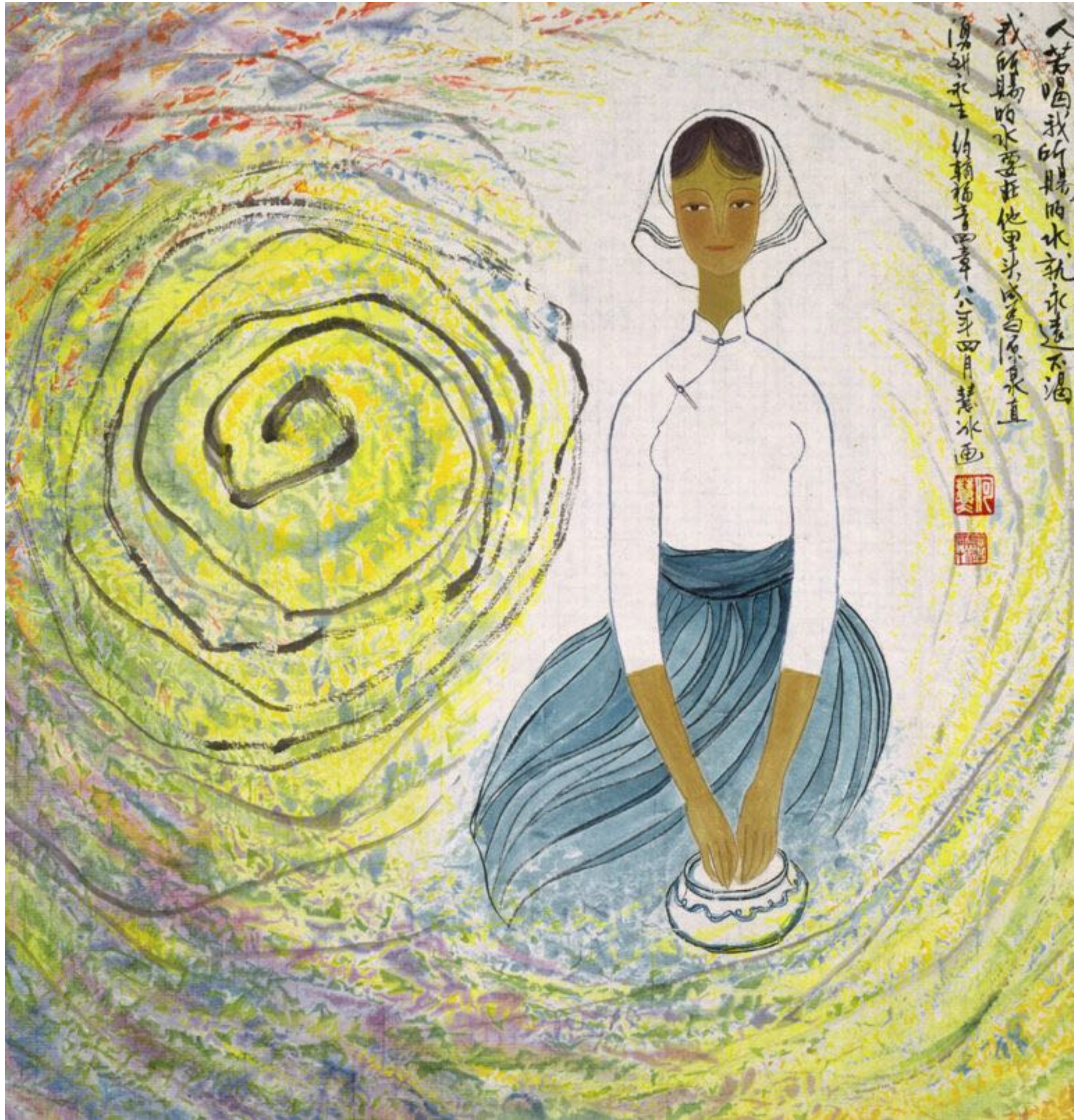


Pastoral Care Study Day 3

Rev'd Susie Curtis





Woman at the Well by Hubing He

When we listen well

- We listen with undivided attention
- We remember what has been said
- We 'hear' what has not been said aloud, but is hovering behind every spoken word



A note on Pastoral Care ... on the phone and online

- It is very difficult to offer pastoral care when we can not see the other person's response
- More audible/written responses are needed
- Care needs to be taken with written responses
- Less is often more
- Discernment of why the conversation began ...do they need to let off steam?



Empathy

- Is a process of being with the person who is talking to us, standing in their shoes and trying to understand the other person from their point of view.
- By showing empathy we attempt to ‘feel with’ the person as opposed to ‘feeling sorry for them’.
- By listening carefully and using our imagination sensitively we can try to sense what they are feeling about the situation they are describing.
- It is important not to make assumptions.



Empathy

- Take a look at the case studies ... which of these is an empathetic response

Empathy



"I feel how you feel"

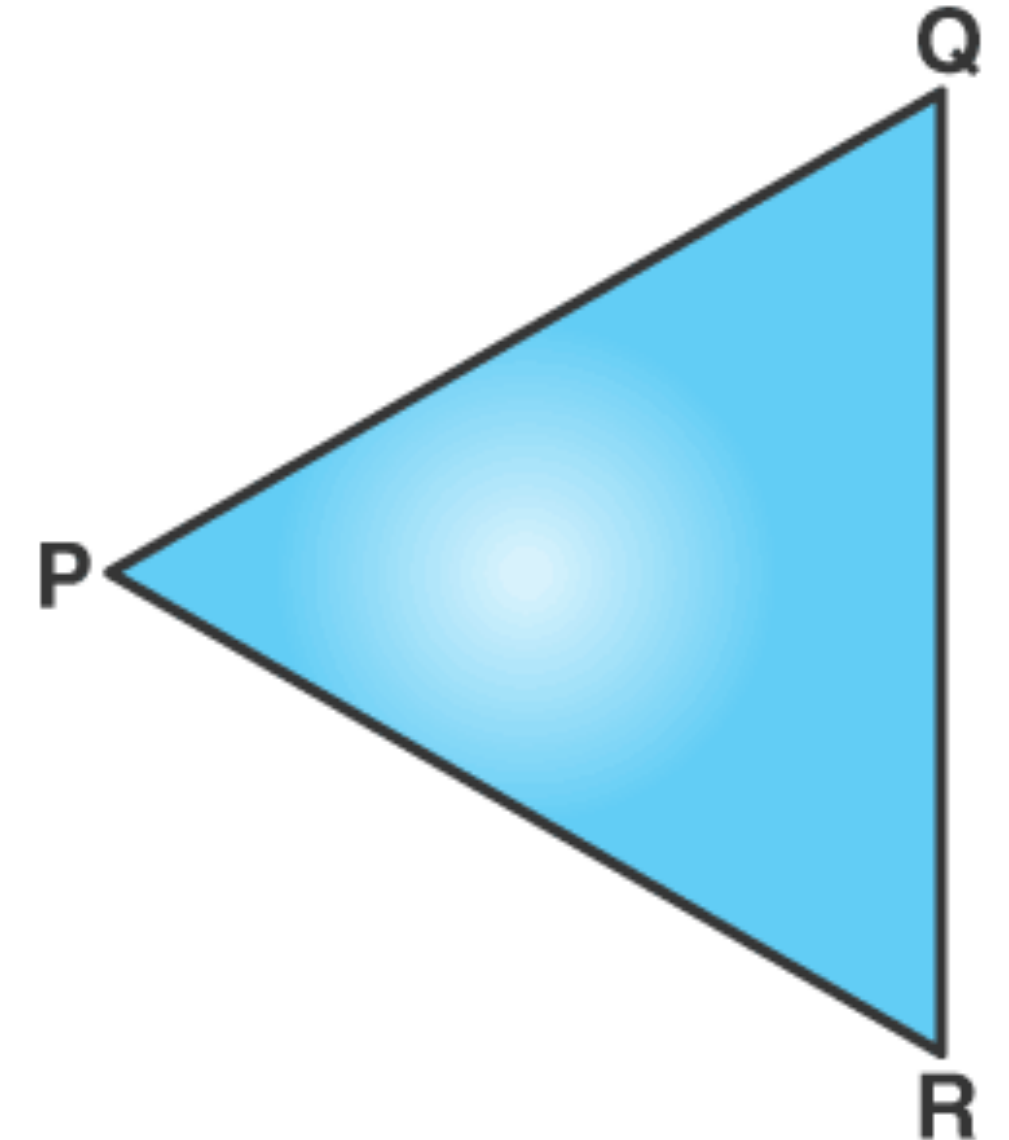
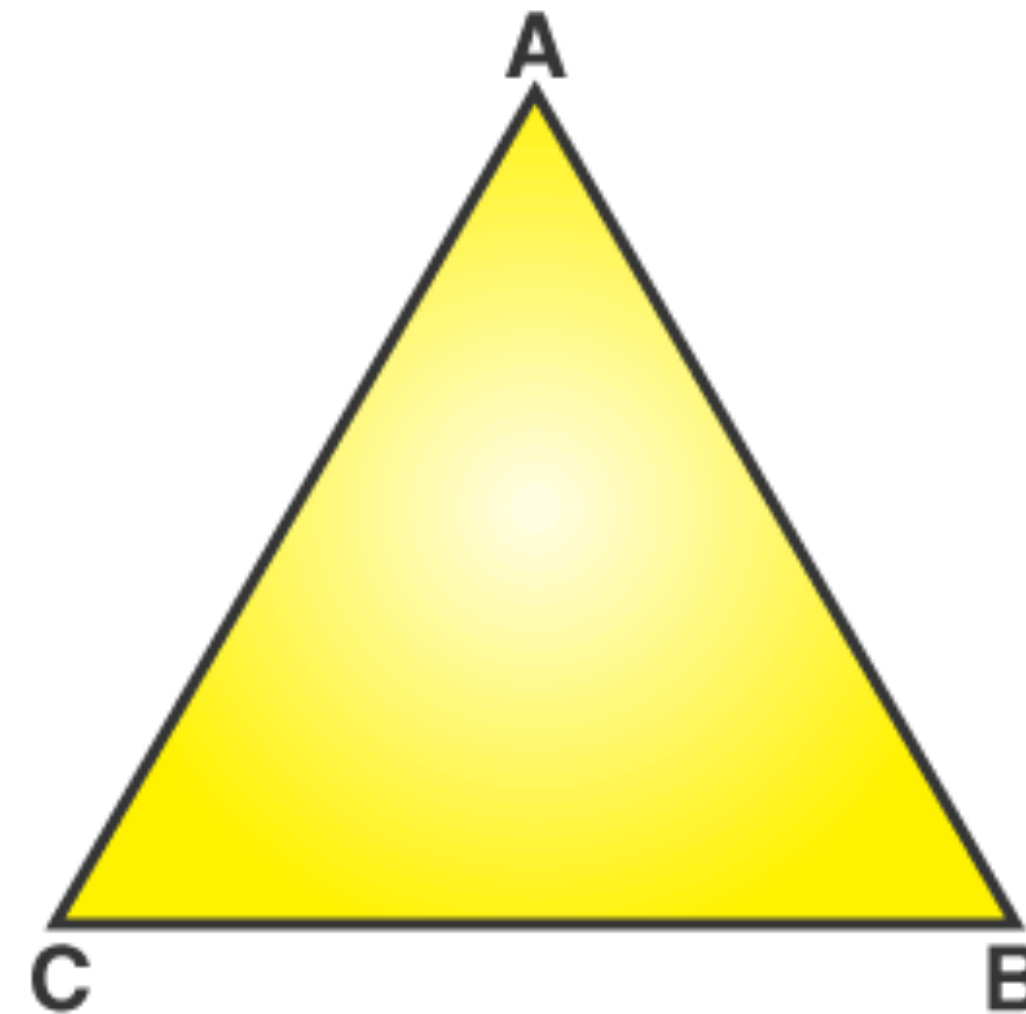
Sympathy



"I now how you feel"

Congruency

- is when a listener's outward responses consistently match the inner feelings and sensations that they detect in the person they are listening to



Unconditional Positive Regard

- When the listener values deeply the humanity of the person talking to them and is not deflected from this attitude by anything the client does or says.
- The listener is consistently accepting of the person they are listening to and remains warmly open to them even if they do not like/ approve of what is said or has been done



Person Centred Counselling



- Person centred counselling was developed by Carl Rogers (January 8, 1902 – February 4, 1987) an influential American psychologist, writer and contributor to educational theory.
- Rogers is widely acknowledged as one of the main contributors to the 'Humanistic' School of Psychology.
- In later life, Rogers was nominated for the Nobel Peace Prize for his work in South Africa and Northern Ireland.

Person Centred Counselling



PERSON-CENTRED

- Views the client as being fully capable of fulfilling their own potential for growth.
- Achieving potential requires favourable conditions and that under adverse conditions, individuals may well not grow and develop in the ways that they otherwise could.
- Individuals gradually incorporate these conditions into their own views about themselves. e.g. “I am the sort of person who ...”,
- Because of a fundamental need for positive regard it is easier to ‘be’ this sort of person — and to receive positive regard from others as a result — than it is to ‘be’ anything else and risk losing that positive regard.
- Over time, their their own identity and evaluations of experience may be replaced by creations partly or even entirely due to the pressures felt from other people.

Person Centred Counselling



PERSON-CENTRED

- The person-centred approach maintains that three core conditions provide a climate conducive to growth and therapeutic change.
 1. **Unconditional Positive Regard** — the counsellor accepts the client unconditionally and non-judgementally. The client is free to explore all thoughts and feelings, positive or negative, without danger of rejection or condemnation. Crucially, the client is free to explore and to express without having to do anything in particular or meet any particular standards of behaviour to ‘earn’ positive regard from the counsellor.
 2. **Empathy**— the counsellor accurately understands the client’s thoughts, feelings, and meanings from the client’s own perspective. When the counsellor perceives what the world is like from the client’s point of view, it demonstrates not only that that view has value, but also that the client is being accepted.
 3. **Congruence** — the counsellor is authentic and genuine. The counsellor does not present an aloof professional facade, but is present and transparent to the client. There is no air of authority or hidden knowledge.