
Client good moments: An intensive analysis of a single session

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Abstract

An intensive analysis of a single counselling session conducted by Fritz Perls was carried out to examine relationships among client experiencing level, client strength of feeling, counsellor interventions, and client good moments. Findings indicate that the occurrence of good moments is positively related to higher levels of experiencing and to higher levels of strength of feeling. Individual categories of counsellor interventions were unrelated to good moments, experiencing, or strength of feeling. The possibility that positive therapeutic outcome is related to the accretion of good moments is discussed. Implications for counselling practice and research are reviewed.

Résumé

Une analyse intensive d'une seule session de counseling dirigée par Fritz Perls a été conduite dans le but d'examiner les relations entre le niveau d'expérience du client, la force des sentiments du client, les interventions du conseiller et les bons moments vécus par le client. Les résultats indiquent que l'apparition des bons moments est positivement reliée aux plus hauts niveaux de l'expérience par le client et aux plus hauts niveaux de la force de ses sentiments. Des catégories individuelles des interventions du conseiller n'étaient reliées pas aux bons moments, à l'expérience, ou encore à la force des sentiments. La possibilité qu'un résultat thérapeutique positif soit relié à l'accroissement des bons moments est discutée. Les implications sur le plan de la pratique et de la recherche en counseling sont revues.

The failure of differential treatment designs to establish the nature of therapeutic change has led many psychotherapy researchers to the methodologies of process research. Process research refers to the systematic examination of in-session variables that may explain the process and progress of counselling (Hill, 1984). Description and explanation of within-session interactions between client and counsellor are important goals for process researchers (Greenberg, 1986; Hill, 1990). As a better understanding of the moment-by-moment process begins to develop, research linking process to outcome will begin to answer the elusive questions concerning the active ingredients of the therapeutic process.

REVIEW OF THE LITERATURE

Researchers have systematically examined in-session variables such as counsellor techniques (Elliott, Hill, Stiles, Friedlander, Mahrer & Margison, 1987; Hill, 1990, 1992a), client behaviour (Elliott & James, 1989; Mahrer & Nadler, 1986), vocal style (Rice & Kerr, 1986), experiencing level (Klein, Mathieu-Coughlan & Kiesler, 1986) and strength of feeling

(Mahrer, Lawson, Stalikas & Schachter, 1990) so as to understand their importance and contribution to the therapeutic process. One of the major challenges that exists in the field today is to explain fully the relationship of these variables and their role in the change process. Such an explanation is the natural consequence of mapping change in a systematic, moment-by-moment manner.

The variables that have been identified and systematically studied can be divided into three broad categories: counsellor interventions, client counselling behaviour, and in-session progress or change.

Counsellor Interventions

Counsellor interventions have frequently been operationalized as counsellor response modes, the grammatical structure of the counsellor's verbal response, independent of topic or content (Hill, 1992a). Many systems have been developed to study response modes (Elliott, 1985; Friedlander, 1982; Stiles, 1980; Stiles & Shapiro, 1989) which are probably the most widely studied counsellor process variables. Typically studies have investigated change by summing the frequencies of response modes and relating the most frequently occurring type of intervention to outcome.

For example, Elliott (1984, 1985) examined the impact of counsellor interventions in the therapeutic process and found that certain interventions particularly facilitate the process of client change. Elliott (1985) named these counsellor interventions "helpful impacts," and reported that advisement, interpretation, and information were positively related to clients' perceptions of helpfulness. Hill (1982, 1984, 1992a, 1992b) and her colleagues (Hill, Helms, Spiegel & Tichenor, 1988; Hill, Helms, Tichenor, Spiegel, O'Grady & Perry, 1988; Hill & O'Grady, 1985; Hill & Stephany, 1990) developed a series of scales to classify counsellor intentions and verbal response models, and to relate them to client behaviour. Stiles (1980), Orlinsky and Howard (1986), and Elliott and Wexler (1994) have suggested that classifying the behaviour of the counsellor provides a better understanding of the therapeutic process, and have developed session-evaluation questionnaires.

This line of research has provided support for the examination of counsellor interventions and techniques and has begun to elucidate the role of counsellor techniques on the therapeutic process. Counsellor interventions, however, depict half the process, the other half of which is client behaviour.

Client Behaviour

Several variables have been examined in order to comprehend client in-session behaviour. Two of the major variables which have been systematically examined are experiencing (Mathieu-Coughlan & Klein, 1984)

and vocal style (Rice & Kerr, 1986). Experiencing refers to the quality of client involvement in counselling. Client vocal quality describes the manner in which the clients communicate their thoughts and feelings in the counselling process (Rice & Kerr, 1986). Experiencing (Klein, Mathieu-Coghlan & Kiesler, 1986) and vocal quality (Rice & Koke, 1981) have been found to be positively correlated with good therapeutic outcome.

Emotional arousal has been identified by psychotherapy theorists as one of the ingredients of therapeutic change (Safran & Greenberg, 1991), and has begun to attract the attention of researchers. Some research has been conducted to examine strong laughter (Falk & Hill, 1992; Gervaise, Mahrer & Markow, 1985), strength of feeling (Mahrer, Lawson, Stalikas & Schachter, 1990), and the role of emotions in facilitating change (Greenberg, Rice & Elliott, 1993). Further study of the role of emotional arousal in counselling is needed, as its role in counselling is still not fully explored (Hill, 1990).

Another approach to examining client behaviour in counselling is the identification of moments in which therapeutic progress occurs (Mahrer & Nadler, 1986). This line of research conceptualizes change as an accumulation of in-session events that contribute to the change process. Studying these important in-session events may lead to better comprehension of the overall therapeutic process, and elucidate the relationship between counsellor interventions and client behaviours. For example, Mahrer (1988a, 1988b) and his colleagues (Mahrer, Boulet & Stalikas, 1987; Mahrer & Gervaise, 1984; Mahrer & Nadler, 1986; Mahrer, White, Howard & Lee, 1991), using a list of good moments and employing a large number of raters, have examined "good moments," or critical in-session events, that are indicative of change and progress. Elliott (1984) isolated one particular kind of good moments, insight, and reported on its therapeutic value. Stiles (1980) and Elliott and Wexler (1994) studied session-impacts and identified "good" and "bad" moments in the session, which they termed as facilitating and hindering therapeutic episodes.

PURPOSE OF THE STUDY

The purpose of the present study is to examine intensively a single session of psychotherapy in order to investigate the process of change in terms of occurrence of good moments and their relationship to experiencing, strength of feeling, and counsellor interventions.

The examination of a single counselling session is an appropriate and helpful research strategy to use for the study of the therapeutic process (Hill, 1990; Hill, Carter & O'Farrell, 1983; Hill & O'Grady, 1985; Galassi & Gersh, 1993; Mahrer, 1988a). If the session is one conducted by an exemplary counsellor it can further enhance our understanding of what

is most effective in the therapeutic process (Mahrer, 1985, 1988a; Or-linsky & Howard, 1978; Rice & Greenberg, 1984).

A successful session conducted by the eminent Gestalt therapist Fritz Perls was selected for study. Perls was chosen because of his tendency to focus on the higher levels of experiencing and strength of feeling important in Gestalt therapy. In addition, previous examinations of this session (Hill, Thames & Rardin, 1979; Lacrosse & Barak, 1976) have shown that the types of counsellor interventions used are representative of the Gestalt mode. The variables selected for study were client experiencing level, client strength of feeling, and counsellor interventions. The occurrence of good moments was examined in interaction with counsellor interventions, client experiencing, and strength of feeling.

Three specific research hypotheses were investigated. First, that the occurrence of good moments is positively related to higher levels of experiencing. The hypothesis is based on findings that relate experiencing with positive therapeutic outcome (Klein, Mathieu-Coughlan & Kiesler, 1986; Mathieu-Coughlan & Klein, 1984). If experiencing is related to positive outcome, it should also be related to good moments in the therapeutic process. The second hypothesis is that the occurrence of good moments is positively related to higher levels of strength of feeling. It has been argued that higher levels of emotional arousal are related to therapeutic change (Elliott & James, 1989; Falk & Hill, 1992). The final hypothesis is that no significant relationship exists between strength of feeling and experiencing levels. Previous findings (Stalikas, 1990) have indicated that experiencing and strength of feeling are independent constructs and that there should be no relationship between them. In addition, the research was designed to allow investigation of three research questions concerning which categories of counsellor response modes might be related: (a) to particular levels of experiencing, (b) to particular levels of strength of feeling, and (c) to the occurrence of good moments.

METHOD

Stimulus Material

The segment of the film *Three Approaches to Psychotherapy* (Shostrum, 1966) in which Frederick Perls conducts a session with Gloria was selected as the stimulus material. The verbatim transcript of the film was obtained from the producer and checked against the video-tape. A few minor mistakes were found and corrected. All statements were numbered consecutively. A statement was defined as all the words spoken by one party (the client or counsellor), preceded and followed by words spoken by the other party.

Judges

A total of twenty raters in four independent groups of five raters each were used for the study. Each group rated the session using one scale (see below), blind to the ratings of one another and to the other groups. All raters were graduate students in counselling psychology, were trained according to the manualized scale instructions, and had a minimum of 100 hours experience using their assigned scale.

Measures

The *Category System of Good Moments* (CSGM) (Mahrer, 1988b) consists of 12 nominal categories of client change events. The system was designed to identify the following types of in-session client change events: 1) provision of significant material about self and/or interpersonal relationships, 2) description-exploration of the personal nature of feelings, 3) emergence of previously warded-off material, 4) expression of insight/understanding, 5) expressive communication, 6) expression of a good working relationship with the therapist, 7) expression of strong feelings toward the therapist, 8) expression of strong feelings in personal life situations, 9) manifest presence of a substantively new personality state, 10) undertaking new ways of being and behaving in the imminent extra-therapy life situation, 11) expression of report of changes in target behaviour, and 12) expression of a welcomed general state of well being.

The system was generated to represent most theoretical approaches, and was developed from a comprehensive survey of client change events found in the psychotherapy/counselling research literature (Mahrer & Nadler, 1986). The psychometric properties of the scale have been reported to be satisfactory, with inter-rater kappa reliabilities (Cohen, 1960) ranging between .72 and .77 (Martin, Martin & Slemmon, 1987; Martin & Stelmazonek, 1988).

The *Hill Counsellor Verbal Response Category System-Revised* (HCVRCS-R) (Friedlander, 1982) consists of nine nominal, mutually exclusive categories for judging counsellor verbal behaviour: 1) encouragement/approval/reassurance, 2) reflection/restatement, 3) self-disclosure, 4) interpretation, 5) confrontation, 6) providing information, 7) information seeking, 8) direct guidance/advice, and 9) unclassifiable. The system developed by Hill (1978) and revised by Friedlander (1982) has been shown to have adequate inter-rater reliabilities ranging from .78 to .81 (Hill, 1978; Hill, Thames & Rardin, 1979).

The *Client Experiencing Scale* (EXP) (Klein, Mathieu-Coughlan & Kiesler, 1986; Klein, Mathieu, Gendlin & Kiesler, 1970) is a 7-point scale used to describe the client's involvement in counselling. At a low level, involvement is limited, discourse is impersonal and superficial; at higher levels, feelings are explored, felt sensations are followed, and experiencing serves as the basic referent for problem reformulation and solution.

Klein and his colleagues (1986) report inter-rater reliabilities ranging from .73 to .92. Findings from several studies show that experiencing is related to self-exploration and insight (Klein et al., 1986).

The *Strength of Feeling Scale* (SF) (Mahrer, Stalikas, Boissoneault & Pilloud, 1990) was developed through a four-step modification process of the *Feeling Intensity Scale* (Karle, Corriere, Hart & Woldenberg, 1980) and was designed to measure the strength of feeling of the client. There are four levels in the scale: neutral, low, moderate, and strong. The scale reports acceptable levels of inter-judge agreement (89%) and kappas (Cohen, 1960) from .75 to .80 (Mahrer, Stalikas, Fairweather & Scott, 1989). It has been used in several studies to identify clients' emotional level of arousal (Mahrer, Lawson, Stalikas & Schachter, 1990; Mahrer, White, Howard & Lee, 1991; Stalikas, 1990, 1992).

Procedure

The rating instruments were the *Category System of Good Moments* (CSGM), the *Strength of Feeling Scale* (SF), the *Hill Counsellor Verbal Response Category System-Revised* (HCVRCS-R), and the *Experiencing Scale* (ES). Each judge in each of the four groups listened independently to the session aided by a verbatim transcript and made the appropriate ratings. A criterion of 80% agreement among each group of judges (four out of five) was required to accept a rating. For the CSGM, client statements which did not meet the criterion level were given a rating of "none." For all other scales, client or counsellor statements where the agreement level was not reached, the judges met, discussed the differences, resolved discrepancies, and reached consensus.

For the first three scales (CSGM, SF, HCVRCS-R) Cohen's Kappa coefficient (Cohen, 1960) was calculated for all possible combinations of any two judges. For the independent ratings on the *Experiencing Scale*, Ebel's interclass method (Guilford, 1954) was used to calculate the inter-rater agreement (Klein, Mathieu, Gendlin & Kiesler, 1970).

On the first round of independent rating, 69% of statements reached the criterion level. The balance of statements were discussed and agreement at a minimum 80% level was reached. The Cohen kappas ranged on all possible combinations of any two judges between .67 and .74, indicating moderate agreement across all judges using the category systems. The Ebel interclass agreements were $r_{ii} = .76$ and $r_{kk} = .67$, again indicating acceptable reliability.

Thus, each client statement was rated for Good Moments, Experiencing, and Strength of Feeling and each counsellor statement was classified in one of the nine counsellor response modes measured by the HCVRCS-R.

RESULTS

Descriptive Results

In total, 122 client and counsellor statements were rated. Across the session, 41 good moments were identified with 28 statements. Nine statements were rated as comprising more than one good moment. Six statements contained two good moments: five of which were combinations of: (a) expressive communication, and (b) strong feelings toward the therapist, and one of which was a combination of: (a) strong feelings toward the therapist, and (b) undertaking new ways of behaving in the extra-therapy situation. Two statements contained the three good moments of: (a) provision of significant material about self and relationships, (b) expressive communication, and (c) expressing strong feelings toward the therapist. Finally, one statement was comprised of four good moments: (a) provision of significant material about self and relationships, (b) description/exploration of the personal nature of feelings, (c) expressive communication, and (d) expression of strong feelings toward the therapist.

Thirty-four per cent (34%) of the client statements contain a good moment. When examined by the 12 CSGM categories, the 41 good moments contained 21 (51.2%) occurrences of expressions of strong feeling towards the therapist, 10 occurrences (24.3%) of provision of significant information about self and/or interpersonal relationships, eight (19.5%) occurrences of expressive communication, and one occurrence (2.5%) of a description-exploration of the personal nature of feelings, and one occurrence of undertaking new ways of being and behaving in the extratherapy world (2.5%).

Four levels of experiencing were identified in the session; 33 statements (27%) were rated at level 1, 45 (36.9%) at level 2, 35 (28.7%) at level 3, and nine statements (7.4%) were rated at level 4. The occurrence of different levels of experiencing in relation to the categories of good moments is depicted in Table 1. No good moments occurred at the lowest level of experiencing. As the level increased, the proportion of statements containing good moments also increased (see table 1).

The strength of feeling scale ratings yielded 76 statements (62.3%) at the neutral level, 43 statements (35.2%) at the low level, and three statements (2.5%) at the moderate level. No statements were found at the strong level. Again the frequency of the occurrence of the different levels of strength of feeling in relation to the categories of good moments is depicted in Table 1. Once again, the proportion of good moments increases as the strength of feeling increases.

In terms of HCVRCS-R counsellor response modes, Perls used provision of information (31.1%), direct guidance-advisement (23.8%), in-

TABLE 1
*Frequency of Good Moments by Experiencing Level
 with Strength of Feeling Levels*

Experiencing	1	2	3	4
Good Moments				
NFS	0	2	4	1
FS	0	4	12	5*
No Good Moments				
NFS	28	30	9	2
FS	5	9	10	1

Note: We have two levels of Strength of Feeling: a Feeling State (FS) and a neutral or No Feeling State (NFS).

*It includes 2 low level and 3 moderate level statements.

formation seeking (21.3%), interpretation (7.4%), and confrontation (6.6%). These five categories accounted for 90% of his total responses.

Investigation of Research Question

In order to test the relationship between the counsellor response modes (HCVRCS-R) and experiencing (EXP), strength of feeling (SF), and good moments (CSGM), a series of chi squares were calculated.

Because the number of categories in the four measures was too large relative to the number of observations within this single session, the response mode categories that were rarely used (encouragement/approval/reassurance, reflection/restatement, self-disclosure, interpretation, and confrontation), were collapsed into one category called "other" while the three categories of providing information, information seeking, and direct guidance/advice, which constituted 76% of the instances, were examined separately. Similarly, the three instances of moderate level of strength of feeling were combined with the 43 instances of low level of strength of feeling so that the levels were coded as Feeling State (FS) and No Feeling State (NFS). Finally, the twelve CSGM categories were collapsed and good moments were instead coded as having occurred or not occurred.

Results of the chi square analyses showed no significant interactions between HCVRCS-R counsellor response modes and any of the other three variables (HCVRCS-R \times EXP, $X = 4.73$, $df 9$, $p < 0.57$, HCVRCS-R \times SF, $X = .05$, $df 3$, $p < 0.99$, HCVRCS-R \times CSGM, $X = 7.31$, $df 3$, $p < 0.6$). The results indicate that no particular categories of counsellor response modes were related to levels of experiencing, to strength of feeling, or to the occurrence of good moments. No further analysis of the counsellor responses was conducted and the HCVRCS-R variables was withdrawn from study.

Investigation of Hypotheses

In order to investigate the three hypotheses concerning interactions between good moments and experiencing, good moments and strength of feeling and experiencing and strength of feeling, hierarchical log-linear modelling procedures were conducted. The loglinear procedure allows for multiple Chi-squares to be performed between the variables, taking into account small cell size, and creating a model that can explain both main and partial effects, and identify relationships among categorical variables. We chose this analysis over a chi-square test as it allows for a systematic evaluation of the relationships among several variables, and it analyzes multiway contingency tables in a statistically meaningful way.

The loglinear analysis was conducted using a $2 \times 4 \times 2$ three-way contingency table. The backward stepwise procedure was adopted to find the most parsimonious model to explain the data. Model fitting procedures and resulting statistics are summarized in Table 2. Pearson chi-square was selected as the test within the hierarchical loglinear procedure to test the goodness of the model. This is a rather robust test used as a safeguard when there is a small cell size. As indicated, only three models (2, 4, and 5) have probability levels greater than .05 indicating no significant deviation from the data and providing acceptable explanations of the data. Comparison of the three models showed that the fit of model 2 is substantially better than that of 4 or 5. Accordingly model 2 was chosen for analysis.

Hypothesis 1

An examination of the z values of the parameter coefficients showed that there is a statistically significant interaction between moments experiencing at level 1 and the non-occurrence of CSGM client good moments (coefficient $\emptyset = -1.05$, $z = -2.61^*$). It would seem that good moments are very unlikely to occur if client experiencing is at level 1. Similarly the presence of CSGM good moments is significantly associated with level 4 Experiencing (coefficient $\emptyset = 1.00$, $z = 2.51^*$) so that good moments increase and are significantly more likely to occur when Experiencing

TABLE 2

Summary of Hierarchical Deletion Steps Involved in Arriving at Adequate Model of Good Moments (GM), Strength of Feeling (SF) and Experiencing (EXP)

Step	Models	df	G ²	p
1	GM X SF X EXP (Saturated Model)	0	0.000	1.000
2	GM X SF GM X EXP SF X EXP	3	0.596	0.897
3	GM X SF SF X EXP	6	23.705	0.001
4	EXP X GM EXP X SF	4	7.560	0.109
5	GM X EXP GM X SF	6	10.000	0.125
6	GM EXP SF (Independent Model)	15	167.132	0.000

reaches level 4. These findings provide support for the first hypothesis that the occurrence of good moments is positively related to higher levels of experiencing.

Hypothesis 2

With respect to strength of feeling, the analysis of the model indicated that there is a positive relationship between CSGM good moments and the Feeling state (coefficient $\emptyset = .35$, $z = 2.03^*$). This finding suggests that as the feeling level increases so does the occurrence of good moments; Gloria expressed significantly more good moments at the feeling rather than at the nonfeeling level. This finding supports the second hypothesis that the occurrence of good moments is positively related to higher levels of strength of feeling.

Hypothesis 3

Finally, it was found that there was an interaction between Experiencing at level 4 and the presence of a low or moderate feeling state (coefficient

$\emptyset = 0.78$, $z = 2.01^*$). This finding fails to provide support for the third hypothesis that no significant relationship exists between strength of feeling and experiencing levels.

DISCUSSION

Consistent with his personal style and with the theoretical and technical formulations of Gestalt therapy (Perls, 1969), Fritz Perls allocated more than 75% of his interventions to giving directions, providing information, and asking questions (information seeking) with Gloria. While these findings are consistent with previous studies that examined counsellor interventions in this session (Hill, Thames & Rardin, 1979; La-Crosse & Barak, 1976) the response mode categories were found to be unrelated to any of the other variables. A possible explanation of this finding lies in the nature of the HCVRCS-R categories which fail to differentiate between the therapist behaviour and its underlying motivation or purpose. Thus, counsellor behaviour with different purposes is judged as belonging to the same HCVRCS-R categories.

Perls interventions seemed to have three purposes; a) to facilitate Gloria's awareness of the "here and now" ("What are you doing with your feet right now?" or "Are you aware of your smile?"); b) to invite/guide Gloria to express feelings directly ("Can you express this?", "O.K. Pick on me," "Tell me what a phony I am"); and, c) to guide Gloria to stay with the feelings she had in the session ("Now play Fritz passing judgement," "Imagine I am 30, Now you scold me," "Embarrass me, tell me what . . ."). As can be seen from the examples above, Perls' purpose seemed to be to facilitate introspection and emotional arousal. With these interventions spread across categories, however, the HCVRCS-R system tends to obliterate rather than underline this intention.

In terms of occurrences of good moments, the results show that level 4 of Experiencing (the highest level achieved in the session) was significantly related to the occurrence of good moments, while level 1 of Experiencing was significantly related to the absence of good moments. It seems that the moments in which Gloria was most involved in introspection, exploring, connecting feelings to actions, and becoming aware of her ongoing experience were the moments when therapeutic progress was taking place.

Similarly, there is a positive and significant relationship between good moments and strength of feeling. The moments in which Gloria moved from the no feeling state to a feeling state were moments which were judged as therapeutic. The moments in which Gloria stayed in a neutral level of strength of feeling showed no therapeutic movement or progress according to the CSGM.

These results are important in two ways. First, they lend support to the notion that in-session introspection, self-examination (as measured by

the Experiencing scale), and emotional arousal during the counselling hour are therapeutic, that is, higher degrees of introspection and higher degrees of strength of feeling are therapeutic (Greenberg & Safran, 1989). Second, they permit a closer look at the possible mechanisms operating at higher degrees of introspection and strength of feeling, and suggest that a therapeutic change mechanism may reside in the greater rate of occurrence of good moments; the higher the experiencing level, the higher the occurrence of good moments.

These findings suggest supplementary explanations to the well established relation between higher levels of experiencing and successful outcome (Klein, Mathieu-Coughlan & Kiesler, 1986). It has been suggested that the greater number of positive micro-outcomes clients experience, the more likely they are to achieve measurable beneficial macro-outcomes (Greenberg, 1986; Hill et al., 1988; Orlinsky & Howard, 1986). If good moments are the micro-outcomes of higher experiencing, as we could speculate based on these results, it may be the accretion of good moments that is an operative variable in the change process. Conversely, if higher experiencing is the micro-outcome of good moments, these results may lead to an enhanced understanding of the experiencing process. By continuing to focus on micro-outcomes, understanding of the process of how small-scale changes turning into larger change can develop.

Finally, while we hypothesized that there will be no relationship between strength of feeling and experiencing, the results indicated that such a relationship exists as experiencing reaches level 4. Contrary to previous findings (Mahrer et al., 1990; Stalikas, 1990) this significant relationship indicates that there is an interaction between the process of introspection or inner exploration, and emotional arousal or feeling intensity. Klein and his colleagues (1986) conceptualize the experiencing as a process which combines affective and cognitive exploration. The fact that the relationship between the two variables becomes significant at level 4 and not at lower levels suggests that while emotional expression may occur without introspection, the opposite may not be true; a shift from an external to an internal perspective (as indicated by reaching level 4 experiencing) necessitates some degree of emotional arousal. Therefore, when Gloria gets upset with Perls from an external frame of reference, we observe the appearance of a "feelinged" state without an elevation in experiencing. However, when Gloria gets into an internal frame of reference, introspects and experiences her own feelings, wishes and fears, she becomes emotional. It seems that emotional arousal could take place without experiencing but the opposite is not true. Further studies might profitably examine this relationship and identify particular mechanisms that facilitate the process of emotional arousal as it relates to experiencing.

One of the limitations of the study is that sufficient data for separate analyses of each category of good moments and each category of strength of feeling were not generated. In order to more fully understand the change process, more sessions need to be studied. Additionally, the study of sessions from other therapeutic modalities would increase the generalizability of these results.

CONCLUSIONS

An intensive analysis of a single session of psychotherapy was conducted and the occurrence of in-session good moments examined in relation to client experiencing levels, strength of feeling, and counsellor verbal response modes. The findings indicate that a) the counsellor response modes are unrelated to the occurrence of good moments and to change in the experiencing and strength of feeling levels, b) experiencing and strength of feeling are related at higher levels, and c) occurrence of good moments is positively and significantly related to both higher levels of experiencing and to higher levels of strength of feeling.

These findings support the theory that the emotional arousal and experiencing are therapeutically valuable. They also provide support to Gestalt theory (Perls, 1969) which outlines the importance of "emotional presence" for therapeutic progress to take place. The study failed to identify specific categories of counsellor interventions significantly related to the occurrence of good moments.

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