist Capacity concerns the client's evaluation of the therapist's effectiveness in bringing about positive outcomes for the client.

It is possible that when the client is expressing a dissatisfaction with the Unwritten Rules: General this will include a more or less explicit evaluation of the Therapist's

- 5 Unwritten Rules: General Distinguished From Capacity of the Therapy

Unwritten Rules: General concern the process of therapy.  
Capacity of Therapy concerns the client's evaluation of the therapy's effectiveness in bringing about positive outcomes for the client.

It is possible that when the client is expressing a dissatisfaction with the Unwritten Rules: General this will include a more or less explicit evaluation of the Therapy's Capacity to help him/her.

Q4. AT ANY POINT IN THE SPEECH UNIT IS THE CLIENT DISSATISFIED WITH THE THERAPEUTIC SITUATION? TS

Is the client dissatisfied with his/her experiences of either (a) needing therapy and/or (b) being in the client role in therapy.

Explanation

These feelings are common to all clients in any type of therapy.

These are the feelings that are common to all clients:

- \* The client feels abnormal
- \* The client feels a failure, hopeless, worthless, ashamed
- \* The client feels frightened of changing (eg because the effects and consequences of those changes are uncertain)
- \* The client feels that the therapist is all-powerful and/or that s/he is powerless
- \* The client feels obliged to be a good client
- \* The client feels a failure as a client
- \* The client feels grateful, indebted to the therapist
- \* The client doesn't want to get upset and/or appear vulnerable in a/the sessions
- \* The client feels anxious, reluctant before a/the sessions
- \* The client feels upset, overwhelmed, confused after a/the sessions
- \* The client feels upset, preoccupied, distracted over the course of therapy

## Distinctions

### 1 Therapeutic Situation Distinguished From Unwritten Rules: Exploratory

Both Therapeutic Situation and Unwritten Rules: Exploratory concern the process of therapy.

Unwritten Rules: Exploratory concern how the process of this particular therapy operates.

Therapeutic Situation concerns how the process of any therapy is experienced by any client.

Unwritten Rules: Exploratory are terms and conditions of the therapy process that are imposed on the client by factors which are external to the therapy sessions. These factors determine how the therapy process operates.

Therapeutic Situation are feelings that the client may have as an inevitable consequence of being in any therapy. They influence (cf determine) the client's experience of the therapy process.

### 2 Therapeutic Situation Distinguished From Unwritten Rules: General

Both Therapeutic Situation and Unwritten Rules: General concern the process of therapy.

Unwritten Rules: General concern how the process of any and all therapies operates.

Therapeutic Situation concerns how the process of any therapy is experienced by any client.

Unwritten Rules: General are terms and conditions of the therapy process that are imposed on the client by factors which are external to the therapy sessions. These factors determine how any therapy process operates.

Therapeutic Situation are feelings that the client may have as an inevitable consequence of being in any therapy. They influence (cf determine) the client's experience of the therapy process.

### 3 Therapeutic Situation Distinguished From Therapist Activity

Both Therapeutic Situation and Therapist Activity concern the process of therapy.

Therapist Activity concerns how this particular therapist is experienced by the client.

Therapeutic Situation concerns how any therapy would be experienced by the client.

Therapist Activity concerns the client's perception and experience of something that this therapist has actively done. Therapeutic Situation concerns the client's experience of simply being in any therapy, given the way all therapies are set up.

Q.5 AT ANY POINT IN THE SPEECH UNIT IS THE CLIENT DISSATISFIED WITH  
THE WRITTEN RULES? WR

Is the client dissatisfied with the written rules of his/her therapy; these are fixed terms and conditions that govern the form of the therapy sessions.

Explanation

These terms and conditions are made explicit to the client at the beginning of therapy.

They specify the length of each session, the frequency of the sessions, the total number of sessions the client will receive and the involvement of other parties in the therapeutic process.

These are the contents of the written rules for the clients you will be listening to:

- \* Each session is an hour long
- \* Sessions are once each week
- \* Clients will receive eight sessions of this therapy
- \* The sessions are individual; partners etc may not attend.

## Distinctions

### 1 Written Rules Distinguished From Research Contract

Both Written Rules and Research Contract concern the format of therapy. Format means the formal structures that surround the in-session therapy process.

Both Written Rules and Research Contract are made explicit to the client at the beginning of therapy when the clients sign a contract to say that they understand and consent to both.

Neither the Research Contract nor the Written Rules are negotiated with the client.

Written Rules govern the format of the therapy.  
Research Contract governs what the client has to do outside the therapy sessions (assessment interviews, post-session and inter-session questionnaires).

### 2 Written Rules Distinguished From Unwritten Rules: Exploratory

Written Rules concerns the format of therapy.  
Unwritten Rules: Exploratory concerns the process of therapy.

Written Rules are made explicit to the client at the beginning of therapy.  
Unwritten Rules: Exploratory are not usually made explicit to the client.

### 3 Written Rules Distinguished From Unwritten Rules: General

Written Rules concerns the format of therapy.  
Unwritten Rules: General concerns the process of therapy.

Written Rules are made explicit to the client at the beginning of therapy.  
Unwritten Rules: General are not usually made explicit to the client.

Q:6: AT ANY POINT IN THE SPEECH UNIT IS THE CLIENT DISSATISFIED WITH THE RESEARCH CONTRACT? RC

Is the client dissatisfied with either or both the emotional and/or the practical consequences and constraints of the interviews and forms to which the client consented before therapy began?

### Distinctions

#### 1 Research Contract Distinguished From Written Rules

Both Research Contract and Written Rules concern the format of therapy. Format means the formal structures that surround the in-session therapy process.

Both Research Contract and Written Rules are made explicit to the client at the beginning of therapy when the clients sign a contract to say that they understand and consent to both.

Neither the Research Contract nor the Written Rules are negotiated with the client.

Research Contract governs what the client has to do outside the therapy sessions (assessment interviews, post-session and inter-session questionnaires).

Written Rules govern the format of the therapy.

#### 2 Research Contract Distinguished From Unwritten Rules: Exploratory

Research Contract concerns the format of therapy.

Unwritten Rules: Exploratory concerns the process of therapy.

Research Contract is made explicit to the client at the beginning of therapy.

Unwritten Rules: Exploratory are not usually made explicit to the client.

Research Contract concerns what the client has consented to do outside the therapy sessions.

Unwritten Rules: Exploratory concerns what the client is expected to do in these particular therapy sessions.



3 Research Contract Distinguished From Unwritten Rules: General

Research Contract concerns the format of therapy.

Unwritten Rules: General concerns the process of therapy.

Research Contract is made explicit to the client at the beginning of therapy.

Unwritten Rules: General are not usually made explicit to the client.

Research Contract concerns what the client has consented to do outside the therapy sessions.

Unwritten Rules: General concerns how any therapy operates within the sessions.

Q7 AT ANY POINT IN THE SPEECH UNIT IS THE CLIENT DISSATISFIED WITH THE THERAPIST'S CAPACITY? TC

Is the client dissatisfied with the capacity of the therapist to help him/her?

Explanation

To help the client means to bring about outcome/s that are positive for the client.

The client may be talking about any of the following:

- \* the actual capacity of the therapist; what the client has thus far experienced of the therapist's capacity to help.
- \* the potential capacity of the therapist; what the client anticipates will be the therapist's capacity to help. His/her anticipation may be based on what s/he has already experienced of the therapist's actual capacity, on the client's experience of other helping professionals, on the client's expectations of what any therapist could and couldn't do to help, etc.
- \* both the potential and actual capacity of the therapist.

## Distinctions

- 1 Capacity of Therapy Distinguished From Therapist Capacity  
Both Therapist Capacity and Capacity of the Therapy concern the outcomes of therapy.

Therapist Capacity concerns the client's evaluation of the therapist to bring about positive outcomes for him/her.  
Capacity of the Therapy concerns the client's evaluation of the therapy to bring about positive outcomes for him/her.

- 2 Therapist Activity Distinguished From Therapist Capacity  
Therapist Activity concerns the therapist's part in the process of therapy.  
Therapist Capacity concerns the therapist's part in the outcomes of therapy.

The main focus of Therapist Activity is what, in the client's view, the therapist has done.

The main focus of Therapist Capacity is what, in the client's view, the therapist can achieve for the client.

For Therapist Activity, the client's dissatisfaction with what the therapist has done is by definition located in at least one instance or event and the helpfulness of the therapist is not the main focus of the speech unit.

The client's assessment of the Therapist's Capacity to help may be located in a specific instance or event and the helpfulness of the therapist is by definition the main focus of the speech unit.

Q:8: AT ANY POINT IN THE SPEECH UNIT IS THE CLIENT DISSATISFIED WITH THE CAPACITY OF THERAPY? CT

Is the client dissatisfied with the capacity of the therapy to help him/her?

Explanation

To help the client means to bring about outcome/s that are positive for the client.

The client may be talking about any of the following:

- \* the actual capacity of the therapy; what the client has thus far experienced of the therapy's capacity to help.
- \* the potential capacity of the therapy; what the client anticipates will be the therapy's capacity to help. His/her anticipation may be based on what s/he has already experienced of the therapy's actual capacity, on the client's experience of other sources of help, on the client's expectations of what any therapy could and couldn't do to help, etc.
- \* both the potential and actual capacity of the therapist.

## Distinctions

### 1 Capacity of Therapy Distinguished From Therapist Capacity

Both Capacity of the Therapy and Therapist Capacity concern the outcomes of therapy.

Capacity of the Therapy concerns the client's evaluation of the therapy to bring about positive outcomes for him/her. Therapist Capacity concerns the client's evaluation of the therapist to bring about positive outcomes for him/her.

### 2 Capacity of Therapy Distinguished From Unwritten Rules: Exploratory

Capacity of Therapy concerns the outcomes of therapy. Unwritten Rules: Exploratory concern the process of therapy.

- nb The ONLY Unwritten Rule of Exploratory therapy to do with outcome is 'The single aim of Exploratory therapy is to understand the client's interpersonal difficulties; changes in the way the client behaves and feels are assumed to follow that understanding'. This is a statement of the intended aim of the particular therapy model. According to the Exploratory model all that happens in the sessions is moving towards this aim being met.
- nb It is possible that when the client is expressing a dissatisfaction with the Unwritten Rules of Exploratory this will lead to a more or less explicit comment about the Capacity of Therapy.

Q.9. AT ANY POINT IN THE SPEECH UNIT IS THE CLIENT DISSATISFIED WITH AN-OTHER ASPECT OF THERAPY? 0

Is the client dissatisfied with a specific aspect of therapy that is not covered in Question Nos 1-8? That is, an-other aspect of therapy which is either specified by the client or if it isn't, which you can specify.

Distinctions

- 1 Other distinguished from Therapist Capacity; Therapist Activity; Capacity of the Therapy; Written Rules; Unwritten Rules; Exploratory; Unwritten Rules; General and Therapeutic Situation  
In common with all these answers, Other refers to a specific aspect of therapy with which the client is dissatisfied.

Unlike the other answers, Other does not specify what that aspect of therapy is; it only specifies that it is not one of the aspects included in these answers.

- 2 Other distinguished from General  
In common with General, Other concerns the client's dissatisfaction with therapy.

Unlike General, for Other the client's dissatisfaction is or can be isolated and specified.

- 3 Other distinguished from Research Contract  
In common with Research Contract, the client's dissatisfaction in Other is or can be specified (by the client or you, respectively).

The difference between them is that in Research Contract the client's specific dissatisfaction primarily concerns the commitments and constraints of his/her research contract; whereas in Other the client's specific dissatisfaction primarily concerns an aspect of therapy (including the therapist).

Q11 AT ANY POINT IN THE SPEECH UNIT IS THE CLIENT  
GENERALLY DISSATISFIED WITH THERAPY?

GEN

The client is not dissatisfied with a specific aspect of therapy. The client's dissatisfaction with therapy is a general one.

So in the speech unit there is no aspect of therapy that is specified by the client or that can be specified by you.

### Distinctions

- 1 General distinguished from Therapist Capacity; Therapist Activity; Capacity of the Therapy; Written Rules; Unwritten Rules; Exploratory; Unwritten Rules; General; Therapeutic Situation and Other

In common with all these answers General concerns the client's dissatisfaction with therapy.

The difference between them and the General answer is the nature of the client's dissatisfaction. In the other answers, the specific aspect of therapy with which the client is dissatisfied is or can be specified. In General the client's dissatisfaction is not and cannot be specified.

- 2 General distinguished from Research Contract  
In Research Contract the client's dissatisfaction is specific and concerns the Research Contract.

In General the client's dissatisfaction is not specific and concerns therapy.

## **Appendix 7**



Table 7.1

DISTRIBUTION OF TRAINER - CODER 1'S CATEGORISATIONS OF DISSATISFACTION

Trainer's answers	Coder 1's answers											Total
	TA	URE	URG	TS	WR	RC	TC	CT	O	G	n/a	
TA	17		1								5	23
URE		0										
URG			3								6	9
TS				1				1			2	4
WR					0							
RC						0						
TC							2					2
CT							1	1			2	4
O	1								3		3	7
G										3	2	5
n/a	2							1		2	542	547
Total	20	0	4	1	0	0	3	3	3	5	562	601

n/a : no answer

**Table 7.2**

**DISTRIBUTION OF TRAINER - CODER 2'S CATEGORISATIONS OF DISSATISFACTION**

Trainer's answers	Coder 2's answers											Total
	TA	URE	URG	TS	WR	RC	TC	CT	O	G	n/a	
TA	16			2							5	23
URE		0										
URG			6	1							2	9
TS				2							2	4
WR					0							
RC						0						
TC	1	1					0					2
CT								2			2	4
O	1								2		4	7
G										1	4	5
n/a											547	547
Total	18	1	6	5	0	0	0	2	2	1	566	601

Table 7.3

DISTRIBUTION OF TRAINER - CODER 3'S CATEGORISATIONS OF DISSATISFACTION

Trainer's answers	Coder 3's answers											Total
	TA	URE	URG	TS	WR	RC	TC	CT	O	G	n/a	
TA	19			1			1		1		1	23
URE		0										
URG			5	2			2					9
TS				2				1			1	4
WR					0							
RC						0						
TC							2					2
CT								1			3	4
O									4	1	2	7
G										1	4	5
n/a	1						1		3	1	547	547
Total	20	0	5	5	0	0	6	2	8	3	552	601

## **Appendix 8**

Client 132 - Session 1

- 1 T Well it takes a long time to get to this point doesn't it
- 2 C It certainly does
- 3 T With all those various things, there's having to fill in forms
- 4 C Not for the faint hearted
- 5 T Not, not for the (Fainthearted) fainthearted, no, no (laughing) right. Well wh- um, you know a bit about how we're going to work, from what you've read
- 6 C I don't really know what the therapy consists of no (No, no). I'm aware of why we're doing it (UhHmm) but I don't know what the approaches are (Um, OK)
- 7 T Well um the, the basic idea is that we have eight meetings, including today, that what we're going to be doing is looking at what your problems have been, particularly in relation to other people and in situations with other people and how we can help you to understand how you feel when you're facing the situations with other people that are difficult (Umm). Try and get you in, try and get that sort of clearer in your mind and er help you sort of experience problems and maybe new ways of dealing with those situations through talking and through, and er looking together at what happens (UhHmm) when you are with people and things go wrong, when you have concerns about your relationships with people. We're basically working on the assumption that most of the sort of problems that people come with can be, can be related in some way or other to their experiences in relationships, er and obviously in the job that you do you're dealing with people all the time (Umm) and so it seems to make some kind of sense. I don't know very much about you, having, you've answered all these questions and all I, all I know about you is what's on, I know what your, what your problems are that you're doing ratings of, those ten things. I know what they are but I don't see what you write each time on those (No). I and have your, your information sheet that says what your job is and how the problems affect your job, (UhHuh). That's all I have here. Um, and so one thing I wanted to say is that it's important for you to be clear that when there are things that you want me to know you have to tell them to me. Directly. There's no, it's no good expecting me to know what's on your forms because I don't see them. The research is separate (Yeah from what we do
- 8 C Yes I understand that, yeah
- 9 T So, so if there are things that you want me to know then you have to tell me and er, we have to sort of keep up to date in that sort of way (Yes). So really for this first time I suppose the best thing is for you to tell me in your own words now, how you've, how you've been feeling, what you feel you most want

help with

10 C Um, well originally the problems started with me feeling that I was going to have to give up my job (Uhhmm) because um, I've had quite a lot of problems over the years which I've coped with, um I think probably better than a lot of people and I was quite strong enough to get through them and get to the other side. And I'd always been sort of taken as being a strong resilient person (Umm) and then, I don't know whether I'd overworked or whether all my problems crowded together, both personal and work problems, but suddenly I was experiencing physical symptoms which really frightened me and, I felt that I wasn't going to be able to appear in front of the children (Uhhmm) that I teach and I I felt imminently it was going to be a breakdown. Um, subsequently that's what happened, I started to feel sick and shakey, mumbled up words, jumbled up words, um, I came to mark schoolwork and I'd have a headache over my right eye and I couldn't concentrate on the work

11 T How long ago was this

12 C This started um, let me just try and get it right, er, the exams we did them in May, it started from round about March (Uhhmm). I had previously um, produced a couple of shows for parents, being in the subject that I'm in. I I put in a great amount of work and that fully occupied my time until February and I was under quite a lot of pressure (Uhhmm) to get this work done. I was very successful and also at that time I was worrying about a new examination we were going through, the GCSE (Umm) which I'd had inadequate training for and I felt very conscious that I had to get this right because if I made a mess of it (Uhhmm) then the kids would suffer. So from the pressure being released on the shows the pressure then came full on to the examination period (Uhhmm). And whereas I, I did actually get through it and, and results have been excellent, at the time I was worried sick (Ummm) that I was doing the wrong thing (Umm). And it it came that when I tried to mark those particular papers, not, you see normally I don't particularly mark work (Um), only when it comes to examination level, and it was when I was trying to mark those pieces of work and assess them to send them off, that was when I was getting the headache and couldn't do it

13 T And this was new, this is, this is assessed work for GCSE (Yeah which is a whole new \$kind of things\$

14 C \$New area without\$ proper training (Uhhmm) plus the fact in some subjects there are three or four people working in a department who can discuss what's happening. And I'm in a department of one (Umm). So um, even within the area there are only two of us in the entire county who have been following this particular board (Umm) so I had no reference point (Uhhmm) and er I was very very conscious of trying to get it right (Uhhmm). Um, so that was when it started and I could feel the pressure building up and then I would go into, I had two bad classes' last year um, one on a Monday morning first thing and one on a

nobody (Uhhmm) I suddenly felt (Um) er I don't think the word is rejected because they were still there, but I I wasn't needed as much. Um, \$and that was happening at the same time\$

19 T \$You weren't needed\$. So for you to be needed is important

20 C Very, yeah

21 T So not rejected but maybe, \$abandoned\$

22 C \$Not as\$ important

23 T And your somehow diminished, less (Yeah), um

24 C And this then showed up the weaknesses in my relationship with my husband because previous to that they had been er, masked out by a lot of the things I was dealing with with the children. And suddenly we were left together, discovering we hadn't got a great deal in common, um, and so our relationship was suffering. Within the last few years some of the things I've coped with, include my husband being out of work, having to give up a living he had because it was no longer successful, me supporting him as well as the family, so then the whole sort of focus was on me (Umm), you know as being the strong person. Suddenly my children go, my husband gets a job in January and then I sort of could, I suppose, start and concentrate on my problems which I hadn't even looked at in the past. I'd sort of shelved, put (Uhhmm) to one side. (Uhhmm) And suddenly there I am and I'm starting now to feel I've got problems myself.

25 T And you've managed to fill your life effectively with being strong for other people, giving other people the time (Umm, yeah) and, having quite a lot of success at that (Yeah, umm). And then suddenly, within a very short space of time all the kids go and your husband's back at work. It's a big change.

26 C But then again, one of the things that my husband said, I think this is why I, in my own mind sort of analysing it, um I take responsibility for all the finance in the, in the um relationship because I um earn a lot more money and he's just left me to do it, and I I said to him sort of at the beginning of the year, I said 'How much do you think we pay rates?'. And he said I've no idea and I said 'Well don't you think you should know?' and he said 'No, I leave it to you, you cushion me from these little harsh realities of life' and he said it in a joki maner but I think the whole, that particular thought really stayed in my mind and I began to resent the fact that I was cushioning people (Umm), you know and er being there (Umm) as good old mum and good old wife (Yeah) sort of thing. And I I feel that possibly, if I'm right I don't know, but is this why suddenly started to feel I can't do the job, was I saying to myself, 'If I don't do the job you'll have to take over and do it all yourself'. I mean whether I was thinking that subconsciously, I didn't consciously think it, but during the period that I was ill it was very strong in my mind that I'm r going to be able to go back and do this job. How will everybc manage, how will be manage, will we have to change our lifestyle (Umm)

daughter who, was expecting a child at the time and, and I felt guilty at sort of putting my troubles on her doorstep but I didn't have anybody else (Umm). It was the only, she was the only person who could listen to me and understand and say I'll help you through this mum (Umm). And she was sort of my, if you like my anchor, through this (Umm) and I felt very guilty at this putting this on a sort of a, her age on her shoulders (Umm) but we've become extremely close and she, she did, she she came up trumps, she was very good with me.

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33 T So she was able to give you something

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34 C She helped me, well you see she'd moved away, er living in the same village about ten minutes away, and er I I had this fear of being on my own. Terrible fear of being on my own. And every morning she'd come down and be there when I came down stairs and she would stay with me during the day, um and if she, if she wasn't there my stepdaughter would come round. So between them but mainly F. they, they kind of in a sense um, protected me, as as I went through this. And you know, it was amazing really how well they did it (Umm). So there was a lot of love there and subsequently from being ill I've found out friends that I didn't realise I had, I thought they were colleagues who, who I had had a drink with occasionally. But suddenly they were arriving at lunchtime and seeing how I was and ringing me up and (Uhhmm, Umm) there was a kind of um, reassuring time in many ways, which I think er has helped me through it

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35 T So the, the feeling that it's time someone took care of you for a change was kind of tested out and you found there were people, (Yeah) there were people ready to care for you, (Umm) and that was something that was quite new for you in your life

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36 C Yes because I haven't previously shown people that I was vulnerable (Umm). I'm I'm this very efficient person (Uhhmm). You see and people were saying that to me at school at that time, 'Oh you'll get through this examination, you got marvelous results with the CSEs' and assuming that I was this capable woman because that is the impression (Yes) I've always given

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37 T Yes, well I had this impression just meeting you today. Something, there was something like, I don't know, as if you were not absolutely certain about whether you wanted to be here as a client. Something about, this, I had a sense of, a



contradiction in some way that I, you were quite sort of, (Um) at the very beginning the way you were sitting and the way you looked was kind of, not sure whether you're going to let me near you, something like that

38 C Well in actual fact it wasn't that, because as I filled in that form I realised how much better I am now as to when I first (Yes) filled in the forms and I was feeling a bit of a fraud in many ways because I was feeling that I'm coping, touch wood, \$pretty well\$

39 T \$You were describing\$ it all as being in the past just now, yes

40 C And at the moment, you see I I saw my psychiatrist er, last month and he saw me the month before when I was pretty ill, and within a month I'd started feeling more positive again and I said to him, 'I'm not going to try and sort out all my problems all in one go, but I've decided that the job aspect of my life is really important so I'm going to concentrate all my energy there'. And that's what I did um, that's what I've been doing for this last month and suddenly I'm feeling (With the new term), with the job, I'm I've, the first ten days were absolute hell because I was really tense (Very tense yeah). But when I got through the first routine of those ten days and found there was nothing to be afraid of, the dreadful tingling sensation which I've had up my back into my head went. And suddenly one morning I woke up and I thought 'God it's not there' (Umm) and it was wonderful (Umm, Umm) because it was, it was so f-, I'd wake up when I was ill and I'd be awake for about a minute or so and suddenly the tingling sensation would start, right up into my head and fortunately that, that was one of the worst symptoms I had and that had gone (Umm) so as soon as that went (Umm) I thought 'Perhaps what the doctor said is true, I am going to recover' (Uhhmm) and so when I sat down here and I was writing that out [PRE-SESSION FORMS] I thought 'Well look it's all on the positive side that I'm writing here, he's going to think I'm an absolute fraud', er you know

41 T Well I don't see what you write there anyway \$so you can write waht you like\$ there, um

42 C \$Yeah, so it wouldn't make any differences\$. Well the difference between when I first filled that form in, when I applied to come on this was so different (Yeah) as to what I'm feeling now (Yes), but I'm frightened that I'm going to regress to feel that way. I'm not totally confident that I'm not going to feel like that again (Yes). I think why I came was to try and see if I could sort out some strategy for working in these weak areas where I feel I need help. But probably as you saw me then I probably was putting the performance on (Yes) and being, reasonably \$self-assured and calm\$

43 T \$Feeling self-assured\$ and calm, and not you know not wanting to let go of that sort of self-confidence and that image

44 C That image, yeah

45 T And it seems to me that, you know we've got an opportunity here

which is that, you have got over things enough that you're back at work and your symptoms aren't so bad, but we've got an opportunity to try and understand the situation better (Umm) which I think is vital to what you were just saying about, you know, the fear that things might get worse again. The better you can understand the situation and know yourself in the situation, er the less likely that is to happen. (Yeah) And you said, you've already told me about, such a lot about how you are in your life, in your different areas of your life, with your kids, your husband and the job, that it seems to me there's a lot of, there's a lot of scope there for trying to, to look at the way you relate to people and the kind of, the image thing that you put over, the expectations you have, and the feelings inside that you perhaps have neglected. That having had this episode of not being able to cope and being ill has been really an opportunity to learn things about yourself (Yeah, that's true), and stop kidding yourself (Yeah)

46 C And stop kidding other people

47 T And stop kidding other people. It's kidding yourself that's the most important thing. (Umm) It seems to me. Cos I think if you can, you can get in touch with what's going on inside you, then that'll enable you to be much more realistic in how you, how you approach problems

48 C There's a lot of things that've come back to me, er way back into my children (Oh think so yes), during this period, yeah

49 T \$They will do yeah\$

50 C \$Things that had been buried\$ deep down (Yes) which have come back to the fore (Umm)

51 T I think that a lot of this needing to, needing to be competent and coping and, and not needing other people, appearing not to need other people, is feels like, this is a little girl learning this as a way of getting on, as a way of surviving (Umm), maybe feeling that's what you had to be for people to respect you or like you, or something like that (Um). Not allowing yourself to be, not allowing yourself to be a child that needed, needed support and needed love.

52 C Well I think that's possibly because my childhood, um I had to grow up fairly quick, and I don't really think I had a very long childhood, um so possibly that's it aswell.

53 T You had to grow up quickly

54 C Well, yes I did because I was in a situation um, which wasn't one of love, a loving relationship, with a step parent and a father. Um, where I desperately I suppose wanted to, wanted them to love me and I wanted to, be proud of me and it didn't happen. And and some of the things that my stepmother said to me when I was young, for example 'You'll never make anything of yourself', I realised, quite early on, when I was about, when I first got married the first time, when I was eighteen, nineteen that I was still trying to prove myself to prove her wrong, instead of doing it for myself. And I, I did consciously become

aware of that, because I used to have nightmares and things and my former husband used to say 'Well you know, put that out of your mind now', that's the past. Concentrate on the present or the future'. But I know quite honestly that er, er, going to night school, getting qualifications, getting to be somebody (Umm) was very important (Umm) and I knew it wasn't just for me I was proving (Proving) all the time, you know I was

55 T (Over C) Proving your stepmother wrong (Yeah), umm. But I wonder whether things go back before that (Oh yeah) to (Way before that) to your mother, like whatever it was that took you mother away from the home

56 C Well my mother died when I, in childbirth, when I was born. \$0 within a very short time\$ of me being born, yeah

57 T \$Your mother died when you were born\$, umm.

58 C - Um, and er, I didn't know 'til I was about four or five that my grandparents that cared for me weren't in fact my parents. And then some child informed me that this was not my mother it was in fact my grandmother. So I I remember going into and asking her at about five, 'Is it true you aren't my mummy?' and she said er, she kept repeating this over and over again over the years that, 'Your my little girl, in fact your mother, your mummy loved you very very much but she died and she went to Heaven and she's with the angels and all the rest of it, and you're now my little girl', sort of thing. Um, and that kept being repeated, I remember it being repeated to so many people, 'This is my little girl, her mummy went to Heaven'. It was s-, you know it was a regular thing that this was said (Umm). And yet my grandmother was very very loving towards me, and very much a good substitute mother, the first seven years of my life. I was at least um, loved and confident and and um, safe within that relationship (Umm). And then my father married again and their first child died. I was still staying with my grandparents and their first child died and, I think in the wisdom perhaps I was going to be a substitute child, so they then elected that I would move from my grandparents and go and live with them. My grandmother was very very upset about it, very distraught, and I don't think ever got over it. And of course me being a child I was so excited about going and living with my dad and this young mother, sort of thing (Umm, Umm), I thought it was great you know. And er it didn't turn out that way because um, my stepmother had a second child who had the same disease as the first child and all her energies and concerns were wrapped up in this half sister, who had cystic fibrosis. So um I was sort of the child of the first marriage and er I think a lot of her resentment was directed at me because I was a healthy child of the first marriage and her children had to have this illness (Umm). I mean I'm trying to justify her er behaviour now aren't I, but I've had to over the years to come to terms with it

59 T To come to terms with what you felt

- 60 C Why she treat me (Yes) the way she did (Yes). I mean it was physical abuse, she used to get very very angry and she used to lash out at me (Umm) um, and find anything she could find out that she could have a go at me, the, things, childish things that I did wrong or, I I was supposed to clean the house before I was allowed to go to my grandparents and if I didn't do it properly she'd come along and she'd be doing this sort of thing and then whack me one. And another, worse thing was I mean she really did beat me, she used to knock me round the head and on one occasion, she gave me a severe beating on my backside which left marks on my backside. Um so this went on from being seven to about, my grandmother knew about it, when I got to my teenage years and she felt, I I kept, I wouldn't let her do anything about it. So this went on til I was, sixteen and er she knocked me about particularly badly one day and I walked out and went back to live with my grandparents. So all this went on in my childhood, it wasn't a happy time it was, it was a tremendous time of, of loneliness I think (Umm).
- 
- 61 T And wondering what you had to do to be loved
- 
- 62 C Yeah, um, although I was safe in the knowledge that my grandparents loved me, but er, and I was also lonely at Secondary School because, part of my stepmother's er er, I I you know when you took the scholarship, the 11-plus, well I was brought up as a Catholic and er, I feel as if I'm telling a load of rubbish actually (No), this \$feels (can't hear)\$ I'm probably desperate to unburden myself
- 
- 63 T \$A load of rubbish\$
- 
- 64 C Yeah it just feels like, well it isn't a load of rubbish is it (No)
- 
- 65 T I think, it feels like you're saying that you feel that you're load of rubbish, for some reason
- 
- 66 C No, I think I'm saying that, is this really important (Yeah), all this I'm telling you
- 
- 67 T It feels important to you (Umm), doesn't it. (Yes)
- 
- 68 C I've, I've, I've said it out on a number of occasions before though (Umm) and, um, it hasn't helped, to whoever I've unburdened myself to.
- 
- 69 T It hasn't helped (No)
- 
- 70 C Because, opening up all the feelings um, there hasn't been a solution as to how I cope with them. And it's a bit like scraping away at a wound, it opens (Umm) and then you can't heal again. That's what I mean by a load of rubbish I suppose
- 
- 71 T So you're frightened that, that could happen again
- 
- 72 C Well I'm doing so well at the moment I don't particularly want to (Umm), to regress into what I felt before (Umm)
- 
- 73 T Well I'm wondering whether what you've felt before was to do with unburdening yourself or whether it was to do with just fighting things back and not allowing yourself to feel things.
- 
- 74 C Well don't you see it as my husband said to me when I used to have nightmares, that is in the past, let's cope with now, and

the future (UhHm). And and that's what I'd like to do, to cope. (Over T) I remember being actually being at school and um, I'd been there a few years and I was talking to a deputy head, and we were talking about, cos I was a pastoral teacher for a time. And we were talking about a parent who actually washed her daughter's mouth out with soap and water for swearing and, and had done various other things to her, until the child ran away from home and when the parents came in, they were terribly middle class, terribly well dressed, and this deputy head who had no knowledge of any event of this in his life said 'I can't believe it, I can't understand how parents can do this' and I said 'Oh I can' and I told him a little bit about what had happened to me and my childhood, and he said 'God', he says, 'I don't understand that why you're so welladjusted, I thought you'd have been sort of you know, not the person that you are'. And up to that point and still up until when I was ill I had thought that I was welladjusted and I'd tried to cope with each event and had overcome it and, didn't blame the past necessarily for the present (Umm). Until this illness when all the (Yeah), the veneer had been scraped away and all those things were coming back up again.

75 T Sort of coming back in your mind without you talking to people (Yeah). They were just coming back

76 C Both. (Both). Because obviously when I was ill my, my doctor suggested, I asked if I could go and talk to somebody. Um, because I felt I needed to talk and he said suggested, either I could go through the surgery, which would take a month, or I could go privately, so I went to see a psychologist privately and in the space of about an hour and a half, we uncovered (UhHm) and lot of the rubbish underneath and he talked about various reasons why and certain cycles which have repeated themselves and I could see, and I'd seen before but I hadn't thought about them and so when we started looking at the cycles of rejection and rejection and rejection and I could see perfectly well why it happened (UhHm), I could see the reasons but I didn't get from that any strength to go on or to help me cope with it. That's what I meant (Umm). So it's no good just taking the lid off all this (Yeah), without being able to get something back to help me deal with it (Um, sure)

77 T Can I just ask you how, how many times you went to see that person

78 C Once

79 T Just once

71 C I couldn't afford it any more (Right) cos it was quite costly

72 T I see. So that, so there you, so there were uncovering all this, talking about things you'd been trying in a way not to think about for years (Um) and then, you know, then you never did any more with it, so then you were left

73 C I became ill because he, he wrote down, he had to write a report to my GP, and he wrote a very er comprehensive letter of what

the findings of this meeting had been, and sent it to my GP by which time, he said that was mildly clinically depressed, I think that's how he termed it, and I went back to my GP by which time my symptoms within the next few weeks got worse (Got worse, yes) and my GP read the letter and said, 'Quite honestly he said, 'my dear, I don't understand why you haven't cracked up sooner with all these events in your life' (Uhhmm), which I hadn't told him (Uhhmm) obviously. And he said 'You're not going mad', he said, 'possibly those around you are but', he said, 'you're not going to go mad cos if you've coped with all these other things in the past you can cope with this illness' (Yes). And in that way my GP was very reassuring kind bloke, um, and I f-, he said 'If you need to', he said, 'You can come down to the surgery and talk'. He said 'You must have somebody to talk to to get this out of you'. But I mean with a GP you've got to make appointments (Uhhmm) which can be ten days in advance, by which time you may be feeling better (That's right). It's there and then that you need the help (Um, sure) and you can only confide in your friends up to a point because you don't want to feel that you are, Moaning Minny with the problems you know

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74 T Well it seems to me then that what we can do here is quite different. From what you've had before. Cos OK you've started to tell me things, we've got eight meetings, and in the eight meetings that we've got, we can, we can, we don't have to just do you unburdening yourself, you opening the wounds and leaving them there. Yeah we'll get in touch with these painful things but then having done that we can look together at new ways of solving the problems they leave you with (Yes), OK. So that if we, you know, like we already have started looking at the issue of what it means for you to acknowledge that maybe you have needs too and that your life isn't, g- you're not going to spend the rest of your life filling it with caring for other people and sorting other people and you've got your own, you've got your own concerns, your own feelings (Yeah). Er, you're a person too. You have, there's a whole set of issues there about what kinds of relationships you want in your life \$and\$

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75 C \$Can\$ I just say this, the other person I unburdened myself to after this episode, I was desperate to seek any help from anywhere (Uhhmm) and I read an advert about um, um a hypnotherapist, and I I went to see her three times and at the time we talked everything through when I felt as if we were going round and round in circles, round and round and round and I wasn't getting anywhere, and on the last one she said er, 'How do you feel now, after this session', she said 'Do you feel hopeful' and I said 'No I feel utterly hopeless and I don't think I've got anywhere'. And I didn't go to see her anymore but now some of the things I said to her and some of the things she said to me actually stuck in my mind and one of them was 'You've got to start living life for yourself, you are

important, you have needs (Uhhmm) and stop living for other people', and that probably is the main thing I've remembered from those three sessions

76 T \$And that's what I've just said'

77 C \$But at the time I didn't think\$. I didn't think that, you've said exactly the same thing as that (The same thing), yeah

78 T And this time, you got to it very quickly. I mean this time, it's only taken our first you know er, our first half hour and, you see it feels to me, that, isn't that progress (Yes, yes), that you know, I mean I said that because of the way you told me the story. (Yeah) So it wasn't rubbish at all, it was you, you you were \$giving me\$

79 C \$It was a\$ bad choice of words, I've thought of it in the past as 'Oh people don't want to hear all this old rubbish' but I accept, yes it is part of me, and the way I've been treated in the past, in my life and how I treat other people, all make up the person I am today (Umm). I realise that, yeah

80 T And er, of course you know the people that see you as someone who copes, as some- like the doctor or your colleagues, you know everyone who, (Or our children), or our children, they've all seen you as someone who copes and that's all true. You do have those strengths, that's not, that's not, that's not just a veneer, it's more than a veneer, it's something that's a very real part of you, that you do have the ability to cope but at the same time there are other parts of you that, at at the moment, come rushing out. And maybe what we need to try and do is find a way of putting those bits together so that you can be both strong and also, concerned for yourself. You can be strong and weak at the same time. You can be in touch with things without having them overwhelm you

81 C Well one of the reasons I thought about concentrating on work, as being one of the problems, to get that sorted out first (Uhhmm), I thought 'If I'm going to solve anything for myself, then I want the lifestyle I've grown accustomed to, I want that to go on and I want that for me, I want the house that I've got, and I want to think I'm earning enough money to buy things I like'. But the strange thing is that, during this year when I've probably been better off financially than ever before, the interest in buying myself clothes or anything like that, I I didn't (Um) I didn't want to know, you know. I couldn't go out and buy things for me. And I've always been interested in fashion and looking smart, and if you like, part of the image (Um). Like I've been away on holiday this year and I didn't I didn't want to spend money on myself (Um). And I started thinking 'But look, now's the time when you can go out and you could buy a, an expensive jacket if you wanted to' and it's partly not being used to (Um) and making do, but it, that's inside me aswell. (Umm, umm). You know I've got to say right, so I thought 'Right, if I do go back, whether I stay with my present relationship or anything else, I need the job because I

want my lifestyle to be right for me' (Umm). So I started to make some effort as far as that was concerned (Umm, umm)

82 T Yes, it feels to me as if we've met sort of, w- it feels like sort of, we're into something that's happening, you know, I can't help wishing you I'd seen you first a few months ago, you know (Yeah, me too). 'Um, cos I think that, that that we could have, some of that could have been perhaps less painful for you if \$we'd had\$

83 C \$It's been self-inflicted\$ pain, rather than, you know, I sort of stripped away at it myself (Umm), which is not as effective as seeing a specialist who can perhaps cue you in a different way (Yes)

84 T Yes that's interesting. It's important perhaps to look at that, what how you see, what you see yourself getting from the relationship with me. What's the difference we could say, between just sitting and yourself, by yourself and analysing it, and \$coming here\$

85 C \$Well I think\$ self-analysis is going to be very narrow (Umm). Um, and I'm probably sick of analysing myself, I'd like (Yeah) somebody else who, is going to say to me 'Look I'll help you sort it out'. It's part of that thing of saying (Uh Hmm) 'I need other people (Umm) and I need them to help me sort it out' I don't want to sort it out myself anymore (Um)

86 T That you're wanting the kind of, the contact, that goes with that (Yeah)

87 C And the reassurance that (Um) I'm not making a big issue out of something without (Umm) real need to sort it out

88 T Well you've had the message from your doctor, the kind of shock, horror, if this is your story then, yeah (Um), you've had that. You've had people say to you, 'You've had really tough things to cope with in your life', but somehow you haven't had the follow-through, you haven't had a sense of 'Well now what, how can ~~anyone~~ actually help me' (Umm)

89 C Until I was in danger of losing my job which I'd worked for (Umm). I've worked for the prestige of the job and, I've always tried and I realise to some extent this is a hold, I don't just want to do the job but I want to be best at something, I want to get the best results, I want, I drive myself to almost impossible

90 T (Over C) Yeah I was thinking that when you told me the story, about the GCSEs and so on, \$it felt\$

91 C \$I don't just want the kids to pass\$

92 T %And and and doing the shows% aswell, (Yeah) that you really want to be the best (Yeah, that's true)

93 C I mean I don't just, I I mean I did the shows at the theatre and it was, oh God it was so hard the work that I was doing with the kids because, I won't go into details but it was bloody hard, (Um) and I started getting physical symptoms then but I wanted that to to be brilliant, I didn't just want it to be average (Um), it had to be brilliant. I had to make the most money at



it. That's terrible, it's a terrible fault. Really that I've got to strive to be, almost noticed I suppose.

94 T A terrible fault, you do judge yourself

95 C I know I do (laughing). But yeah (Over T), if I saw somebody else um, pushing themselves like I'm doing with myself I'd say to them (UHHmm), you know, 'Who are you doing it for', (UHHmm) would, I would, I would appreciate the hard work and I'd congratulate them but I'd think you know, 'You must be barmy to work like that'

96 T It seems like from what your stepmother did, you've taken away the message that the only response you'll get will be objective judgement, criticism, putting you down. That you won't get sympathy, that you won't get concern. That you know, the 'What am I trying to prove' or 'What's she trying to prove' message is a critical one essentially. It's someone passing judgement. You don't think of it as an expression of concern, someone wanting to say to you, 'It's alright, you don't have to do that 'You don't have to do that to be loved, you can be a loveable person without that'.

97 C Not so much that, I don't see the connections between a loveable person and a successful person

98 T Well I'm not sure, I'm guessing here as to what it is that drives you. And what I'm trying to get through to is what it is you're needing, what it is you're, you know, what what you you've been, you've been driven so hard to be successful, to be the best, in order to something inside.

99 C I don't know what that is inside (No). I mean having admitted that I do all these things I don't honestly know what is motivating me to do that (Umm), what I'm hoping to get out of it. Other than I want acclaim I suppose. And as I said to you I want to be noticed and approved of I suppose (Yes)

100 T Noticed and approved of. It's like a child who's, well yes,

101 C Well this happened to me, this I I was in a secondary school which was a Secondary Modern (Umm, umm) not a Grammar School, and my third year of being there I came top in all subjects and I got a marvelous report, with lovely comments all the way down I was so proud of it (Umm) and mysteriously it went missing within a few days. I was heartbroken and I went back to school and I went round to my headmistress and I went round to all my teachers and asked them if they'd rewrite the report, I'd forgotten about that entirely, (Umm) er but I had a damn good idea where the report had gone

102 T She couldn't bear for you to be so successful (Umm). A child of the first marriage being a success, such a source of pride, so your dad wasn't allowed to be proud of you (No)

103 C My dad was a complete ostrich, he just wouldn't admit that all this was going on (Umm), um. I mean I even didn't get the pleasure at eleven of being able to tell people that I'd passed the scholarship because she wouldn't let me see the letter and it was only um, I've got to explain this a little bit more. T

the Catholic situation was one Grammar School for a huge area (Um) and if you couldn't get a place at the Grammar School then they would offer you a place at a, at the Secondary commercial school, which was a selected school. It wasn't Catholic. Ad I'd been offered a place at the other one and um, instead of them saying to me, 'Alright you can't go because it isn't a Catholic' they said 'you haven't passed the exam, no no no, you've got to go to the Secondary Modern School' and they wouldn't even let me have the

104 T So they cheated you of that achievement

105 C Yeah they did, and strangely enough (Right) I, I wasn't going to be cheated and it took years and years later, I was actually married, the first year of marriage and I wrote to the Education Committee in M. and asked if they would look back through their records. They must have thought I was absolutely crackers. I asked them to look back to the year that I took the examination and I wanted to know the results and know whether in fact I'd got a selected place. And they wrote me back a very charming letter saying yes that I had. So I sent it to my father and I said 'I just would like to point out that, I do know what the situation was and that's the end of the matter'. So I I did prove it to myself that I had done it (Uhhmm) and I told him that I knew. It may sound very trite to other people but it was a b-, it completely changed the way that my life went from then. (Sure)

106 T Yeah it gave you that confidence that you believed that you could do things

107 C Yeah, yeah, and that's when I started to go to Night School, inbetween having babies (Sure, sure) and (Sure, sure)

108 T And that's where you got all the drive and determination (Yeah) that's made you a success (Um, yeah I suppose so). But it, it is built on what is inside emotionally, er, a very perilous foundation (Yeah) because it's about, I think it goes back, I think it may go back to not having a mum (Umm). Something like that, the whole thing of what your grandparents were doing in looking after you. I'm not quite sure how cos it would, it'll have to do with through losing their daughter and what you mean to them

109 C They didn't lose a daughter, it was their son (Sorry) that stayed

110 T It's, it's their s-

111 C It's their son, but my grandparents in Scotland also rejected me because within two days of me being born, and my father who was a staunch Catholic, took me to them and my mother's mother, it was their daughter who'd died and obviously they were very very upset about this, and my father who was in the army, took me to them and said 'Will you take care of her until I get things sorted out' and they took care of me for two weeks and then my father came back and started to say about having me Christened and I had to be Christened in the Catholic Church (Umm), and

they were very resentful because my mother was hardly sort of buried before my father was making a big issue out of (Umm) the Catholic Church. They being totally opposed to the Catholic Church. So the upshot of that was they said, 'Well look if you put that before anything else you'd better take her and find somebody else to look after her', which was why I was brought down to my grandparents in O. and they took on the job of bringing me up

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112 T (Over C) So you were, you were kind of rejected as a baby by

113 C (Over T) And they told me that quite a lot (Yes) about this grandmother who didn't want me (Umm), so that was part of the story (Um) of the (Umm) the, that was being fed to me aswell. But I I laid that ghost aswell (Um) because when I was seventeen I went up to Scotland and found them, um, and they weren't the ogres they were made out to be by any means, but er, I'm quite sure that that had taken place, as described but perhaps not quite the same way (Um). So I suppose I've got this inside me about laying ghosts and finding out for myself too. It did happen (Umm, sure).

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114 T So I wonder how it feels now, you've told me all this, you've got this previous experience of saying similar things to this other person, psychologist, psychiatrist, whoever it was, and then not coming back

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115 C The psychologist (The psychologist, yeah), yeah. At the end of the session I thought well I've just unburdened myself again, and perhaps it'll help (Um) but it didn't. As as you say I think probably if I'd been able to continue and he'd been able to talk through things with me it might have helped (Umm, umm). But I was very glad of this opportunity because I thought well, at the time I rang the union rep, and I said 'I'm very frightened about the fact I might have to give up my job. I don't know whether I can go back parttime, I don't really believe I'm going to get over this illness' and then he told me about this scheme and said 'Perhaps you might like to consider it' and I did. Because I think I'd already decided that, I didn't totally believe this um hypnotherapist, er, I can't say I thought she was a con exactly but, I wasn't terribly um sure about her (UhHmm). I didn't feel that I'd established any relationship with her, um, we just seemed to talk round in circles and it didn't get me anywhere. But perhaps that was because I wasn't leaving myself open enough perhaps to but then I've already admitted to you I did get one or two things back which I've acted upon in retrospect (Umm), like the thing about knowing that you're so unimportant, I'm gradually starting to feel 'Yes I am', and I've got to try and keep that going (UhHmm)

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116 T So I wonder how you feel now, as to, about coming here, as to whether there are possibilities for you ;

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117 C Well I'd like to try yes, yeah. I mean I find it very easy to talk to you (UhHmm) and I don't find it too painful, just half

way through I started to think, as I said it seemed like  churning out the same old stuff. But I like to hope that I can cope with it (Uhhmm) and either bury it for good or, or get it in perspective (Uhhmm).

118 T I think so, I think we can get it in perspective if we can keep in mind the connections between the past and the present, so it isn't just about the past, but it isn't ignoring the past either. So when we're looking at how you feel now, and what's happening now, we're not going to pretend the past didn't happen but nor are we going to think that the past is everything. It's it's sort of the relationship between the two and it seems to me that that's the kind of opportunity that you haven't quite had. (Yeah) To be able to make the connections. And I think that in your head you're very good at doing that and you've got, you've got what it takes to be able to do that, to be able to reflect on yourself. But it's handling your feelings when they well up that's the hard part (Yeah)

119 C I was watching a programme last night and I found myself becoming very emotional about what was happening, I I don't know whether you saw it, it was about a little boy that was being passed between his real parents and his aunt, and they were fighting over custody (Uhhmm, Uhhmm) and one thing, and the child, it was an Australian film, and he was an excellent actor he'd only be about six years old. And I I found myself getting very very involved in it and, because I was coming today presumably, (Uhhmm, Uhhmm) I was identifying with that little boy and what he was seeing, what adults were doing to him. And I thought to myself, 'Well if that little boy did grow up how on earth would he feel, having gone through all that', um. So I think I'm ready to sort of open up (Umm) and try and (Uhhmm), I desperately want to (Umm, umm)

120 T So you're ready to, to do the trusting that's involved (Yeah), think that's important (Yeah). It's it's a risky business, in way

121 C What do you mean

122 T Talking is a risky business. (Umm) You've been hurt before

123 C So I'm vulnerable (Umm), yeah

124 T [7] And what you s-, you're you're very much wanting to do this but you've also talked about, feeling that 'Well maybe it's best left well alone now', you were saying something about that (Yeah), that you know, you're coping so much better, you don't want to open up wounds and er

125 C But on the other hand, I think, logically I think there'll be another time (Uhhmm) in the future, when it'll all come back up again, so I might as well try and sort it out now (Umm, umm). I'm quite sure it won't just remain (No) in the background

126 T There's something that's also interested me which is to think about your choice of career and what it is to do drama with kids. It feels like that might be important

127 C Well I think I was destined to do this job from being about

eight, or nine. (Umm) Because I used to get the kids together in the street and I used to organise shows and we used to dress up and perform in front of people, and this sort of, this ham element has always been there in my, in my nature I suppose um

128 T Dressing up and performing (Yeah) in front of people

129 C Yeah, yeah but not me, \$not me doing it, I used to direct, everybody else would do it\$

130 T \$You would direct other people to do it\$ (Umm)

131 C And there was a sort of I suppose, whether it was a bossy element, or what I don't know, but yeah we used to sort of have, even then I'd sort of organise my halfsister, Q., and I'd go and see a film perhaps, I remember going to see "The King and I" and there was a scene where a teacher was actually teaching the children what have you, and I thought that was wonderful, and I was teaching them songs from "The King and I" and what have you from then on. Actually I never thought about the connection with the teacher bit but, um, I married um, a teacher, er I was a shop girl when I met him. And he was a a struggling musician and he decided to go into teaching. Um, he taught oboe, a peripatetic teacher. And er I think it was a natural progression really because I started to meet people who were teachers and up to that point me sort of having this inferior feeling about myself, I didn't think I was up to that sort of thing (Umm). And I started to think 'Well you know, I'm as bright as they are, if they can do it I'm sure I can' kind of thing (Umm). So I linked the two things, the teaching element with my enjoyment of theatre and singing, what have you, and then I got the opportunity to go to Mature Student's College. And decided I would take that as my main subject. And studied it a little bit more in depth. (Umm) And I, then I found out I'd got a certain amount of talent for, for actually acting and I used to love to be in things at college. It gave me a tremendous sense of achievement, which is still with me

132 T But it feels like acting, you know, there is something about how painfully in one way you had to act in your childhood (Yeah), you had to learn how to do that. And directing other kids to act, bossiness yeah, but there might be more in that (Um), um and I'm just wondering whether this thing of the four kids and the household and whether the, whether in some way, is that like directing in some way, being a powerful mother. Thinking of what you've lost when they've all gone

133 C Well it was an awful lot of hassle actually (Umm) when they were all at home (Uhhmm, Uhhmm). But um, er, it wasn't all plain sailing there were probably more problems to cope with when I think back about it (Uhhmm). It wasn't such a joyful time, you know (Umm). Particularly when I was on my own for five years with my three children when I brought them up as a single parent and that, that was a tremendous responsibility (Um, umm) so even that made me a stronger (Umm Umm), even a stronger mother (Umm). Um, I I don't know whether that is a

connection, but certainly the need to be needed is very strong in me and when the four of them sort of were no longer there and didn't need me as much that felt like a tremendous void (Umm).

134 T And you said it exposed things in your relationship (Umm) with your husband aswell, things about not

135 C Well for example, I started questioning why I married him, we've been married four years now and er, I think, I I: er needed to be, I was lonely, I was very lonely, and I wanted the family situation to happen again and he had a need with one daughter. His daughter died when K. was eleven and he'd been on his own for five years and he was, we had mutual needs (Umm, Umm) in terms of coming together and providing a family background. Um, I certainly didn't know him very well when I married him. I painted my own picture as it was, rather than looking at the person as he really was (Umm) I think. Um, and when the children, all the things that happened, about, we, he had a pub and he er, he'd gone into being a licence, having a licence, being a, oh what do you call it. A tenant rather than a manager, (Um) er, he'd failed really that first year, he'd got into a bit of trouble financially and then the second year we had the miner's strike and we were in an area where, a mining area so the pub, we just sort of were hard to mouth that second year. And so then he came out of the business in the third year and was unemployed. Um, living in the pub and having that kind of life didn't agree with me, I didn't like it, I hated it in fact. Um, and it w-, we had a very bad first year. Both with our relationship and financially, things were very rocky (Umm, Umm) and we went to Marriage Guidance to try and help sort things out. There were physical problems with the relationship um, so again that new beginning if you like (Umm Umm) was fraught with problems (Umm). And when the children went I think to some extent, I'm almost guilty to say this but I'd lost respect for the person he was. He certainly wasn't the person thought he was, let's put it that way. Um because I suppose I wanted him to be successful too. And I'd (Umm) looked for somebody stronger than me cos I thought he was going to, I suppose I was going to do a bit of leaning (Umm)

136 T You were looking for someone, you'd been the single, you'd been being strong, super strong, and so you were looking for someone

137 C And then I eventually ended up having what seemed like five children (Yeah). Very much so (Umm). Because he I mean I, I feel tremendous sympathy for what he went through because when he came out of the pub, he'd lost his confidence totally in himself and he was asking me ridiculous questions, you know like, what shoes shall I put on today and, what shall I do this afternoon and, shall I turnover from BBC to ITV, I mean it got to the stage (Umm, umm) when I was running for screaming and ye I couldn't scream because I felt he was down enough as it was and I didn't want to say 'Oh for God's sake pull yourself together and make your own decisions'. And I didn't do that bu

I very gently pointed out that I felt perhaps he was losing his confidence, he had to start trying to think himself because he was asking me things I thought he could sort out himself. And I did it in a sympathetic sort of way and he agreed, yes, it was getting to the stage where he hardly opened his mouth without asking permission, kind of thing. And as I say that was an additional burden certainly, and from then (Umm), and he did say to me actually, when I first met him, I I said to him I said 'I do marry someone it's because I feel as if I need somebody to help me, somebody to lean on' and he said 'Yeah you can lean on me' and he sort of made that promise in a sense but it didn't happen. (Umm) You know, probably through no fault of his own really, other than he wasn't the strong person I thought he was. But then again is it me, do I automatically go for the men that I really think are going to need me, you know (Yes) it's part of that too

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138 T Or that the messages you give out are (Yeah, yeah) are, well, you know, you may say that you want a strong person (Um) but you may act like (Um) you don't

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139 C I've had people, well a chap that I am very fond of in school that I haven't had a sexual relationship with but I've had a very close relationship with him, he said how much he admired me, that you know, how strong I was (Uhhmm) and this was one of the things he admired about me (Umm). So I said to him 'I don't really think you know very much about me then, you only see the the outside wall' as it were (Uhhmm, Uhhmm). So that has been repeated constantly (Umm) and probably H. [HUSBAND] thought that he could, I know he did, that he thought, in fact he admitted that his first wife used to sort of er, she was the dominant force in the public house and (Uhhmm) and, had the good relationship with the customers and he was the, if you like, no dog's body, but he did all the (Umm), he did all the manual, physical work and she did the relationships bit (Uhhmm). And I loathed the pub I really did, I couldn't cope with that. And he said to me before I took that role on, he, I didn't take the role on, let's get it right, I said that if I married him, I said, 'I don't like pubwork, I'll be honest about it and I don't see myself as a landlady' and his reply to that was 'Well you do your job and I'll do mine and we'll keep our own identity' (Umm) but it was a different thing when I got married because everybody, the customers all expected it apart from anything else, (That's right) and as they did he did too. So I was trying to do the teaching job (Uhhmm), running a family of six and trying to be the landlady at nine o'clock at night (Uhhm). I gave up after about three months (Umm), because I felt as though I was being torn all ways (Of course)

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140 T But I think there's something about you that would actually fool a lot of people into thinking that you would (Yeah) be the landlady (Oh yeah)

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141 C People were surprised when I said I didn't really like it

(That's right, that's right)

142 T That actually there's a part, that you actually come over like someone who might think that was wonderful (Umm, Umm), and you know really be the part 150%

143 C Yeah but people have this very idealistic view of the landlady (Oh sure sure sure, but) but you know, and here's a lady who dresses up and goes down and has nice conversations with people at nine o'clock and it isn't like that at all. (Sure sure sure) And I didn't have that idealistic view (Umm) at the beginning (Um) and it was reaffirmed as I tried to do it (Sure)

144 T But what I'm saying is that what we have to look at is the patterns in your life of relationships that, turn out problematic, things that get difficult for you in relationships with people and, one obvious area for us to notice and reflect on is the messages that you give out, the way you make other people feel and how that relates to how you feel (Yeah). So when you're feeling like not doing something you may actually be giving out messages that other people take another way, and that's something to do with the things that you've had to do to keep going (Uhhmm) to keep your end up or whatever. See what I mean (Yeah), and what I'm doing when I comment on that is I'm, I'm trying to main-, I'm trying to be sympathetic in the sense of I'm trying not to say it's a fault of yours like you might say it (Yeah), it's a fault of yours that you do this. Cos I think judging you like that isn't going to help you (Yeah), it's gonna be, it's repeating the same old thing of what you've got to do to get by (Yeah). I want us to try and get into something more where we can, where we can see what's happening and make sense of it together without judging it. But using that, using our understanding to, to find new ways of solving the problems, new ways of being with other people so you don't have to pretend, you know you can, maybe be a bit different with other people. (Yeah) Like you've done with, you've been quite different with me at different times today. And, to begin with you were very, very much kind of in control (Yeah) and then you went to pieces and you got very (Emotional) emotional about it (Yeah) and that's very, that's very real, that's very important that you're able to do that, and you you felt kind of frightened and ashamed of doing that and I tried to say, 'It's OK' and now somehow, how do you feel now

145 C I feel there's a better understanding (Umm), um that I I would feel as if I'd broke down, I mean I didn't want to break down and cry in front of you, particularly (Uhhmm). Because I feel very weak if I cry (Um), but it has happened I have cried in front of other people and (Um) and when I was at my lowest um, I mean there have been occasions when, er I was going to say broke my heart kind of thing but it's an odd expression isn't it (Umm), but I remember when my children were visibly

END OF TAPE



Client 132 - Session 2

- C1 It seems an odd place to put them. Not them, those power points
- T2 Ah yes
- C3 (Laughs) Just curious I've never seen power points that high on the wall before
- T4 Right, yes now that is a provision, you want to know the answer to why that's there (Yes). That is a provision for a video camera (Ah). As you can see there is no video camera, but there's a provision in the design (Yes, yes).  
[6] I wonder how you feel about things here after last week f
- C5 Um, quite openminded about it
- T6 [Can't hear]
- C7 Um it was quite a quite a heavy session (Um) really wasn't it. I felt a bit sort of drained at the end of it (Uhhmm), a bit washed out \$at the end\$ of it
- T8 \$Washed out\$ sure.
- C9 [4] I didn't expect to get into things in quite as much depth as we did really (Umm) it all sort of came tumbling out once I'd started.
- T10 [4] Now you say you feel openminded (Umm). As if that's alright (Umm). Not easy for you but alright
- C11 Well I, I feel quite sort of, calm about the whole thing, I'm wondering what we're going to talk about next (Uhhm). But er
- T12 I suppose that's really up to you what we're going to do next (Um)
- C13 [4] I was thinking last week, I couldn't remember all of the things that we'd actually covered we seemed to cover so many things, er and I went out to tea with a friend and she's also been seeking therapy so I had a kind of second session (Uhhmm where she asked me what we'd said and I went through it again Um and we had quite a lot of things in common, things that have happened to us both in our past lives and we both decide that out of the things that have happened to us in the past have made us as we are now, um, it was curious how many things we had in common, similar things that had happened to us. This is a girl I went to college with and she, she's, she went to therapy for over a year after the mother died and it was very helpful, so (Um)
- T14 [5] And the similar things in terms of what had happened to you, as well as what you felt (Umm)
- C15 Um. With her, her mother rejected her, um it was unfor-, it was her real mother, and I said that must have been far worse in actual fact than having a stepmother who rejected, far worse to accept that your own flesh and blood would sort of desert you (Um), and then her mother, she and her mother became close right at the end of her mother's life and er, and as they got back to the relationship and the mother

actually admitted that she loved the daughter she um she then discovered that she'd got cancer and after they were re-united she only lived for six weeks and K. was absolutely devastated at the end of it, um, and was so bitter about the whole thing that it took her some time to come to terms with it. As I say it must have been far harder with a real mother than a substitute mother, to be able to cope with it, um and she found it very useful to go and talk it out, and get rid of all the frustration and all the anger and all the bitterness that she felt (Umm).

T16 [4] So you're feeling for you it was anger and frustration and so on

C17 I don't know whether there's any anger or bitterness left because it's been so deeply buried (Um), um, I mean a lot of pain and anguish was via my stepmother and now that's changed quite a lot because I feel quite sorry for her, she's no longer fit and well, she's had a stroke, and she's now in position where she is very frustrated herself and er, has a lot of difficulties in her lifestyle so, I suppose that anger and bitterness and whatever I felt towards her have been replaced with pity really. Cos I'd hate to be in that situation myself. She's sort of been reduced from being this sort of powerful figure to being a rather pitiful figure

T18 [7] Um, from being powerful to being pitiful that seems like it's an important sort of dimension for you

C19 Well it's almost an irony really that this person who was so powerful and was able to wield so much power is now in a very um,

20 [4] I don't know exactly how to describe the word but she's in a very pitiful sort of way, um, almost a victim if you like. Which is what I used to feel I was.

T21 It feels almost like revenge

C22 No it isn't, I don't feel that at all, I, I would have, I don't think I've ever felt revenge for her I feel generally <sup>live</sup> pity, I don't feel it's a revenge, I almost feel that, not just with her but I seem to think in life sometimes things even out and people that have done really awful things end up sort, you know, through fate (Uhhmm) in a sense getting their come-up-ance in a way, I don't say that she's got, that is her come-up-ance. God forbid I wouldn't wish it on anybody but it does seem that very often in life that does seem to happen, that you know the thing can very often become (Uhhmm) full circle. Another example was when my and I must admit I did feel a little twinge of revenge on this one, my husband, my first husband um, when I, when we separated and I looked after the three children and he for a time paid maintenance and the her and his lady friend went to live in Spain. He left the country for health reasons, and he decided he could no longer pay maintenance so we went to court and I went through the hassle of how the hell can I look after three kids on what I

earn etc, and um I took a one-off payment as a settlement which was a ludicrous amount of about, I think it was about fourteen hundred pounds, er instead of being paid maintenance for five years and I, I had a tremendous struggle, anyway this happened sort of eight years ago, and just recently within the last month or so his wife had to come back to this country to go to court, to see if she could get increased maintenance for her children from a husband who still lives here. And I thought she is now going into that court in the same position that I was in, and I I honestly thought, you know I'll be honest about it, well you know I hope you go through the right state that I went through then you'll know how it felt (Umm). So if you like that came (Um, yeah), in a sense, almost if you wait long enough (Uhhmm, Uhhmm) people will feel the same thing for themselves (Umm).

T23 Well, maybe you're not sure whether it's safe to feel that sort of vengeful feeling F

C24 I don't think it's very nice

T25 No it's not very nice

C26 But I think, you know I think it's OK for me to feel that (Uhhmm) because I didn't

T27 But not in relation to your stepmother (No) who hurt you so much (No) F

C28 Because she's had a lot of awful things happen to her, I mean my my halfsister that I told you about that died, I mean she was utterly devastated when Q. died because she lived her life for her (Umm) and then at nineteen she died (Um) and I mean I genuinely felt it for her because she was utterly distraught at the time

T29 Sh- I think, what's difficult here is to allow yourself to genuinely feel it for her but also to recognise the, at some level the satisfaction that comes F

C30 What satisfaction, that she's now reduced to what she is

T31 Something like that, that actually, that that the powerful feelings of anger and resentment. That you say you kind of don't feel F

C32 I don't now

T33 Don't now feel but somehow putting that behind you has been important (Um) F

C34 I can almost pinpoint when I put it behind me too (Uhhmm), um it wasn't in a moment when I felt pity for her, this was before she had the stroke (Uhhmm). Um, I went up to Q. for the weekend and I don't think I'd previously challenged her. I I'd thought to myself, you know, go away you bloody stupid woman (Um) and thought things to myself about it (Um) but, um, I recognised when I got older that in many ways she was jealous of me. And and when I did anything, as I told you, I was proving myself (Umm) for her if you like (Um), not necessarily on a conscious level (Um) but I was doing this. Anyway I went up to Q. before she had her stroke, I was there

and um, she was talking about Q., this was after Q. had died and she'd gone to university to study law and economics and she was a very very bright girl. Um she was doing very well before she died (Um), and er my stepmother was talking about this fact and she said a friend of hers came to see me, L. or whatever I forget, I think it was L., and she used to still go and visit my stepmother and talk about Q. and I think it brought her a measure of comfort. And she said um, she said, oh she said L. didn't go to university, she said um, she she couldn't cope with that she went to a teacher training college and she did cope on that level (Umm). And I thought oh you know, (Umm) here we go and she kept sort of, as I said this bit about not allowing me to achieve (Um, Um) which had run all the way through my life, and then she said, and I knew what she was doing and she then went on to say that I have another sister, G., who is, she's 22 now, a big age gap between us. And she said, um of course she said I worry about G., she's not been going to a Grammar school she said, she'll end up in one of those awful um comprehensive schools, she said, where they teach them ridiculous subjects like art and drama, and, and you know it was, it was not even remotely subtle (Uhhmm) and so I lost my temper and I said, look, I said, you're waiting for me to justify my job and waiting for me to justify going to training college and everything, I said, I don't need me to justify myself to you and this was the first open um confrontation if you like, and I did feel a sense of power cos we continued this and I shouted at her and told her I'm sick of you sort of putting me down, I know what I'm worth so don't think you can undermine my confidence any more because you can't, I know what you're about. And it was a very open sort of confrontation and she rushed out of the room in tears, and I was staying the night and as I was about to settle down for the night my father as I say was in a flap because you know he couldn't cope with this you know and so he hid himself somewhere, I think in the kitchen. Before I slept she opened the door and she came in and she said, she was in tears again, she said, I'm sorry, I I I'm really sorry, I er you know and she didn't know what to say. And I said it's OK forget it, it it's out now. And that for me was a was a if you like, a purging of (Uhhmm) all this that I'd felt (Uhhmm) all the anger, resentment (Umm) and everything. And I think genuinely since then I was quite proud of myself for facing up to her and then the rest of it (Uhhmm) didn't seem important after that. And from then on I started to try to do things, to achieve things for me, because I thought well, what the hell you know, she doesn't matter anymore (Umm), but it wasn't until I faced it head-on (Uhhmm, Uhhmm) that that was OK.

T35 So you've got that out, you've said that to her and don't feel so much, there isn't the need for, that's, you're saying you don't have the need for revenge, you can be, you can be

experience pity in the more, you know straightforward, more straightforward way (Um). Cos you've actually thrown off her power (Yeah) F

C36 Umm, I think so. I mean I haven't dreamt about her for years now and that used to be a constant thing and I used to dream quite a lot, and I go back to being a frightened kid in the dream. And very very vivid and very very frightening (Ummm, Umm). But I haven't had that experience for a long time (Umm)

T37 I er-picked this up because you were talking about your friend and your friend's loss of her mother (Um), um and I was looking for connections really with you F

C38 What, what, that was just the reason she went for therapy (Yes, um).

39 [6] I think um, the loss of my own mother was a big thing although I never met my mother because when I was going through this awful thing with my stepmother I used to pray to my mother, you know. I came from a Catholic background and I (Um) I used to pray for her to help me and give me sort of some kind of guidance and protect me, if you like, when I felt I needed the protection, it never dawned on me you know, that all these sort of prayers are being offered and weren't really answered because it went on for a long time and I got to the stage of being about, I think about er probably 13 or 14 when I decided I'd have a silent period and I thought well if I don't say anything to them and I don't talk I can't be accused of saying things wrong, and I went through this period of time when I didn't talk to them. UM and I just withdrew, I supposed using my silence as a weapon cos I couldn't use any other weapon (UhhHm) and I went through that, and um, because I knew there was nothing I could do to make them like me, or reward me or, give me a sense of achievement and my friend said the same things. She said she'd, she worked so hard at school to make the impression and it was just put to one side and so there are similarities like in that way, you know things that we did to try and impress which didn't work (Umm)

T40 Feeling powerless but struggling to (Yeah) F

C41 Trying to keep my sort of head up as it were (Umm). I mean that thing I told you about the report last week that was (UhhHm) buried deep down I'd forgotten all about that but it was there and it happened.

T42 [5] And the things that were buried that you told me last week, but you said this was rubbish, you were very upset about telling me thses things as if you shouldn't have done that. F

C43 Um, I didn't feel that I shouldn't do it, I just felt that er I couldn't see much point in opening up all the wounds again (Umm), that was more the feeling that I had not that I shouldn't tell anybody. I'd have loved to have had whatever normal childhood is, I mean I used to envy other girls (Umm) and I used to go to their homes and I used to think oh I wish that was my mother, used to have sort of envious feelings

about other people and what appeared to me to have a very stable, comfortable, loving relationship with their parents cos I knew my relationship wasn't normal.

T44 Wanting to have, you're envying what they have, seeing it as something perfect and unreachable, praying to your mum and she wasn't answering F

C45 I didn't think of it at the time, it was just the only sort of (Umm, Umm) shot in the dark kind of thing that I had to latch onto. Apart from my grandmother, er who used to give me love and affection and listened to what was happening but felt powerless to do anything about it. The only time she did do something about it was she, my grandmother went up to the school I was at, um because I was getting the strap in the morning for being late, by a nun. Now there's one to think about, um, she used to say hold out my hand this sister, she used to er if you were late, get the strap. And er what she didn't realise was before I left home in the morning the chores I had to do and the distance I had to cover because I wasn't given bus fare, I either had to walk it or bicycle it, was the reason why I was late so my grandmother thought this was a tremendous injustice and went in and informed them of why I was late and told her one or two other things about the situation, and that was the most my grandmother was ever able to do in terms of (Umm) preventing me from (Umm), being punished. I think she thought I was being punished enough at home, and getting it at school aswell. Um. I thought that was very ironic I think, it very much coloured my feelings about the Catholic church, um, which I rejected when I was older, because I thought the hypocrisy of the situation really got to me. It seemed a very unchristian thing to do. There were lots of thing in school, in secondary school, whereby I was made different by the fact that I didn't have the uniform, the correct uniform, she deliberately didn't buy the uniform, and that sort of thing. I was sort of, I I felt um, very much out on a limb, there was tremendous unfairness there because I'd have loved to have worn a uniform, as it was, but it wasn't my fault I didn't have it. It's helped me with the work that I do at the moment cos I'm very considerate and concerned for kids now, you know, I think it's made me a more sympathetic person, um, that for kids that I work with at the moment. I er gather. If they're not wearing the correct shoes it isn't always because they're being awkward, very often they haven't got the shoes (Ummm), etc (Umm, ummm, um), so that's been helpful.

T46 I wonder how the room's feeling F

C47 I don't know. I don't know.

T48 It feels to me as if you feel a bit uncertain, about, about us and F

C49 I think I, you're sort of saying it depends on what I want to say (Um), I don't know what to say cos I don't know what's

relevant and what isn't really. There are lots more things that I can tell you, lots more things that I've worked out for myself that have affected me (Umm), but I just don't know where to start really.

T50 Well, maybe one of the things that's happening is that you're feeling is that, there's lots you need to tell me and I suppose I'm feeling that telling me things perhaps isn't the most important thing that we can do (Um) because, you know, you can't tell me your whole life story in eight hours (No), you know it's taken how ever many years, so perhaps we need to be doing other things, and perhaps that's a bit unnerving F

C51 Well I don't know what the other things are, so obviously there's some uncertainty (Uncertainty, sure) there

T52 Well obviously in a way I want to, I want to help you to know what the other things are that we might do but at the same time I don't want to close things off too much (Um), I don't want to be in a position of telling you too much how to be here, cos it feels to me important that you should, you should play a full part in defining how we use the time (Um), but this isn't you coming here to have things done to you, but at the same time sure you're looking for some guidance about how to use the time (Um). It seems to me that we can maybe look, start with what you feel inside just sitting here, having told me what you've told me and having felt what you've felt about doing that F

C53 I don't feel anything at the moment, last week I felt vulnerable (UhHm). At the moment I don't feel vulnerable, as I say I'm just curious as to where to take it from here on.

T54 Not vulnerable you're somehow protecting yourself against feeling, F

55 [6] a shell on or something, I'm not sure what F

C56 No (No) no there's no shell there, no I feel, I don't feel vulnerable, I don't feel exposed, I just feel fairly straightforward

T57 I see you kind of looking around the room a bit; I'm sort of wondering are you, you know what, you say curious about what's about what's going to happen, um, I'm just wondering whether there's something there about some anxiety F

C58 What in the room up (Umm) no

T59 Or is it sometimes not looking at me or I'm not sure about that, (Can't hear) F

C60 Well I don't I'm not (You're not) conscious of it, no

T61 It varies like sometimes we can look at each other and other times we can't, I'm just wondering what that is F

C62 [4] Um like that when you're looking at me like that (Um), yes I know, um, I suppose I feel that I'm if you like um I'm being observed (Umm), you're obviously observing me, as \$you've said\$

T63 \$I'm observing\$ you

C64 Yes that you were mentioning my movements (UhHm) and

everything which I haven't even been aware of (Sure) and the same as you did last week by telling me all the different poses I'd taken (Uhhmm) up, which I agree that I had but I wasn't conscious of doing them (Umm), I don't think I'm doing them for any kind of effect

T65 Ahh

66 [4] effect

C67 Is that what you're getting at

T68 Yes that's interesting, that could be important, that if I say something about how you are, what you're doing, your<sup>ne</sup> thought inside is no I'm not doing it for some kind of effect (Umm), as if somehow my noticing something and telling you about it <sup>feels</sup> like a criticism or a judgement of you doing things for effect, somehow saying you're not being straight with me or something F

C69 No I think you, I think it's an assessment, you're assessing \$me\$

T70 \$Ahh\$, assessing, umm, F

C71 [5] I feel a little bit (Uhhmm) as if I was to say the word black you'd pounce on it (Umm) and say black (Uhhmm) now then what does that (Uhhmm) mean. I suppose in a way I'm almost sitting dead still so I (AhHah) don't give you the wrong impression you know, (AhHah) it isn't exactly a natural situation is it (No, no)

T72 So you're feeling somehow F

C73 A little bit inhibited

T74 Inhibited

C75 Yeah

T76 Best behaviour stuff F

C77 No (No) No, I'm honest, I don't feel I've said anything to you that's not honest (No)

T78 \$But in\$

C79 \$It's me\$ that's sitting here (Yes, sure), I'm not pretending to be another person (Sure), where as I've said to you before in work often (Yes, yes) I've performed

T80 Yes. So this is something to do with, now this is something I'm doing aswell but, er F

81 [4] as if I'm assessing you, it doesn't feel right to me, that doesn't feel what I'm doing. It feels like I'm trying to get to know you, it feels like I'm trying to get in touch with you in some way, reach you (Um). And there are ways I have of trying to do that which maybe are not the same as outsiders, or maybe, it is an unusual situation. Um, but I'm trying to notice what happens between us, I'm trying to see what's going on in a way to try and, to help understand your relationships with other people, using this as a kind of example (Uhhmm). And of course it's special and unusual, but to take what you said about no I'm not doing things for effect implies to me that somehow you thought that if I was judging you in a way I'd be judging you as someone who was doing things for effect. F



C82 Well that is coupled with what you said last week because you implied there were three different areas I was sitting, or how I was sitting, was for effect, in the sense to begin with I I sat very much in control and very much you know, (Ahh) and then gradually as I went through the (Ahh) the area where (Ahh) I was upset I sort of letting things go (Uhhmm) and you could see them (Uhhmm) much more clearly and then the recovery period (Umm) when I started to get it together and feel that I could trust you, were three different areas (Yes) and I certainly wasn't conscious if you like that I was doing that. Um I (Yes) I could see what you were picking up but I couldn't see what signals I was giving out (No), I wasn't aware I was doing it (No), so

T83 So when you say for effect, what did you mean

C84 [5] I don't know um, that I was probably trying to give the impression that I was very casual, very laid back and *quite* comfortable with the situation (Umm, umm), in actual fact, um, I am, I'm quite open to the conversation (Umm), er, I found it a little bit difficult because you started staring at me at the beginning of this conversation and I found that a bit unnerving (Umm) because I felt you were really sort of looking at me like that, so that probably is why I switched my gaze around a bit (Umm, yes). You know, I mean, perhaps I don't want you to see directly through me (Ummm), perhaps I feel vulnerable if you stare at me (Sure, sure, sure)

T85 And so there's a feeling that maybe *↖* I'm assessing you maybe I am sort of reading, reading your mind almost

F

C86 Well reading my movements, *reading my expression*, reading the way I look round the room, (Yes) yes, (Yes) I mean I've been doing that to you too, I mean it's a mutual thing, (Uhhmm) I don't think it's unnatural that people do that (Uhhmm) anyway (Umm). I mean I've noticed the change in your voice from when you were talking off recorder to when you actually started this (Uhhmm) interview, your voice has changed totally (Uhhmm) so I suppose we all do that don't we. I don't know whether you're doing it for effect, I mean for example, your voice is this I'm talking to you now very carefully and quietly (Uhhmm, Uhhmm) to give you confidence, is that a special er ploy that you use (Uhhmm).

*Well done!*

T87 *Reading your movements, yes* Ummm. So something about whether, in relating in a particular way we are being ourselves (Umm) whether that's part of me to be like this, during the session

F

C88 Or whether you're in role (Umm), umm

T89 And it feels like, this is like you saying last week even when you were a kid you were headed for the job you do now, that somehow the relationship between being in role and what you feel inside is somehow that's very important to you (Umm)

F

C90 Very fundamental

T91 Very fundamental part, yes. But I want to, there's a lot

that's just been going on and I want to clear up one thing, when I was commenting on what I'd seen happen, the stages that we'd been through at the end of last week, I wasn't in any way saying that you were managing this thing deliberately or that you were not being open and honest, I wasn't saying that you were doing this for effect. What I was trying to express was my appreciation of how difficult it was for you to find yourself very rapidly getting in touch with powerful and distressing feelings in a situation like this, meeting someone for the first time, which carried very immediately echoes of what it had been like with the other people that you've been to see recently. And that feeling of you know having spilt it all out and then, it not having <sup>let</sup> anywhere (Umm). It sounded to me as if you were (somehow) experiencing me as saying that you were somehow controlling or exploiting the situation and that wasn't what I meant, I was just trying to understand what you were going through, over the course of the hour. And try and help myself and help you make sense of it. F

C92 Makes sense that umm

T93 And that feels to me a very different sort of thing to be doing and it feels to me it's not the same as,

94 [4] observing someone. Yeah just had a thought, that this feels to me like it's expressing something about you and your lifetime experience of being used by people F

C95 Yes I'm highly suspicious, umm, oh yeah, I'm quite suspicious of you, I suspect your motives (Umm)

T96 You're suspicious of my motives to, maybe if you could put those into words what it is, F

C97 [6] I find that difficult, um, well it's it's almost, and now I'm choosing my words very carefully, um, a bit like playing a game in some ways, the game I don't actually know what the rules are (Umm) er, you you in a sense have done this various times with people and from from the literature that I've read you've had quite a lot of success with people that are in my situation. And so you in a sense have the advantage over me because I don't know how I can help myself (Uhhmm), presumably you have an idea how I can help myself, um, which is what you said you wanted me to put input (Uhhmm) aswell, but I feel vulnerable because as I say I don't know the rules of the game really. That as far as I'm concerned I'm just being very straightforward and (Uhhmm) I'm telling you things as I see them (Yep) and I don't know what the next step is (No) sort of thing

T98 Well, I think in a way I don't either know what the next step with us is going to be, it doesn't matter <sup>with much expectation</sup> I may have had, it's still in some way, it's a new, it's a new beginning with every individual and er, I suppose what, what concerns me at the moment is this sense of your being suspicious, being vigilant, being inhibited. And that must be for fear of something F

C99 It isn't it's just confusion, really. Because you know I came in quite open-minded (Umm) and started talking (UhHm) and it's just in the space of a quarter of an hour I'm beginning to think where am I (UhHm), you know what's happening (AhHah).

T100 [9] Well the thought I had was that you have perhaps felt through the things that have happened in your life that people use you, people exploit you for their own purposes (Yeah), and they're not really concerned about you F

C101 With exceptions (Umm) but a lot of people have yes (UhHm) quite definitely

T102 So that, that concern, that wariness, comes to the fore, I only have to look at you perhaps a bit too long, a bit too hard, or pick up on something you've said or done and that makes you feel what's he doing to me, it makes you feel wary, it makes you feel that this is perhaps not altogether benign (Um) F

C103 I mean it's strange that you mention those power points up there as I was sitting waiting for you to come I was sort of doing various movements and it suddenly went through my mind, you know it it would be quite the sort of thing that you'd see on television where you're actually your movements and five minutes before you come in were all being monitored to see whether (UhHm, UhHm) to see whether you're a nervous type when you do this, whether you straighten your hair, you know, (UhHm) or whatever you do. So that had gone through my mind as it happened, I mean I dismissed it but yes that thought was there

T104 That this was videoed

C105 That it could, you know, that it could well have been, I didn't, I'm not suggesting that it was, but it went through my mind for a moment, you know not those plugs at that end had something to do with it, (Yes, yes) but then I looked at those plugs and thought that's a damn funny place to put points (Umm) and yes it was a kind of a suspicion (Yes), the things were linked (Yes, Yes), yeah

T106 Curiosity. Curiosity for you there's an element of, it feels to me like the whole sort of way in which in your own life you have to fight back from a disadvantaged position (Yes) somehow curiosity, you, your use of your intelligence is somehow to fight back, something like that. F

C107 Um, to get one \$over\$

T108 \$To get over\$ (Yeah), yes

C109 Not just get one over, but get six over (Umm) if you could (Yeah)

T110 So part of the way our conversation is developing is that it could get into a tussle F

C111 [4] Yeah with me, me finding an underlying meaning in every question you ask me (UhHm) but similarly you doing the same to me (UhHm, Umm) which is, you know an odd kind of way of

having a conversation because (Uhhmm) it could help, but it could stop you, make you hold back (Umm), if you think well if I say that he'll think this

T112 So it's something to do with, with what, the problem is something to do with the anxieties about how I'm going to react to you. And you can't say oh it doesn't matter what he thinks because it does matter F

C113 It does matter if I think you're going to help me (Umm), that I give you the right material so that you can help me

T114 The right material

C115 Or the relevant material yeah (Um)

T116 This makes me want to release you from the burden of doing the right thing, feels like that's a terrible burden F

C117 For you

T118 For you

C119 Well I would like to think that the sessions that we're going to have will do something for me, (Uhhmm), will help me, if you like, sort myself out or help me with strategies (Uhhmm). But it's the role thing, it's going to be there isn't it (Uhhmm) all the time (Umm). And I'm very conscious of people in role (Umm), um. I mean it's impossible in a sense to say, right, I um, I would have thought that you were going to become a friend of mine because we're both here in a sense doing a job, if you like (Um), me doing the role of being a patient (Uhhmm) or or a subject if you like, and you as, I hesitate to use the word expert in case you pounce on that (Ummm), but um, the fact that yes you are qualified to deal with people that have either emotional upsets or disturbances or what have you, so perhaps you can help me with mine (Umm) to help me sort myself out.

120 [4] I mean we talked last week, you said about helping me perhaps to be aware of the signals that I'm giving out which make people er, form an impression of me, um

T121 This was you as the strong coping person (Yeah) that doesn't need anything (Yeah) F

C122 And that's what I thought you were likening the three different positions I was in, the first position which implied that to you (Uhhmm), the second where I allowed myself to be vulnerable and open (Umm) and the third as I pulled myself back together again (Umm), that in a sense they were signals that I am sending out to you, that's what I thought you were using it as (Uhhmm, Uhhmm), not as a criticism that I was trying to do (Uhhmm, Uhhmm). That you were giving me a logical reason why possibly I was doing it. (Uhhmm)

T123 The conflict I felt that you experienced between the need to be autonomous and you know, to fend for yourself, as you've had to do (Umm) um, and the need to be loved and cared for and allow yourself to be weak (Um) F

C124 And I think, I mean I needed a cuddle (Umm), you know, more than anything else (Umm), and when I was really ill this is

all I needed. I didn't want to talk, I just (UhHm) wanted someone to hold me (UhHm) and reassure me (UhHm), that another person was there and feel the warmth of a person (UhHm), it was far more important than talking (UhHm). Um, my daughter, my youngest daughter, gave me that more than anybody but then, when I returned to school for the one day in if you remember I told you (UhHm), and it was a disaster, um, one of the things that set me off in sort of an emotional state was a member of staff came up from the other end of the staffroom and said oh come here I want to give you a cuddle, you're back and you're looking great, and cuddled me and I just completely crumpled. Just (Umm) dissolved (Umm). Er almost as if I couldn't cope with that because I was trying so desperately to be in charge (UhHm, yeah) and he was just doing a genuine thing like coming up to me and saying, really pleased to see your back and (Umm). It happened to me twice, my head of department who wasn't a particularly emotional man, I went to a school concert before I went back to school, and he came over and he put his arms round me and cuddled and he gave me a kiss, and I was so staggered. Pleased but then I couldn't cope with it (UhHm), but then I couldn't cope with it you know (Um), again I was quite distressed by that (Umm, umm) I mean it's quite a pity I think honestly if we couldn't just go round cuddling each other or, being warm and saying that's great or (UhHm). I feel that there's a lot in the way we live at the moment where we just don't have time to say that to people or we perhaps don't want to say that to people (Umm) because we, our motives might be suspected but I think that, I think it would be great if people could do, be genuinely more loving and caring. Not just for me but for everybody (Ummm). Now having said that that sounds very mushy coming from me. You know I I'm not saying that I shouldn't have said it but it, it sounds a very sort of un-me-like remark

T125 Well it's a long way from how you present yourself most of the time (Um). But it does feel to me as if that's like, well it's almost like saying, that that's what you'd like from me too, that words are just going to be not enough or the wrong thing. F

C126 [5] I think it's too soon to judge that really (UhHm).

T127 [9] It's never going to be easy to acknowledge that sort of feeling, like you were saying taking the wrong way, like you were saying sort of it's it's not you, you're putting yourself in separate compartments F

C128 I meant it's not other people's perception of me (Umm, right), um

T129 Not other people's perception

C130 I mean (over T - can't hear) I'm me whether I'm being the soft person (UhHm) of whether I'm being the coping person (UhhhHm). I don't see them as two individuals (No)

T131 And, you've shown me both (Umm) so \$they're both here\$ F?

C132 \$I think some of the illness\$, I think since the illness I'm got, I'm getting better at showing that side of me (UhHm), um I was just talking to somebody about it today. Our headmaster is, he's sixty-ish, a bit over 60, very er virile active sort of man, never had an illness in his life, can't understand people being ill, but at the same time I was having my breakdown he had a session where he ran a race and he came in and he was absolutely exhausted and he went to the doctors and he kept him in and he said you know he had to stop tackling mountains, he had to start and act his age a bit. And the change in that man in terms of his relationship with his staff is amazing, we've noticed since the summer I mena he came in to me and he he could understand other peoples' vulnerability having suddenly been found to be vulnerable himself. And he came and sat down and talked to me about, two weeks after I'd been in work and he asked me how I was and asked me how I was coping and, we had an honest one to one sort of relationship. I've never had a conversation like that with him before. And other people have noticed the same thing. Suddenly he found that because he found himself to be vulnerable he could accept that other people could be ill or (Umm) lacking in some way, or needing help or whatever. And it's pulled me up in many ways because it made me think well for a start that people um, accepted that I was ill and and said look come on get better, we want you to get better cos we like you. Um, can we help you, lean on me for a little bit, sort of thing. And that was coming out and it made me realised, realise that (Um) you know, that I could be seen to be weak, even pathetic which I was, I was pretty pathetic at one bit I was so helpless, I was unable to help myself, um, and and that in a sense <sup>it was worse</sup> to think that I could be seen in that light and not be thought any less of (Umm, umm) for being um (Umm) helpless. So I thought I still will use that, I'm not going to forget that I'm going to say, alright look and I have managed to start and do that, um, help me I'm feeling a bit fed up or, help me I can't cope with this, or could you give me advice on that, which was always very hard for me to do

T133 So accepting other people's help, allowing yourself to be weak, and people still accepting you, and caring about you and not exploiting the situation, exploiting their power F

C134 Yeah and almost liking me better \$for it\$

T135 \$Like you better\$. Yes. And you liking the head better for acknowledging his weakness (Yeah) F

C136 I mean that man when he came into our school first of all, we had a a union er ruck that was going on, and some teachers were striking and one thing and another. And he stood up, he'd only been in the school two days and said, I am implacably opposed to strike action, all the staff will notice this, it's entirely up to you what you do, but I am implacably opposed to such action. And suddenly here's a colleague, and

everyone was thinking, god this man's a headmaster, he can threaten me if I do this, that and the other. And he was an awesome figure in many ways, (Uhhmm) I mean it was a dreadful entrance into a school (Uhhmm) it made him an awful lot of enemies (Umm) and it's taken him an awful long time to come back to, to to change and become this other person. And he certainly has, I mean he's mellowed tremendously. (Um)

T137 I wonder whether there's a link here with me because you've said that you picked up, the, about me running, I'm just wondering whether I need to know of what you, whether I need to acknowledge my weakness for you F

C138 Well it would be interesting to know what your weakness is (Umm) because I'm telling you about my weaknesses and yet you (Umm), you are not necessarily giving off what your weaknesses are (Umm)

T139 [5] Well, it seemed to me as if I tried to do something about that today, in terms of trying to get out from under this business of being the expert or knowing, you know, knowing it all in advance and having all the power here with you. I've tried to say to you, look I don't see it like that. That I am trying to be open to you and to hear what you're saying, and for what happens here to be something really and happens between us. Of course it's, of course we're not equal in this situation, of course what we're doing is focussing on your life and your problems, and if we did anything else I'd be cheating you. OK (Um) But I, I'm trying not to be this severe, awesome, headmasterly figure who doesn't acknowledge his own weakness and is therefore unsympathetic to other people. Cos clearly that would be very counterproductive (Umm). I couldn't help you if I was like that.

140 [4] but I I get the feeling that, maybe partly because of the way I am, but, because about me what you bring it is quite hard for me to get out of that role. F

141 [4] That what you said was, we're not friends this is an artificial, special, situation. It's true we are in special roles and we're not friends in the usual sense, but it seems to me still possible for us to make a kind of contact despite all that, where I'm not stuck in this severe role and you're not stuck in a helpless dependant role. That we're actually meeting. And that, if we can do that that will help us make sense of the patterns in your life, in your relationships. (Um) Through what it feels like as we talk F

C142 So what we're aiming for is a sort of no-man's land

T143 No-man's land

C144 Where you can communicate

T145 Where you can communicate. You mean it isn't mine or yours (Umm)

C146 We meet half way

T147 We meet half way (Um) Uhhmm.

148 [4] And where what you feel, where we're actually attending

to what it feels like inside (Yeah) and we're getting in touch with those feelings and we're trying to make sense of them, and um some of the th- some of what we're saying um, you see what I said about you being used by other people seemed to me to be pretty important because it seemed that, that your need, your need to kind of protect yourself against attack. The curiosity, the suspicion, that's right, yeah, and there's something about me that was actually triggering that

C149 I don't think it's you, it's men in general. I think my, my relationship if you were a woman would be different (Umm) I wouldn't be quite so suspicious. And then, yet again, um, the the hypnotherapist I went to was a woman, and I didn't like her and I just got very frustrated, um, cos I thought it was a bit of a con. (Um) And I don't think it was, I genuinely didn't feel um, that I could trust her (Um), and I feel as if I can trust you, um. The only way I've felt inhibited, since you've started picking up on things at the beginning and why do you mean this, why do you mean that, that I've felt, I was sort of conscious of what I was saying very much really, instead of just letting it come out (Umm)

T150 Well that is a, I think that is a, there's a misunderstanding there. Because, I'm not wanting to do this, why are doing this why are you doing that, I'm not wanting to sort of be pointing a finger or, sort of persecuting you like that, I'm wanting to, to hear what you're saying, I'm wanting to receive as many of the messages that, that I'm getting from you as I can (Umm)

C151 Well I think I've just given you one quite strong one. about the fact that I feel far more suspicious of men (Yes) and yet the woman in my life who gave me probably the most grief was woman (Yes), but I think the resentment is aimed at at men. probably because my father buried his head and pretended it wasn't happening, um, and other men that I've known have presented one image and then I've been fairly disappointed by what I've found underneath (Umm) so I think (Um) the suspicion is probably more towards men than women

T152 It's almost as if you don't expect much from women

C153 Yeah

T154 And you're looking for something from a man (Umm) and the pattern is to be repeatedly disappointed (Yeah), let down And that's perhaps a part of what's happening between us, the you're testing and you're looking for a pattern of being let down

C155 No I'm testing you out in a way that I feel that you're testing me out (UhHmm, UhHmm), I mean I don't er at one time I would have felt reluctant to sort of almost turn on you and say well you've been doing that to me all the session. I'd have just thought it to myself and not actually said it (UhHmm, UhHmm) um, but but I think if we're to get anywhere then I've got to be honest and say what I think (UhHmm) and



even if I think, if I think you're posing as a psychologist (UHmm) um then I feel I ought to say that. But then again not for effect but (UhHm) just to say honestly what I'm feeling (Sure)

T156 So you're in good shape to use this \$you're feeling\$ F

C157 \$Well I feel more\$ assertive, %I feel more if I think that% then I will say that. Whereas at one time I wouldn't have done (Umm, Umm) And I still am reluctant, for example in my personal relationship at home to say exactly what I'm feeling all the time (Umm), um. Inside me I think you should be totally honest but very often the reaction that you get when you are totally honest you feel oh (Umm) why I have I said it, I can't cope with that (Umm), so you don't say it. There's a lot of that going on in my life where I can keep things to myself (UhHm) that sometimes I would like to shout out, and I see almost this as a platform where I can say those things (Yeah, yeah)

T158 %Assertive%. So that, the trusting me is about perhaps feeling that you can say those things F

C159 Yeah

T160 And you can tell me what you think I'm doing, and, I can take it F

C161 Well I would assume you can yeah

T162 It doesn't destroy me (Um). I don't have to run away or bury my head. I don't have to fight back F

C163 No. This is your job if you like (UhHm), and so if I, if I was to sit and if you like, be totally awkward for an hour, then (UhHm) then you know I wouldn't feel bothered about it because after all you know this is your job (Umm). Laughs

T164 Fair game F

C165 Yeah if you like, but I'm not saying that I feel like that because I think it would be a useless waste of time using the time in that way, but er yeah (Yeah) and I don't think, I don't think you would be shocked because I'm quite sure that things in my life, probably you've heard a lot worse than I'm about to tell you anyway so I don't think I'm unique in what I'm telling you (Umm) so therefore you would accept it (Um)

T166 All of that sounds right to me but at the same time as that, there's that kind of question about the, how, how real is this, can it, it seems to me that for it to be most helpful for you it needs to be not altogether defined by its being professional, that there needs to be a sense that actually there is a personal contact between us aswell. Otherwise what happens here may just be like in a bubble and separate from the rest of your life (Yeah) and that's going to be quite hard for us to, to maintain that this, this is different, this is professional, that does give its own strengths, I can take things from you and so on. But if I'm, if I'm totally otherworldly, then if I'm totally out of the normal run of, other people, then what you feel here may not actually link i

with the rest of your life, to the best advantage that it could. Don't know whether I've made myself clear there (Yeah) but it's

C167 That the two things are, are, it's all part of the same thing \$it isn't separate\$

T168 \$It's all\$, it's, that's right, it's all part of the same thing that what you feel talking with me connects with what you feel in other relationships (Umm) and we're using the fact that it's different, in some ways that makes it safer, but we're also using the fact that it's sufficiently similar, that what happens here does make connections and so, you, the issues between you and men seem to like, that's a good one that we should come back to (Um). Cos that must happen here and it in some ways similar, at least to the extent that, it feels different for you talking with me a man than it would if you were seeing a woman (UhHmm). Um, and there's a paradox about complaining about the things you experience with your stepmother and what you've felt about having lost, having never known your mother, and yet where do men fit in that, what are you looking for in men. Now I don't feel I understand that yet, I mean I think you told me enough for me to feel that's important and there's something there we need to look at but I don't quite know how that's working for you F  
now

C169 Well I feel I want to tell you some of the things that have brought me to these feelings towards men (Yes), that in a sense I need to unburden (Sure) those to you (UhHmm, UhHmm) and there's a lot (Yes, yeah)

T170 UK well I guess that's what we'll be doing next week (Umm), this often happens that it feels like we could use more time than we've got F

C171 I feel feel at the end of this session a bit frustrated (Umm) because I've felt that we've gone round and round and round really (UhHmm, UhHmm) and er well, alright we've defined our roles, we've defined what we're going to do (UhHmm) but it it feels a bit frustrating since we haven't taken a step forward and in a sense it's a step back

T172 A step back (Umm)

C173 Well it felt at the end last week (Umm) I felt great we're going to tackle it (Yeah), you know I feel we've we haven't really tackled much today. I think we've been almost defining where we stand, (UhHmm) in which corner, kind of thing (UhHmm). Before I came in I was quite sure which corner I was standing in, um,

T174 Ahh, so something happened at the very beginning or, I wonder how that happened

C175 Well, I mean I was quite comfortable when you came in I was quite happy to talk (Yeah) and be open and everything and then, and then you were sort of questioning what I was saying and (Yeah) it, from then on it sort of, it seemed as if both

of us were defining our roles (Yes) if you like (UhHmm).  
Without actually getting down to the nitty gritty of why we're  
here in the first place (Um)

---

T176 [4] So that is, I, I mean I feel the same, frustration (Umm)  
but I think we'll find I think we'll find that there's  
something, we'll find that we've learned something from that,  
that that had to happen (Um), that that definition, that kind  
of walking, maybe sort of walking around each other

---

C177 We were also almost at one point sparring partners in a sense  
(Yes, yes) looking for the vulnerable spot or, standing, if I  
stand here then I'm safe kind of thing, that we were kind of  
sizing each other up I think (Umm, Yes)

---

T178 [6] Er, if we hadn't done that, um, I wonder, dunno whether  
that was, whether we had to do that

END OF TAPE

OFF MIKE

- T1 Are you alright on appointments, we're not meeting next week but we're
- 
- C2 The week after
- 
- T3 The week after, yeah (Yeah), as usual.
- 

ON MIKE

- 4 We were kind of sharing a feeling of frustration at the end last time weren't we (Umm)
- 
- C5 Yeah. I've sort of thought about it all this week, and thinking about how how do you get over that and get back to (UhHmm), sort of, communicating (Umm). I think the barriers went up (Um). I think it was partly my fault cos I think I was probably being a bit defensive, on the defensive. Don't know why.
- 
- T6 Somehow not feeling, comfortable, feeling safe
- 
- C7 Sorry
- 
- T8 Not feeling comfortable, not feeling safe. You know you needed to, protect yourself.
- 
- C9 Not consciously (Umm). But I, I could tell at the end of it I sort of thought (UhHmm) 'Well was it my fault', I was sort of analysing why it sort of went badly wrong (Umm). Um, I don't know I think perhaps I was, being defensive (Umm) and trying to establish where I stood in relation to you I think (Umm, Umm)
- 
- T10 Yeah I mean, to me that's that's OK, I accept that. I mean it's when those things happen, it's it's usually telling us something that we can use (Umm). I mean, and not just me I mean telling us both something, that helps us. I mean I th- and perhaps it's sort of the thing that if we didn't do that we'd be kind of, I don't know I think it's something we needed to do. (Umm) If we didn't do it there'd be some kind of possibility in the air somewhere, um. That it's something about being, in one way OK yeah, the, defensive yes but also, knowing that things could happen here. You know cos it's not, not comfortable, it's not easy, it's not like propping up the bar (No). So to me that's, to me it's all part of what we need to do.
- 
- C11: I think actually the building is another thing (laughing) (AhHah). I don't want to start criticising the building (Umm) but it feels a bit clinical and it smells clinical (UhHmm), so from that point of view you're not, relaxed (Umm). I don't feel.
- 
- T12 That's interesting, yeah. Yeah. We're new to this building and we don't, (I know), we, there are things about it that we're not sure about. It's different from, yeah it does affect, it maybe affects the way I am too. I'm not quite used to it yet (Umm).
-

- C13 I think a pair of comfortable old battered chairs might be a bit, you know (Yes), in a tatty room is somewhat more relaxing than that this (Umm) set up. I don't know. 5
- T14 Umm, so you're blaming yourself a bit or wondering
- C15 (Over T) Well I I was wondering, I wasn't totally blaming myself, I was blaming the situation. But I was thinking, I could almost feel myself tightening up, you know. Which I probably do anyway. When I'm feeling unsure. (Um) 6
- T16 And, perhaps that's something to do with the, the issues in relation to men that we also touched on, that might be part of it (Um). And the tightening up puts some kind of, kind of protecting yourself from what can happen, what a man can do to you. Made almost, quite a, you know, quite a physical sort of image there. Stopping a man getting to you.
- C17 I don't know cos I think in the past, er, when men have got to me it's been, when I've been at my most vulnerable (Uhhm), um. That I've felt that they've got to me when I've been vulnerable and I've sort of needed support. And the support hasn't been there. That's happened on a, on a number of occasions
- T18 They've got to you when you've needed support (Umm) and they've not given you support so you've done something else
- C19 They've either taken advantage or they've ignored that fact that I needed support (Yes) 8
- T20 Taking advantage, that's, like exploiting you (Yeah), taking advantage of your weakness (Yeah), your vulnerability. Taking advantage of you wanting, if you want from somebody then that puts you in a very weak position. Where they can take advantage (Umm).
- 21 [9] But you do want. You can't ignore it (Um). Umm
- C22 [21] (laughing) Say something it's ever so quiet 9
- T23 Well it feels, it feels really hard for y-. It feels hard for you to um, er, stay with that situation, to stay with what you feel when you're wanting and feeling vulnerable, and you're not getting what you want.
- C24 There have been a lot of times when I've felt in that situation very vulnerable, it's a recurring theme over the years. Um, I think with each new relationship I've had, um, it's made me value men less and I've come to conclusions, since this illness that I've had, that in a number of instances I'm quite sure that I view the man, whoever he would be, um, in a sort of you know, um, ideal role that I'd like to see him in and I kid myself that that person is that being (Umm, Umm), if you like. And then when the relationship is explored and we can, or I've known him for a longer time, um, I, realise that I've created this image for myself which isn't necessarily true. And in the light of day that in fact the person has faults which I've chosen to ignore. Which we all have you know. Cos I've I've wanted him to be this ideal person, and I know that I do it. I've, I didn't know that I do it, I've examined myself quite a lot and thought quite deeply about it and I think in a lot of situations

I wanted the person to be this person and and they didn't match up to what my idealistic view of them was. It's a bit sobering when you face that, that even the nicest people that you really set store by, that you really rate, have this side which if you're honest about it exists. You know cos I mean in the past I've, I've, I haven't admitted until afterwards, in retrospect, that, I've been badly wrong about that person.

T25 Looking, you're looking for an ideal father (Yeah)

C26 Yes I think so. In the same way as when I was a girl I used to envy the other girls' mothers. (Uhhmmm). Um, yes probably, yeah (Uhhmm). I think marrying as young as I did I was probably looking for an ideal father. My husband was fourteen years older than I was and he, he didn't, he didn't match up to the, the person I wanted to lean on. It was the reverse, as it turned out.

T27 So, there's somehow, er a feeling that men aren't going to give you an ideal so you just have to expect less

C28 Yeah, or look at a situation in a more truthful way. I'll stop expecting this (Uhhmmm) wonderboy to turn up or, whatever (Uhhm, Umm)

T29 To be more in some way honest with yourself

C30 More discerning too

T31 More discerning (Um), yeah. I wondering how that relates, it feels a little bit as if what we did here comparing last time with the time before could be a little bit like that. Something about initially trusting me or saying that you know, wanting to make it good, and then the second time somehow you're not feeling right, anymore. And needing to defend yourself. I suppose wondering how that relates to the pattern

C32 I don't know

T33 I'm wondering, I'm wondering about how you were last week, as to whether that is something that, you could recognise a state of mind, a set of feelings and ways of being with a man that you know from other, other people, other times, that being defensive

C34 I know I'm very role conscious, and if a man is in a position of authority over me (Uhhmm) I feel, er more, like I said last week suspicious, because I, um, In the teaching situation there's been a particular ongoing situation at work, whereby my head of department was appointed on a large scale, on a scale four, to run both departments. And within me moving in, about two years into the job, he sort of abdicated the responsibility for one of these departments and I did it, acting unpaid, for about nine years. And to some extent the results I got, although everybody knew in school that it was my, input (Umm), that was getting the results, technically on paper \$he would take\$ advan-, he would take, he would take the credit, if he liked

T35 \$He was taking\$.

But the credit is like your theme of men taking the advantage (Umm, um, yeah). Yeah

C36 And then eventually, you see I was doing two jobs for the price

of one, (UhHm) I was doing a pastoral job too on half what he was earning. It was a material thing aswell (UhHm). And then, last year, the year before last, I went to see the Head and I suggested that I would like the departments split and in actual fact the man concerned said he would be delighted if that happened as of I was actually being recognised for the job I did. Um, but then instead of supporting me in the new role as head of department, um he just abdicated all responsibility and concentrated on his subject and so suddenly he was no longer supporting in any way and it was kind of 'You're on your own, you've made it, you've got the job, now get on with it' kind of thing. You know. (UhHm) And it was particularly difficult last year with the change of examination and the work that I was doing which was new (Oh yeah), when I really needed a colleague to discuss (OK) things with

T37 You immediately, yeah so, if you get out from under the taking advantage and exploitation (Um) you're left with no support (Um), so what's really hard is to feel that you can be your own person, given your own credit, not being taken advantage of but not being abandoned \$either\$

C38 \$Either\$, yeah cos we all need each other (Yes) in whatever aspect we're talking about (Yes, yes) 17

T39 So one of the things you might have been defending yourself against, last week, might have been the possibility that I would abandon you

C40 Well you actually said something which made me think, you said that you couldn't go through my life history in eight sessions, and I think that is what I'd expected of the, um, the situation between us (Um). I thought that was what I was here for and when you said that I suddenly thought, 'Well what am I here for', (AhHah), and 'What is he going to do' (Yes), because to me we, all my life is relevant to the way I am now (Umm). I mean not all of it, I mean not from day one right to the present day but many many things along the way make me the person that I am 18

T41 So it felt like some kind of a, you thinking I'm rejecting you (Umm) with you thinking I didn't want to know your story (Yeah um), that I didn't really care, I wasn't interested

C42 Not that you didn't care but that we didn't have time to do it

T43 So that makes you very painfully aware of the limits here (Yeah yeah) and if there isn't time, then then your reaction is to f 'Oh well I'd better not get too involved', 'better not expose \$myself\$', get

C44 \$No, not\$, not expect too much 2

T45 Not expect too much. (Um) So is that like, being disillusioned is that like you're saying (Um) about people not, men not living up to expectations (Um). So you're, you're eagerly constructing building up expectations of someone and then they're dashed by maybe in this case not exactly a chance remark, but not one that \$means\$

2

C46 \$That I was\$ going to have expected

T47 Not one that you expected and not one that I would expect you this is the interesting thing, that it was a lapse on my part to, to recognise the effect of that observation on you. All I was saying was, all I was trying to do was set the boundaries to help us to make the best use of eight hours. But for you I carried a whole lot of meaning about 'Well, so he's not going help me to piece all this together'

C48 Or 'If he's not, what is he \$going to do?\$',

T49 \$What is he\$ going to do

C50 And how is he %going to do it%

T51 %Raising anxiety about% the possi-, that, 'If this isn't what expected then what is it' (Yes), yeah. And that's frightening

C52 To you

T53 To you

C54 To me. Diappointing (Disappointing) more than frightening.

T55 Well, I wonder if that's still important to you, I wonder if it's still important for us now to try and establish for you a positive sense of what this is about (Umm), of what we are trying to do here (Um), because if, if you're feeling disappointed, you're feeling this isn't what you expected, then either I mean that is going to be, you're going to be in some way holding back. You're just not going to, to know how to be here and what to do (Umm)

C56 As I said to you last week I didn't know the rules of the game (Umm) which was how I was explaining it, perhaps badly but that's how I felt (UhHmm)

T57 You were explaining it well enough, yeah you were explaining it fine, but I wonder, you feel different this week. It feels like you're telling me the same sort of things but in a way that is much more reachable. (Umm) That somehow it doesn't feel like I have to, I don't, maybe yeah, the defensiveness thing, maybe I'm not so much on the defensive cos you're somehow feeling more comfortable, feeling more able to say what you want and what you feel

C58 Well I think as I said last week I feel unless I'm totally honest with you I feel we can't get anywhere, but then again you don't know me well enough to know when I'm being honest (UhHmm). It's difficult for you too to get to the real truth of me because, I mean, say in this limited (UhHmm) portion of time that we've got, it's very very difficult to build up the whole person I think. But I do feel better this week and last week I felt embarrassed in some way with you looking at me. I don't know why particularly (UhHmm) but I did, and that I found quite disconcerting and all that affected the whole tone of the (Umm), apart from what you said, the two things together just made me feel uncomfortable (Umm). I mean normally when I talk to people I've got good contact and I knew what you were, what you meant last week about this, (UhHmm) looking almost shifty (UhHmm, UhHmm) and that it's me cos normally I look at people (Sure). And listen and guess



what they're thinking (Umm) just by the way they're looking at you

T59

You were feeling very very edgy (Edgy, umm), as if you didn't : you were coming with one expectation and then suddenly that's taken away from you and you feel exposed (Yes) and you don't know what's going to happen (Yeah, umm). And that seems to connect with feelings about men in particular, that you don't quite know what's going to happen, or if you don't know what's going to happen then it's dangerous cos, there's a lot they can do to hurt you (Yes). So, I wonder if I can try and show you what it's about if it isn't about telling your lifestory. Um, first of all one way of approaching it is to say this, that I think you're very good at analysing things and working things out. You've said, some of the things you've said already today are the kind of things that for some people it would be my goal for them to be able to say that, OK, whereas you know you're there already with some of it. You're talking about, you're looking for ideals, idealised men. I mean that's almost the kind of thing that people say, you know in the books about psychotherapy. (Umm). Right, (Um) helping people to recognise those things so, there's a tremendous amount that you understand already and you know about yourself already. And so the way we're working is based on the idea that, we've got to look for what we can offer. You know the two of us talking together, can we offer something that you can't, nobody can get on their own, and it has to be something you can't get by writing out your life story, you can't get by thinking quietly by yourself and something that you can't get, necessarily by talking with your friends um, and it's something to do with. So, so that's the kind of negative, what it isn't. And the reason, I mean the reason it isn't those sort of things is that you can get that, you don't need to come here for that to analyse things, to work things out. But, the things that can happen between two people are much more in, and in some ways much harder to take because they're not totally under your own control. Things that can happen as we're talking, that that lead us to discoveries because of how you feel, how you react to things that I do, how I make sense of things that you say, the things can only happen between two people. That can't happen from one person on their own (Umm). So it's not like looking up the answers to your problems in a book, it's not like me being the kind of er, mindreading or computing kind of expert that can sit and put in the questions and I'll give you the answers. It's more a case of 'Let's see what happens as we talk about the things that bother you and let's try and, and work out together how to understand each other, how to make sense of things'. I know you know when you were, when you were looking around you felt uncomfortable. However unusual that is it's something, you know for you, it's something that happened. Something that you were doing, something that you were feeling. And it has, it's led to be able to say quite a lot about you in relation to men and

your, your worst fears about what can happen. And I don't need to know all the details of that to, to pick it up here, for you to explain it to me, and for us to work out things together about what makes that happen. How it happens that you, your feelings are, that that kind of feeling is aroused and you, you end up reacting in ways that, we've only just began it, but we that will affect other things for you. 'If, if you're acting like that what, what am I going to do, how am I going to react to you being edgy'.

C60 I don't, I don't really know how to describe how you reacted towards that (Uhhmm), um, other than communication broke down almost between us (Uhhmm). And you ended feeling frustrated because you, you couldn't get through to me (Uhhmm). I thought yes.

T61 Yeah I think we both felt frustrated (Umm), uhhmm, and that feeling of frustration, um is that something you recognise, is that something you've had in other situations in not getting through to people *to be honest about*

C62 Yes, um, quite, quite, mainly with my first husband because he wouldn't argue, he wouldn't have an argument (Uhhmm). If <sup>29</sup> something displeased him he would wake away from knowing, he would go and lock himself in the bathroom rather than have a row. And I used to feel very frustrated at not being able to get to the root of any problem we had (Umm), because you know, shutting a door on somebody or or taking, I mean silence is an absolute weapon isn't it, and er that happened over, over all the time I was married to him, fifteen years, um. And that was the thing that, that was never resolved, I mean when we actually were splitting up, and we, we tended to not even row then. But discuss things quite clinically and broadly um, he wouldn't put all his cards on the table you know, he wouldn't say exactly what he was thinking (Umm), so there was poor communication there

T63 And you didn't have a way of dealing with that

C64 Well if somebody won't answer, you you find it difficult forming the next question, um 30

T65 So was there a sense for you in which I wasn't answering

C66 Umm, umm (OK). You were looking (Looking). I thought you <sup>31</sup> were letting me flounder (Um, umm)

T67 OK, \$I\$

C68 \$And also\$ I felt that you thought I was almost putting on a performance. (Um)

T69 You thought I thought you were putting on a performance, OK. Now here am I, and it's my job to help people (Uhhmm) in the situation you're in and obviously that involves communicating with them (Uhhmm), you know to establish a basic rapport with them, OK. So, and you're reporting me, you're seeing me as as being quite sort of critical, quite hostile to you, yeah, 'Oh she's putting on a performance'. Yeah. You were exper-, you were feeling that from me, you were feeling sort of

distancing disapproval, and somehow hostility from me (Umm), OK. Well I think that tells us a hell of a lot cos that can't be right for me, that can't be what I was feeling. Because it would be, it, it would be completely against everything I'm doing this for (Yeah), to react in that, to actually feel hostile. I could feel frustrated and what I was trying to do and maybe even this didn't succeed, this is interesting, I was trying to say at the end with the frustration, I was trying to share that with you and say 'Well at least we can agree that we've both, we're both dissatisfied with what we've done together here'. That w- felt to me like it was, it was worth acknowledging that. To say 'Look', you know, 'we're frustrated, we're still here and we're gonna try and do better next time'. That was the kind of message that I was wanting to share with you.

C70 Well, afterwards I thought, I was very suspicious, we brought that to light didn't we, that I was feeling (Umm) suspicious. To the point of thinking that in a sense you were trying me out. You know that you said that you had other ways of working other than discussing my life story in detail (Right) kind of thing, I thought, 'Is one of the ways that we're working, is I'm trying to, provoke a response from me' (Umm, umm). You see, I mean, cos I don't know your methods I don't know (Yes, quite) ... how you work, and I thought 'Are you trying to provoke a response from me by saying to me, "You're very suspicious", that bit about looking up there', um, which was only a remark I made in passing, it di- wasn't particularly significant to me what those switches were, I just found it curious. And I felt suddenly you were making quite a lot out of that and I thought everything I said after that (Umm) you were going to make something (Yes, yes, yes), you know. Of huge magnitude out of it\$

T71 \$Yes you said that. You\$

C72 Yeah, you know and I felt, that's what I meant by the performance almost as if I was not communicating with you so therefore I was putting over an image to you that I wanted, in other words, like being the ideal patient (Umm) and I felt at the end of the session last week as if I was a total flog, as if, I I felt guilty in a sense, not guilty I felt (AhHah) disappointed that (Disappointed) that you hadn't been able to work with me. I felt as much disappointed for you as I did for me (Umm) and yet the other half of me was saying, 'Was he trying to be, provoke me', you know (Umm, umm). I think, I think we've said already today, I'm told I over-analyse everything, I've got into this dreadful habit of analysing myself (Yes), analysing \$other people\$

T73 \$Analysing yourself\$ so much, and that's somehow in combination with me trying to use observations, and that's what I'm doing I'm trying to, to, to pick up on what's happening between us, OK that's the, that's the way I'm working, um, but I'm trying

to do that in service of helping communication (Yeah) but somehow when you're feeling under scrutiny, under attack, potentially perhaps taken advantage of then, all that just feels like it's all more of the same. And the more I did it the worse it was

C74 The more uncomfortable I became (That's right), um (That's right, that's right) 25

T75 And it's something like, you know, it becomes impossible for you to say, to to put into words what you want, what you feel (Yeah). And you know like with your, with your first husband, you know, m- silence is a weapon, you were not able to say to him what you wanted directly. Or at least if you did it never got through so, that that simple thing of saying, you know, 'I I want to talk, or want to be with you, or you know stay here or cuddle me', or whatever it is, that simple I want, that cry from the heart you couldn't make it

76 [4] You ended up feeling paralysed and confused and attacked and having to retire to lick your wounds

C77 Umm, very isolated (Isolated), umm. But what I can't understand is, having felt that feeling in so many situations (Umm), particularly with men, um, I'd not realised this before this difference because I always thought I got on well with men, er, women irritate me in a group, I've never particularly been a woman's woman (Umm) if you know what I mean (Umm, umm) within a group, er, so I suppose, yes it's made me think I don't relate that well to either men or women. I've never had girlfriends particularly, I've had um, you know close friends (Umm), I I have, people that I work with, which I told you about, I found, I found they were my friends in a sense but I had to be ill to recognise it\$, yeah TA

T78 \$Had to be ill to find it out, yeah discover it\$

C79 But what I don't understand is why do I go back for more, why do I knowing that I've had this situation (Uhhmm, Uhhmm) and I've tried to put out feelers towards the other person, I've tried to get a response from them, whether it be a cuddle or whatever, um, in, in numerous occasions I, I've, that hasn't happened so why do I keep on you know, going back for more. Why do I keep on perhaps not being discerning about men. Is it the fact that I, send out signals that, that are not saying to the man 'I'm helpless' but in fact are 'I'm very independent' you know um, doing the reverse of what I want really (Umm, um, yeah. Absolutely)

T80 You send out the signals that are the reverse of that you want (Umm), and, we saw a lot here, we've seen a lot of that here. So w-when you're wanting to be loved in a way that is going to make you feel some comfort, some, something, something inside that's good, and feeling whole, something else happens instead (Yeah)

C81 I mean I've got an image in my mind at the moment of, when my children used to go and stay with their father or odd, every

other weekend, I was sort of left on my own alternate weekends and on one occasion I rang my father up to ask if I could go up for the weekend and he said, 'Yes, er you know, I suppose so'. So I said to my, my daughter K. had stayed home that weekend so I said to her, 'Right, good', I felt that I wanted to go away and I suppose I wanted to go back to the home (Umm) you know. Um, and he rang up about twenty minutes later and he said, 'It will be rather difficult this weekend', for various reasons that he gave me, 'perhaps another weekend', and I said 'Right, fine, OK' and put the phone down and absolutely sat there absolutely broken-hearted (Umm) because I needed that help then, and I was actually saying 'I need it', I was saying 'I need to get away for the weekend, I thought I'd come up'. And then to add insult to injury, the next time he rang me, which was about two months later, he said um, 'You remember the last time you rang up, were you a bit down'. I said, 'You'll never know just how down I was', and I said how much he'd hurt me that 'you couldn't be bothered to find time for me' and he said, 'I find that difficult to believe, you've always been so resilient and (Uhhmm, Uhhmm), and so hardboiled', that was the expression he used, hardboiled. I thought 'You don't know me very well then do you Dad'. I remember that conversation and and and that just about sums it up on other occasions, that's the kind of response I've had, um, and and I'm not talking about putting up barriers there, I'm talking about saying 'Can I come up for the weekend, I need you'.

- T82 Yeah, so the thing about saying what you want and saying what you need somehow people don't actually hear it
- C83 They don't listen, no 2
- T84 They don't listen. So the message, you were saying you were putting out the wrong message, somehow you're putting out messages, some other message is so strong from you that they don't hear the words
- C85 It gets in the way, yeah (It gets in the way). But I mean if that had been a videophone, he'd have seen me sitting on the bottom of my flight of stairs in my house wailing my eyes out (Umm), feeling utterly, totally lost (Umm)
- T86 It feels like there's a message to me not, you know, that telling me this story about your dad is telling me, telling me I haven't really recognised the depths of your pain. That I don't really know how bad it feels.
- C87 Well I think professionally you've probably heard similar stories before, but whether you know how it feels (Umm) or not I don't know. I don't know whether you've ever experienced anything like that, and whether you need to experience it to understand it. It's a bit like we can talk about death but none of us can be experts on it cos we haven't died. Oh that was a really deep one wasn't it (laughs). (Umm) 4
- T88 That's on your mind sometimes 1
- C89 Death. (Umm) When I was really ill, yes, I just wanted 4

somebody to switch off (Umm) the machine. I didn't want to kill myself but I did want to just be switched off and not to have to cope anymore

T90 If noone can hold you maybe someone can carry you away

C91 Or put me out of my misery

T92 Put you out of your misery (Yeah).

C93 I'm I'm glad to say that I don't feel like that now, but, and feel our relationship would have been very different if I'd come to you very much at the beginning, when you could see the pain, because the tears were there and the distraught look I had, it was perfectly obvious (Umm), I think now to some extent, the mask is back in place in terms of visually seeing whether I'm needing help or not (Umm, yes). Not as much today (Umm), b-because we've touched on some raw things which still hurt (Yeah), but last week we didn't touch on any of those (Yes)

T94 We weren't allowed to, we managed not to (Umm). But I think maybe feeling that way, feeling that there was a lot of raw things around, a little while ago, it must be very hard it must be very hard to take the risk of getting in touch with that again.

C95 Yeah, I think I said that to you the first time I saw you (Yeah), I think I was a bit frightened about lifting the lid off (Umm), but I still feel that I've got to, I've got to try and make sense of it and I am very conscious we've got such a short time to try and do it

T96 So making sense of that, I wonder whether you're any nearer to that making sense of it together is like and how different that is from you analysing it on your own. It's like just now, when you said about death, 'Ooh that was a deep one'. That moment of you feeling something (Yeah), something getting to you, where because we're here together you can't slide away from it, you've got to face it (Um)

C97 I've just realised why I said that, you know, like 'That's a deep one' (Uhhmm), it's almost like I was feeling to myself I thrown that one in for you to latch on to. You know I hadn't (Uhhmm) it came out, where I thought, I was thinking you were going to make something of that as I said it (Uhhmm), that's I said, 'That's a deep one'. In other, in other words that to me, um, death, I mean, I suppose it does bother me (Umm) and haven't really thought that much about how much it did bother me, you know. And as I said I was thinking 'I've just thrown that one in', so why did I say that. And I've said it (OK) probably because there it was inside \$and er\$, umm

T98 \$Buried inside\$, exactly. One of the things that happens is that you do throw things in and I mean, this is what this is about (Yeah) to help those things to come to the surface

C99 Yeah and not to bother about \$saying them\$

T100 And \$not to bother\$, absolutely. Saying what you feel as you feel it (Umm). For it to feel safe enough that that's OK to

(Yeah)

C101 Well I mean brought up as I was as a Catholic (Uhhmm) I was told that you know, my mother had gone to Heaven and the Guardian Angels were watching me, and all the rest of it and the Guardian Angels could see good and bad and I mean the mumbo jumbo that's been taught at me in terms of being a Catholic, um, I found very hard to take. I mean I remember actually being, as a child, lying in bed thinking that if I die tonight I might go to Hell because my father's ins't in very good condition, you know (Uhhmm), and I found that a horrendous thing for a child of eight or nine to be lying thinking, um. So death was frightening for me right from being a child um, it was a frightening aspect. Plus the fact that my mother had died and how vulnerable we all are, how we're all going to die so I suppose it was quite a big thing, um. And then my confusion in terms of my nineteen year old sister dying, of cystic fibrosis when she had a brilliant brain and she had a big future ahead her, was at university and I just couldn't understand the reason why she should die. I couldn't understand it at all, um. Still can't. Um, and I I I'm worried about, I worry about the fact that, as a child I believed there was a Heaven and I believed there was something to go on to, but now I, you see when I went through the illness bit at school, before I finished, I was desperately searching for some kind of support from somewhere and I joined a group of people at luncheon time who were, well two of them are, sort of Born Again Christians, and I thought, I was looking for some kind of salvation or help there and the more they explained things to me and the more the speaker chattered on I thought, I I don't believe that, I don't believe that. I couldn't get any comfort out of it at all (Umm) and the more I thought about it the more I thought, I mean I actually tried praying when I was really ill (Uhhmm) and I'd get down on my knees before I went out to school in the morning and I'd just say, you know, 'God if there's a God, please help me, help me get through today' and actually I was kneeling on my bedroom floor praying, um

T102 Trying to pick something up from your childhood there, there was something about you were, you, you kind of seeing it now from your adult perspective, as something that you've outgrown or you don't believe but you, you were trying, \$looking, that's like another idealised thing\$. Trying to make it real.

C103 \$I was trying in desperation yeah. Yeah\$

T104 Trying to, if only there were a God (Yeah).

C105 Well I've never prayed direct, so as I question God, because I always thought that was a, a bit, a hypocrisy, you know if I was saying 'I don't know whether you're there or not' so I couldn't say, 'Please God help me'. I would say, 'If you're there God help me'. And I, if God is as good as he's supposed to be then surely he would hear that prayer however weak it is, you know. Not from the great strength of saying I believe in you, but (

you know I 'I'm a sort of a very fem- human being and I don't know whether you're there or not but if you are, help me'. And I think I've, I haven't finally made my mind up whether there's a God or not but I didn't feel that I was receiving a direct reply, because I was going in every day feeling dreadful. And yet I was getting comfort out the fact that my friends in this circle were praying for me. And were concerned for me. And um, I I've got it in my bag, one of the girls that I work with and I thought it was lovely, I was really, she gave me that and she said 'I got that, I saw it on Saturday, and I got it for you' and if you look, see what's behind you can see what it actually says'.

T106 (6) Umm

C107 (7) I don't know whether I believe in God or not or whether I believe in the power of prayer, but the power of friendship (Uhhmm) and kindness (Uhhmm) did me a lot of good

T108 So in that kind of friendship there's something that really can sustain you. someone who really wants to care for you

C109 I don't even know whether she realised the impact she made on you know giving me that, because we're not close friends but we like each other and we're colleagues (Umm) and, and she was very concerned when I was ill. She you know, as a lot of other people were but I mean this was the thought, I mean people who you're back and they see you apparently coping and apparently back to full health, for somebody to come up to me like last week and give me that, you know (Uhhmm) I thought 'She still see that I'm not totally back to normal', whatever that is, you know ilk2

T110 She can accept you and care for you without you having to be perfect and strong (Umm)

C111 Or without me being really ill

T112 Without you being ill, you \$just be\$

C113 \$She will\$ accept me

T114 She will accept you, yes. AhHah. Didn't you say the first time we met that you couldn't be ordinary.

C115 Couldn't be

T116 Ordinary. This was about achievement, about going places in work (Yeah, yeah) and it seems to me, when you say that that is kind of seeing you as OK, you know you're not 100% well, you're not completely back, it's like saying you're ordinary, you're OK

C117 Yeah that's true.

T118 It's like saying 'You're one of us, (Um) we can be friends, we can care about each other, we don't have to be out of the ordinary'

C119 And the other thing was I'd already said to her, when we came back this term, she said 'Will you be coming to the Tuesday meetings any more', and I said 'No' and I said 'I don't want to be hurt by this because I came to the meetings' but I said 'I don't feel it's for me, um, I'm still open minded about what'



there is a God or whether there isn't but I don't really feel comfortable coming along to the meetings anymore' and I said I that isn't that I'm saying you know, stuff it, it's no good for me, I'm I'm very grateful for the way you prayed for me (Umm, umm) and included me' and she said 'Well that goes on anyway, whether or not you come to the meetings'. And that was two or three weeks ago and then to come up to me anyway that's still saying 'Whether you're part of us or you're not' (Yes) you know 'I still care about you and I still think about you being well (UhHmm) Which was lovely

T120 There's something about a separation there, a distance. A bit of a distance created by you not going to those meetings, that doesn't destroy the contact and the

C121 (Over T) Now that to me is true Christianity (Umm, umm) because I think in the past 'If you're not a member of our Church' (That's right) it's terribly exclusive isn't it. But she was saying that to me is saying what Christianity is about. It's about treating a person with kindness and accepting them, whatever (Yes, umm) 58

T122 Yeah. Something I just picked up earlier which I was just wondering about which was when you were saying God if you're there and you're supposed to be, you know, if you're good and powerful then you'll do something for me, that sort of theme in the prayer, or I just wonder whether there's a, is there a place for anger here. Is there a place for you getting mad with God for letting you down. Getting mad at your Dad for letting you down

C123 I think I put God above anything else because I mean God to me in the way that I was taught, that God um is loving, God will accept you whatever you do, die for your sins or however wicked you are, he would still love you. So, he's a far more powerful being than any human being, if he's there at all. Um, but yes suppose, I'm I'm frustrated with God because I feel there've been so many occasions when he could have helped me, so many occasions when he could have shown himself to me (UhHmm, UhHm and hasn't (Umm). So therefore I am saying, 'Well you know if you are there, you're not making a very good job of it' (UhHm, UhHmm)

T124 So it seems to me that there maybe something quite important that perhaps you wouldn't perhaps recognise analysing yourself thinking about things on your own, perhaps there's something important about the times and places and the people that make you feel angry, and we've talked about, we were sharing a frustration last week and there was a disa-, and you were putting it on yourself, maybe blaming the building, maybe blaming yourself but, perhaps also wanting but not quite being able to blame me for that

C125 Yeah blaming the expert (UhHmm) in the same way that God wasn't exactly helping (UhHmm). Not putting you in, not calling you God by any means but (UhHmm) in terms of the expert who should

know (That's right), he should recognise what I'm I'm, I can't communicate with him for some reason (Umm), yeah

T126 So that when you're faced with that, you're actually feeling quite a lot of anger inside and you're not saying it (Yeah)

C127 Because I I when I wrote that [Post-session Questionnaires] it was all very negative. I was angry (UhHmm) when you went out of the room partly because I didn't know whether you were goading me or whether you just weren't understanding (UhHmm) and I felt quite angry (Umm) yeah, and it was a waste of time (UhHmm). Am I setting myself up to be let down again (UhHmm). All that happened.

T128 All that happened (Yeah). Cos you felt let down in a way with the hypnotherapy, didn't you. You went three times

C129 Yeah and I, the third time she said to me, and you see I feel guilty at saying to you, 'This isn't working for me', or to her 'This isn't working for me, we're going round and round in circles', but the last time I saw her I actually said, she asked me how I felt and er, how did I feel, I think it was death, (Umm) or how did I feel at that moment (UhHmm) and I said, 'Um still feel that I'd like to be switched off, I still feel this isn't getting me anywhere, and I don't see any hope of me getting anywhere' and she she seemed quite cut up about that. She said 'You mean you feel the same as you did when you came in' and I said 'Well worse if anything' (UhHmm), because er I just, we were going round and round in circles. (UhHmm) 'I don't see what we're getting out of it' and I immediately felt guilty because I thought 'I've made her think she's useless' (Umm) you know

T130 So if you get angry you begin, just begin to show feelings of frustration and anger then something's going to go wrong, you're going to hurt the other person, you're going to get hurt yourself, so you mustn't do it.

C131 Yeah there's a lot of hold back and control (UhHmm, UHHmm) with me not being angry (Umm). I think that goes back to my, I think childhood where I was told not to cry you know, to grow up and a sign of being grown up was not to show you were upset (Umm, Umm). You know that is a big thing because I remember in childbirth, biting my tongue rather than shout out, and if ever there was an occasion when a woman can shout out it's in childbirth. But I didn't you know and I, it's almost like prior you know that I didn't. It isn't now because I realise, I mean if I went through it again I'd scream the place down, I think, but at that time I think that was part of it, not to give way

T132 Not to give way (Umm). Now I wonder what's happened, it feels to me like you, you've emphasised something different from what I did. I started with anger, and you not expressing anger, frustration, that you were actually quite cross with me and it came out on the form but not as we were talking

C133 I felt I got a little bit near it (UhHmm) when I said I wouldn't have said that to you in the past, I would have remained quiet

polite. Whereas I did le- tell you how I was feeling (Umm, um as far as I could. But not saying 'Look I think you're putting me on the spot and just trying me out, and you're making a bloody fool of me' (Uhhmmm, Uhhmm). I didn't say that but (Umm) I couched it if you like in polite terms (Yes). But at one time I wouldn't have even said the polite terms (Umm, sure)

T134 So there's

C135 Progression

T136 There's progression, but it seems to me that's a good, that's a very good example of what we need to be able to do here. For it to be possible for you to say how you're feeling, OK. And I think that that will, that will help us a lot because there's lots of other situations where you haven't said how you've felt or where you have said and you've not been able to get the message through, like looking back with your dad, you haven't really had the experience of getting your point across and having someone know how you feel. And there are some things you must still be scared of people knowing about how you feel.

C137 But I think the thing is, how strong have I got to put the message across. Because when my husband and I decided we were going to split up, it was about January (Umm), and we knew, we'd only been in the house that we'd got about six months so financially we couldn't split up until we'd been there about a year. So we went from January to July (Umm) living this awful false situation (Umm). And I rang my father up in January and told him that we were splitting up and he was very surprised and not very happy about it, but he didn't bother to ring me up anything, at any time at all between, over the months (Umm, Umm). He just assumed I could cope with this break up in the marriage. And then my stepmother had um, she was taken ill and subsequently it was discovered she'd had a brain haemorrhage. And my father had rung up the house in S. and had left a message saying she'd been taken into hospital, would I ring back. So that was in the evening and I thought 'Sod it, why should I ring back', you know 'I've gone through a bloody awful situation this last few months, why should I ring you back. Sod it, I'll ring in the morning'. And I deliberately didn't bother (Uhhmm) showing that you know that I could be (Uhhmm, Uhhmm, Umm) as indifferent. Then he rang me the following day and said, 'Didn't you get the message'. I said 'Yes I got the message'. 'Why didn't you ring'. I said 'I was going out to a wedding'. 'A wedding and your stepmother's ill in hospital, this that and the other'. I said 'I'm sorry if it's something serious but I honestly felt that "Why should I bother", you haven't bothered over me over the last six months'. He was utterly staggered by this. Er and I said you know, that's how I felt. Now I told him and you can't tell anybody any plainer than that can you, how neglected and how unimportant I'd felt (Uhhmm, Uhhmm) and until he was in a situation where he was panic stricken and thought his wife was going to die was the time when he rang me

up. And I felt very angry about that.

T138 And so you gave him what for, you ac-

C139 (Over T) Not really (No) because I was being sympathetic, (Umm) obviously the man was in a bad (Umm) state (UhHm) and so I didn't use a really nasty tone of voice but I quite calmly told him why I hadn't done it (UhHm). Now if you call that (Um) revenge, I didn't feel it was revenge, it was just showing him as plainly and as loudly as I could that I wasn't this hard image that he thought I was (Umm)

T140 You were showing him that you were not this hard image

C141 This boiled, this hardboiled person, you remember \$because\$

T142 \$Yeah sure\$ but it doesn't sound like that

C143 Doesn't it

T144 No. It sounds like you're, it could sound like you're as tough as old nails, you can give as good as you get and if it's not gonna, if he's not going to budge for you for six months then you're damned if you'll do a thing for him (Yes) when he wants it

C145 Now that tone of voice does sound of like me saying, 'So sod you and I'm one up on you' (Umm). But I didn't say it in that kind of voice

T146 But, no it's not quite 'Sod you'. It's, it's aggressive defences up. It's 'I don't', you know it's not quite, what am getting at, yeah, it's that your vulnerability is somehow disguised by, in a kind of, kind of, 'Well if you're not interested in me then I'm not interested in you'. (Umm) It's kind of a reaction, 'If you're going to reject me then I'll reject you'

C147 But how otherwise can you show that you're hurt.

T148 How else can you show that you're hurt. That the only way that you have of getting through to someone to say that you hurt is by rejecting them in turn, for they're rejecting you.

C149 Yeah, umm

T150 Well I think there are other ways of things, there's something about telling, there's something that you did today telling me how angry and upset you were inside, when we were being defensive with each other, which is different. Telling me how you felt inside is different from being, being kind of defensive. Being defensive is what you do when it doesn't feel safe to express what you feel because it's not going to be well-received.

C151 I'm a bit confused by what you've just said. I can't think of any other way I could have told my father that I was hurt, other than in sort of waiting for him to ring me, for me to ring up and say (UhHm), 'Look why haven't you rung me, I feel dreadful

T152 'I'd like to talk to you'

C153 Because probably I would expect the same response as I got last time, 'I'm too busy'. So I waited, not knowing it, but when the opportunity came, explained in the only way I felt I could (Umm)

T154 So it's by, it's by giving something of the same medicine isn't it (Umm). It's by, giving back what you got.

- C155 Umm, I felt that was the only way I could show him how I felt

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- T156 Dad's felt, yeah OK, it was felt that was the only way you could show this, you couldn't say, you couldn't say how much, how hurt you were, you know. You couldn't say 'Look Dad I really, I do feel very, you know, I would, I want to talk to you, I want, you know, I I I want your help I want your company I, please'. You know you couldn't do that. And and that was something which was happening here with you being defensive, that you were not able to say, to acknowledge just what you felt you needed or, wanted from me, that we were kind of getting into this defensive (Yeah)

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- C157 Would you have preferred me to have said 'Look David I mean I'm finding this a waste of time, I feel as if I'm on the spot here (Uhhmm, Uhhm) I feel very vulnerable, I don't know what the hell you're doing but I don't like it'.

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- T158 I've got two reactions to that, one is when you say 'Would I have preferred', there's an implication that I'm even now there's still this feeling that I'm somehow finding fault with what was happening last time and I'm not doing that (No you're not), it's not what I'm trying, I'm trying to, I'm trying for us to understand what was happening and what pattern in your life that tells us about (Umm). So what I would have preferred, to me that isn't, \$that isn't, that isn't the point\$

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- C159 \$well would it have been better\$ for me to, rather than say the word preferred

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- T160 Even that is somehow, not the way I'm looking at it because, because it's been useful, we're working on it. We're finding out (Umm), so there's no question (Umm) of preferred, better (Um), all I'm saying is that that is what seems to have been happening and that is expressing a problem you have in relating to people. And indeed what you're suggesting now, you know the alternative of saying um, er, 'I'm feeling I'm not getting what I want' and all that, yes that would have been something that I would have found it easier to respond to and if that had happened we probably wouldn't have, you know we were in some kind of a stalemate, (Umm) and we recognised it. And I think I wasn't too worried about it because I thought we'd get over it. That's something which perhaps you couldn't feel the way I could but I could feel 'Now OK, so this is the second time we've met, this is what, this is what's going on but, that's fine, we'll get it sorted'. And so I, so I come today very much with the commitment that we're going to get that sorted.

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- C161 But you see people respond in different ways. If I'd responded in that way to you that would have been OK, whichever way I'd responded to you would have been OK. That's what you're saying isn't it but with (Uhhmm) people like my father, from past experience, knowing how he responded then presumably I was trying a different tack because I couldn't get through the first way (Uhhmm, Uhhmm)

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- T162 Sure yeah, I I, to say, I'm not at this point able to say

anything like, 'Well what I think you ought to do with your is this' (Umm). Or 'What I think you ought to have done in situation is that'. It's more a case of trying to, get hold things that go wrong for you in relationships (Umm), try and what happens between you and other people

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C163 Well one thing is I won't recognise defeat with my father (U) And I got to be over forty before I realised there's never g to be a very close relationship between us (Umm) and to accep it for what it is (Um) and not to continually go on thinking 'Dad will notice me sooner or later' (Umm) cos Dad won't (Um) So you have to accept that fact but it took me into my fortie to to come to that conclusion. If you like, that he wasn't idealistic person (That's right) that I was trying to make h into (Great)

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T164 Do you realise that Dad went, but at the same time to recogn there's a part of you, that's, there's there's, that he's in you somewhere that you, there's a part of you that's still looking for that. It's in in, it's in your very being becau it's been apparent for so long, of looking for something different from Dad or a Dad figure (Umm). And it can be God can be an expert, it can be a whole load of different

END OF TAPE