

Coding Guidelines

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**THANK YOU
CODERS!**



Comfort: General Guidelines

- Typically the 3 comfort scores will be relatively similar (i.e. within 1 point of each other, but not *always*).
- For example, when someone seems confident, but is showing other signs of nerves (e.g. talking fast or tense body movements), it may be best to rate them higher in terms of **COMFORT**, but lower in terms of **CALM** and **RELAXED**
- Common markers of discomfort in a video:
 - looking away
 - stuttering through words
 - repeating words
 - talking quickly
 - wringing hands
 - moving the body or head around
 - going on too long and asking too many questions at once

Humility: General Guidelines

- Participants should be rated higher on the Humility items if they make space to allow the client to express their desire to leave therapy rather than encouraging them to stay (this is most prominent in Chris and somewhat Vivian)
- Typically the 3 humility scores will be relatively similar (i.e. within 1 point of each other, but not *always*).
- Someone may offer a suggestion to the client in a way that is high in **RESPECT** (i.e. they show respect for the client's opinion), but it may be lower in terms of **NON-SUPERIOR** and **OPEN-MINDED** if they do not acknowledge their potential role or bring in the therapeutic alliance.
- In order to receive high marks on all 3 humility scores, the therapist **must** take responsibility for their role in the rupture (at least somewhat) and must focus on the relationship with the client (at least somewhat)

Example Response 1: "I am so sorry to hear you've been feeling that way in therapy. I wonder if we can switch gears and re-evaluate your goals."

2) Humility



- This is not necessarily disrespectful, but it is not the MOST humble response because the therapist isn't really opening up the conversation to their own mistakes or missteps that may have *caused* the error
- So this is one possible way to score a response like that (depending on how the tone and facial expressions are as well)

Example Response 2: "Thank you for sharing how you are really feeling about how things are going in therapy so far. It sounds like I have not made you feel that you've been heard here, and I'm sorry I have missed some important things you have been trying to say. I wonder if we could take a minute to talk about that and see if we can try to work through this together."

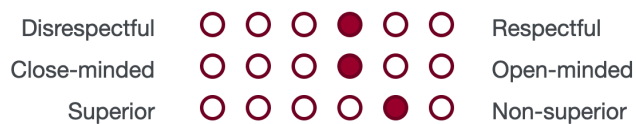
2) Humility



- This statement (as long as delivered with a humble tone) would likely receive high marks on all 3 humility measures

- Sometimes therapists talking too long or making the rupture too much about them, rather than the client, may cause them to be lower in humility items
- Example response (to Xavier's video): "It sounds like you are angry and even a little disappointed in how things have been going in therapy so far. I'm so sorry to hear that. My goal has always been to try to connect with you and to try to put your experiences at the forefront of our work, but I see now that I haven't done that very well. Some of these exercises are things that have worked in the past for other clients, they are some of my favorite exercises, but it seems like they are not working for you, so let's scrap them. Maybe we should re-evaluate those exercises. Let's focus on what you're really here for. I would love to hear more about your family and your job if you would be willing to share more. Again, I'm so sorry that I did not make space for this earlier on in treatment."
- -This response has some elements of humility in that the therapist tries to take responsibility for the rupture and address it somewhat, but it likely goes on too long and starts to become more therapist focused than client focused. Therefore, it might receive a score like this for humility:

2) Humility



- Further, it would likely receive a lower "Overall" score because the response becomes less effective as the therapist continues to talk on and on...

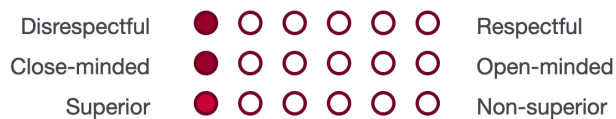
Humility by Video:

Chris

- Videos in which the therapist tries to encourage Chris to stay in therapy in spite of his concerns, should typically be rated as *less* respectful, open-minded and non-superior
- Videos in which the therapist shows respect for Chris' autonomy by allowing him to decide whether or not to leave therapy while ALSO inviting him to share more about his concerns if he feels comfortable, should likely be rated highly on all 3 humility measures, as long as it is done in a humble tone

Example Response 1: "I think that you may be making this decision to leave therapy a bit prematurely. And I am concerned that the stigma about mental health from your community is what is causing you to feel that you cannot be in therapy, and I don't want you to let that stigma prevent you from continuing on. Let's talk about that."

2) Humility



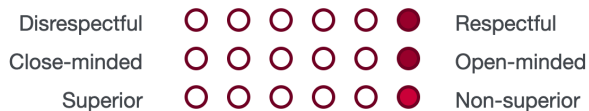
Example Response 2: "It is not uncommon for people to have reservations about therapy or to feel it is not the right fit for them, but I want to encourage you to keep giving it a try and let's see if we can work together to help you feel more comfortable in therapy."

2) Humility



Example Response 3: "Chris, I have really valued our work together, but I'm sorry to hear that this has not felt like the best fit for you. I respect your decision to leave, and I'm wondering if we can spend the rest of our session today processing the end of therapy. I was wondering if you would be willing to tell me more about what has left you feeling like you're not the best client for me?"

2) Humility

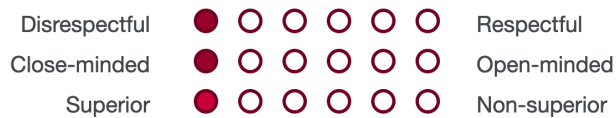


Zavier

- Videos in which the person excessively defends their reasoning for using exercises should likely be rated *lower* on all 3 items, in comparison to those who open the conversation to be about what Xavier really wants to talk about (family/job, etc)

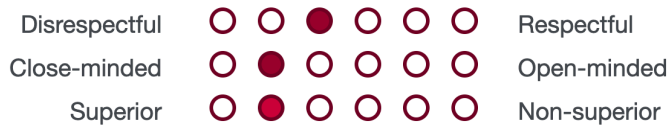
Example Response 1: “I hear what you are saying that you don’t feel like these exercises have been working for you, but often times it takes a lot of practices for exercises to be effective. Can you tell me more about the setting you are doing these exercises in and how that might be getting in the way of them helping you?”

2) Humility



Example Response 2: “It sounds like you’re really frustrated that what we have been doing hasn’t been working for you. I suggested those exercises to try to help you cope better, but maybe we can switch to different exercises to make sure you get back on track. Can you tell me what you don’t think was working about them?”

?) Humility



Example Response 3: “I can sense your frustration because it sounds like therapy really has not been what you had hoped it would be. I’m sorry that I have missed the mark on what you really need. I would love to hear more about what you really want to focus on-let’s start with what you said about trying to keep your head above water. Would you be willing to tell me more about that?”

2) Humility

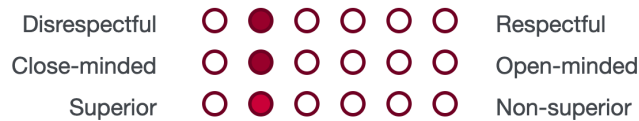


Harini

- Videos in which the therapist moves on without going back to address Harini's obvious reluctance should be rated lower in terms of humility
- Videos in which the therapist makes assumptions about Harini's "expert" comment should be rated lower in terms of humility

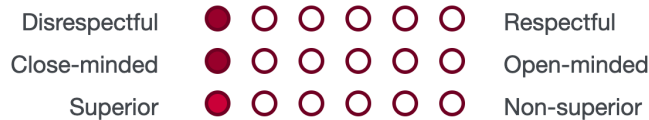
Example Response 1: "Well, thank you for trusting me in this process. In terms of our session today, where would you like to start?" → This would also be scored low in terms of overall effectiveness because they make NO attempt to acknowledge or address the rupture.

2) Humility



Example Response 2: "I heard you say that you view me as the expert. I am wondering if you see me as the expert because of your race. I know that often people in your community may see the therapist as more of an expert because of your culture."

2) Humility



Example Response 3: "I hear that you are saying you see me as the expert in this process, but I think that you really are the expert on your own experiences, and I want you to feel like what we are doing in therapy is a good fit for you based on who you are and what you need, not just based on my perspective. What are your thoughts on that?"

2) Humility

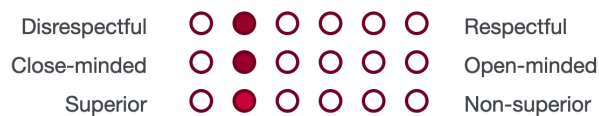


Vivian

- Therapists that try to defend themselves as being able to relate to clients even if they are different from them should be rated lower on humility items
- Therapists who over-compensate (e.g. talk too long or are looking for Vivian to reassure them or spend her time in therapy educating them) should be rated lower in humility and probably overall effectiveness too
- Therapists who do not adequately attend to Vivian's negative affect should be rated lower in terms of humility items- that is, if they are too peppy or positive even though Vivian is expressing hurt and anger

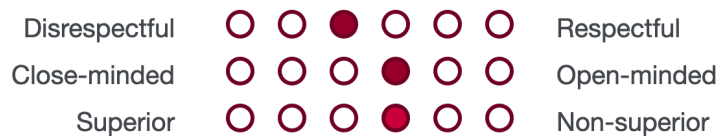
Example Response 1: "I hear you Vivian, it seems like this is just not feeling right to you, which is totally fine! This happens a lot of times in therapy that people feel like their therapist is different than them, and that is okay! We can work through these differences, so I am glad you brought them up."

2) Humility



Example Response 2: "Vivan I am SO sorry you feel this way. I never want to make you feel that you are not understood in therapy. I have been trying my best to understand, but I have failed. And you're right, this probably is because we have such different backgrounds. I am hoping you can tell me about what it really means to be you and what it means for you to be a Black woman. As a white woman, I know I can't understand what that's like, but I think it could be valuable to explore these differences and help me better understand how your race impacts your experiences." → this response is very tricky because a lot of it will vary based on the tone, but I would consider this somewhat disrespectful because the therapist is trying to have Vivan be the teacher, which takes away from therapy a space focused on her. It is still somewhat open-minded and non-superior because the therapist is open to hearing Vivian's feedback and acknowledges their own limitations.

2) Humility



Opportunity General Guidelines:

- Opportunity is the explicitness with which culture is discussed in the response
- Higher scores (i.e. more explicitness) is not *necessarily* better, as it could be perceived as presumptive depending on the client scenario
- In other words, a response could be really good, but be low in terms of the explicitness of talking about culture
- In general, scoring low on Cultural Opportunity does not mean the video is bad; sometimes, it can be better to not bring up culture explicitly. That is, sometimes it is more effective to use the client's own words to describe the cultural elements (see the Cultural Opp section for lots of examples)
 - However, given that Vivian brings culture into the conversation relatively explicitly, people should likely be rated lower in terms of comfort, humility and/or general effectiveness if a participant completely ignores culture in Vivian's video

Opportunity Examples by Video:

Chris

- Key phrases that indicate culture indirectly for Chris' video: “not a good fit,” “not the best client for you.”

Chris- Example Response 1: “Thanks for sharing how you are feeling about therapy. I’m sorry to hear that you are thinking about leaving, but I also respect your decision. I am wondering if we could talk about a plan for termination and reflect on our work together so far.”

3) Opportunity

No cultural discussion ● ○ ○ ○ ○ ○ Definitive cultural discussion

- This response does not directly or indirectly address culture; it is mainly focused on therapy processes. Again, this may not mean it is *bad* response. It also does not mean that this response would be rated poorly in terms of **COMFORT** or **HUMILITY**, it just means there was no overt cultural discussion.

Chris- Example Response 2: “Thanks for sharing how you are feeling about therapy. I’m sorry to hear that you are thinking about leaving, but I also respect your decision. I am curious about what you meant when you said therapy isn’t the best fit for you and that you’re not the best client for me. Even though this may be our last session, would you be willing to explain what you mean by that?”

3) Opportunity

No cultural discussion ○ ○ ○ ● ○ ○ Definitive cultural discussion

- This response address culture indirectly. This therapist has picked up on subtle clues related to culture and has taken the opportunity to follow-up on them. They are using the client’s language, which is indirect, therefore it is not definitive cultural discussion. It may be that responses like this are actually very effective because it is opening the door to talk about culture but not making major assumptions. Therefore, again, just because it is not getting the highest rating for opportunity is not necessarily a bad thing.

Example Response 3: Thanks for sharing how you are feeling about therapy. I'm sorry to hear that you are thinking about leaving, but I also respect your decision. When you say you're not the best client for me, I am wondering if you are referring to some of the different experiences we have had because of our backgrounds. Would you be willing to explore that more?

3) Opportunity

No cultural discussion ○ ○ ○ ○ ● ○ Definitive cultural discussion

- This response is more overt because it is bringing up differences, but it does not necessarily name what those differences are (which is why a 5 might be more appropriate than a 6).

Example Response 4: “Thanks for sharing how you are feeling about therapy. I’m sorry to hear that you are thinking about leaving, but I also respect your decision. I am wondering if some of the cultural differences between us might be making you feel like this isn’t a good fit for you. What are your thoughts on that?”

3) Opportunity

No cultural discussion ○ ○ ○ ○ ○ ● Definitive cultural discussion

- This response address culture directly. Definitive cultural discussion would also be marked by using words like “race, gender, identity differences,” etc.

Zavier

- Key phrases that indicate culture indirectly for Xavier's video: "I'm just trying to keep my head above water"; "I really want to talk about my family and my job."

Example Response 1: "It sounds like what we have been working on has not been working for you so far, and I'm sorry that I have not totally heard what it is you need in therapy before this moment. Let's switch gears and talk more about what you think might be helpful to focus on."

3) Opportunity

No cultural discussion ● ○ ○ ○ ○ ○ Definitive cultural discussion

Example Response 2: "It sounds like what we have been working on has not been working for you so far, and I'm sorry that I have not totally heard what it is you need in therapy before this moment. I am curious if you could say more about what you mean when you say you feel like you are just trying to keep your head above water- that seems really important to me."

3) Opportunity

No cultural discussion ○ ○ ○ ● ○ ○ Definitive cultural discussion

Example Response 3: "It sounds like what we have been working on has not been working for you so far, and I'm sorry that I have not totally heard what it is you need in therapy before this moment. I am wondering if some of the disconnect between us is related to the cultural differences between us. Could we talk about that?"

3) Opportunity

No cultural discussion ○ ○ ○ ○ ○ ● Definitive cultural discussion

Harini

- Key phrases that indicate culture indirectly for Harini’s video: “I’m looking at you like the expert”; “as long as you think it’s fine, it’s fine.”

Example Response 1: “Thanks for sharing how you feel about what we have been focusing on so far. I sensed some hesitation from you, though, and I wonder if there is something you would like me or us to differently.”

3) Opportunity

No cultural discussion ● ○ ○ ○ ○ ○ Definitive cultural discussion

Example Response 2: “Thanks for sharing how you feel about what we have been focusing on so far. I am curious about what you said about me being the expert, though. I appreciate you trusting me, but I also want to make sure that what we are doing feels like a good fit for you, not just based on my perspective.”

3) Opportunity

No cultural discussion ○ ○ ● ○ ○ ○ Definitive cultural discussion

Example Response 3: “Thanks for sharing how you feel about what we have been focusing on so far. I am sensing some hesitation from you, though and I wonder if we could explore that. I know we have many cultural differences between us, and I would like to hear how you feel like that is affecting or work together for positive or for negative so far.

3) Opportunity

No cultural discussion ○ ○ ○ ○ ○ ● Definitive cultural discussion

Vivian

- Key phrases that indicate culture indirectly for Vivian's video: "You don't know what it's like where I come from;" "I know your life is a lot different than mines;" "You'll never understand the struggles we go through."

Example Response 1: "Vivian, I'm so sorry to hear that you do not feel I have been doing the best job understanding you. It sounds like this has caused you a lot of pain and anger, rightfully so. I know you're frustrated, but I wonder if you would be willing to talk about what hasn't been working in our relationship."

3) Opportunity

No cultural discussion ● ○ ○ ○ ○ ○ Definitive cultural discussion

Example Response 2: "I'm so sorry to hear that you do not feel like we've been connecting- you sound very hurt and frustrated. It also seems like these differences in our backgrounds is contributing to your sense that I can't understand you or be a therapist to you, which I understand. In spite of our differences, I wonder if you would be willing to try to see if we can connect better in therapy."

3) Opportunity

No cultural discussion ○ ○ ○ ● ○ ○ Definitive cultural discussion

Example Response 3: "I'm so sorry to hear that you're feeling hurt and angry. I hear you saying that the differences between us in terms of race and background in general is contributing to your sense that I can't understand you or be a therapist to you, which I understand. I know you're feeling frustrated with me, but I wonder if you would be willing to share more about what you would like to see change in our work together."

3) Opportunity

No cultural discussion ○ ○ ○ ○ ○ ● Definitive cultural discussion

Overall Effectiveness Guidelines:

- For the Overall section – do NOT just average the scores from the other sections.
- Rather, think about your gut reaction to this response- was it good or bad?
- Also, how well did the person do at attempting to *address the rupture*. That is, *not* addressing the rupture or not attempting to in some way, is likely a bad overall response.

Overall Effectiveness by Video:

Chris

- Lower ratings if the therapist encourages Chris to stay in therapy without making space for his autonomy to choose whether to keep coming or not

Zavier

- Lower ratings if the therapist doesn't offer to shift toward what Zavier really wants to talk about
- Lower ratings for overly defending the exercises
- Higher ratings for those who acknowledge his emotions (he is more overt in communicating feelings)

Harini

- Lower ratings if the therapist does not address the rupture and instead only talks about what they will do in the present session
- Higher ratings if the therapist acknowledges Harini's discomfort/reluctance/hesitance and invites her to explore it

Vivian

- Lower ratings if the therapist does not match Vivian's level of affect (e.g. if the therapist is overly positive or speaks in a way that trivializes Vivian's emotionality).
- Lower ratings for not addressing culture at least somewhat here because Vivian does bring it up more explicitly
- Lower ratings for therapists talking too much, over-compensating or asking too much of Vivian in terms of educating them on what her experiences are