

Staff Reactions to William Madsen, PhD
Exercise "Integrating a 'Client Voice' in Clinical Discussions"
February 25, 2008
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- It was great. When conceptualizing ... I am listening, disconnected [re positioned]. It's useful.
- Because of this discussion I can go back and see what I will talk about next time. [What wasn't seen before.]
- Our group discussion demonstrated a lot of positive regard, but I can see if you don't agree (with the parent) that's much harder to do.
- This was helpful. I'm able to see avenues I have to look at that I didn't (see) before.
- It was helpful to hear all the questions I could have asked. I can hear the mom's perspective.
- I was struck that this mom didn't experience 'problem solving' as honoring. The question "how could it be said differently" leads me to think about this. How do I balance the need of family, pointing out barriers to change, and note strengths? With more awareness I can see how our conceptualization impacts the client.
- The presentation process was honoring. Being conscious of the *client voice* impacted me and my presentation.
- As the *client voice* this parent was ready 'to give up' on this child. Yet the tone of the discussion felt honoring.
- The *client voice* changed the dynamic of the reflectors. We had abdicated talk of client strength (before).
- Aren't clinicians 'more guarded' about their true opinion (in the presence of the *client voice*)? [Is it possible we are more 'careful'? Is this a bad outcome?]
- I try to keep my own thoughts conscious as I work and (I try to) remain empathic. Our group saw strengths. This was inspiring.
- "If the parent is there it would be different." That tells us instinctively there's a nature not to think strengths based.
- How do we think like this in general? [Practice, practice, practice!]
- There's a dynamic of perceptions in the room. The parent can say, "If you raise it in a gentle way and remain supportive of me it would feel different (when you say hard things)."
- Where's the *client voice* in the 'stages of change'? Are they ready for change or here because they are complying?
- What's the parent expectation for therapy? Use their language.
- The *client voice position* (calls on us) to use ... words wisely. (It can) make me feel hopeless, (it can be) pathologizing.
- Regarding case presentation of 03/03/08. I saw right away I stopped work with the mother.

- The conversation took our work to a new level. This is making what we strive to do second nature. It requires a process to become strengths based. The client voice, cultural issues we must weave them into every discussion and have this happen on a regular basis. It was amazing how it came alive when we used Madsen's exercise. You see the link between concepts.