Chapter 9: Confrontation

▲ Answer question on pg. 240
▲ Clients come to an interview “stuck.” Lack problem solving
▲ Conflict inhibits neuronal activity
▲ Long-term conflict and stress or trauma can result in memory loss.
▲ Confrontation can lead clients to gain new information, resolve conflict, and reduce stress.

Confrontation Skill

If you use confrontation skills as defined here, you can predict how clients respond.

Confrontation: Supportively challenge the client:
1. Listen, observe, and note client conflict, mixed messages, and discrepancies in verbal and nonverbal behaviors.
2. Point out and clarify internal and external discrepancies by feeding them back to the client, usually through the listening skills.
3. Evaluate how the client responds and whether the confrontation leads to client movement or change.

If the client does not change, the interviewer flexes intentionally and tries another skill.

Predicted Result: The client will respond to the confrontation of discrepancies and conflict with new ideas, thoughts, feelings, and behaviors and these will be measurable on the five-point Client Change Scale. Again, if no change occurs, try an alternative style of confrontation.

INSTRUCTIONAL READING: CHALLENGING CLIENTS IN A SUPPORTIVE FASHION

Confrontation involves three major steps.
1. Identify the conflict and/or discrepancy.
2. Point out and clarify issues of incongruity and work to resolve them. Pg. 246
3. Evaluate the change (effectiveness).
4. How would this apply to Chris on pg. 240

How to measure effectiveness of Confrontation?

▲ Effectiveness measured by how the client responds and whether something new has been created.
▲ Thus creativity becomes an important part of interviewing and counseling.
▲ The five-point Client Change Scale (CCS) provides a systematic way to evaluate client change and progress. Pg. 251

Give a non-confrontive and confrontative statement for the following:

▲ Client: I'm making plenty of money, $8 an hour. Only problem is that I seem to spend faster than I make it. For my age, that's good money. I think I know what I'm doing and can take care of it.

▲ Client: My parents are getting along well. Oh, they argue now and then, but basically about minor things. They are really neat people, they never pressure me. I feel terribly guilty about not being able to get a job which they approve of.

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Kübler-Ross’ Five Stages of Death and Dying Similar to the CCS

▲ Stage 1: Denial.
▲ Stage 2: Partial acceptance of reality: bargaining and anger.
▲ Stage 3: Acceptance and recognition.
▲ Stage 4: Generation of a new solution.
▲ Stage 5: Development of new, larger and more inclusive constructs, patterns, or behaviors.

▲ Apply to Chris on pg. 240 or a similar situation you are aware of.
Kübler-Ross’ Five Stages of Death and Dying

Death and Dying Change Theory

<table>
<thead>
<tr>
<th>Denial</th>
<th>Partial Acceptance</th>
<th>Acceptance and Recognition</th>
<th>Generation of a New Solution</th>
<th>Development of Inclusive Behaviors</th>
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</thead>
</table>

Client Change Scale (CCS)
The Creation of the New

<table>
<thead>
<tr>
<th>Denial</th>
<th>Partial Examination</th>
<th>Full Examination But No Change</th>
<th>Decides to Live With Incongruity</th>
<th>Decides to Change From Incongruity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denies or fails to hear incongruity.</td>
<td>Discusses part, but not all of incongruity.</td>
<td>Discusses incongruity completely, but will not change.</td>
<td>Discusses and is fully aware of decision impact.</td>
<td>Discusses and alters choices when faced with incongruity.</td>
</tr>
</tbody>
</table>

▲ Complete Exercise #4, pg. 260
▲ Complete Exercise #5: In groups of 3 role play a scenario where confrontation can take place.

- You will need a client, interviewer and observer
- Use the feedback form on pg. 261 if you are the observer.