Appendix C

ACCESSIBILITY SCALE

CLOSED → OPEN

Scale Point:

1. Closed:
   - Jaw clenched
   - Blank facial expression
   - No smiles
   - Tears if present, are choked
   - Nearly silent
   - Eyes cast down or eyes closed
   - Body and face, often turned away from therapist
   - Rigid body
   - Hands clenched or palms down
   - Voice low, no variability in tone or prosody (rhythm of speech pattern)
   - Speaks slowly, voice inaudible at times
   - Body scrunched down
   - Para-verbal Message: “I am inaccessible, no matter what you do.”

2. Mostly Closed:
   - Never smiles
   - Only a little eye contact
   - Palms down
Scrunched down in chair
Mostly turned away from therapist
Arms usually stiff and close to body
Fidgety or rigid, uncomfortable in chair
Minimal facial expression
Leaning down or back from therapist
Low tone, few words, almost a monotone, often inaudible, slow prosody
Para-verbal Message: “I’m slightly accessible but very unreliably so.”

3. A Little More Warmth – less closed
   Fleeting Eye Contact
   Palms up or down
   Mostly slumped
   Arms down
   Mostly leaning away or non-committed in posture
   Leaning away, but occasionally moving toward therapist
   Little range of affect, but an occasional brief smile or nod
   Some range in speech, tone up or down, prosody fast then slow, still not many words
   Switches physical positions and moves a little bit to express affect
   Little facial movement
   Jaw clenched then unclenched
   Para-verbal Message: “I’m possibly accessible, if you respond to my subtle invitations.”
(It’s highly unlikely that any therapist would present as inaccessible. However, from now on our descriptions will apply to the therapist’s body language and verbal expression just as they apply to the client’s. We score counselor and patient separately on each segment.)

4. Normal Social Accessibility:
   
   Some warm facial movement appropriate to the verbal interchange
   
   Palms up or down
   
   Some responsive body movement
   
   Body facing therapist (or client) and rather relaxed
   
   Some leaning toward therapist or therapist leaning toward client
   
   Eye contact 50% of the time at least, for therapist or the client
   
   Different postures but appropriate in relation to the companion and to the exchange
   
   Occasional opening of arms
   
   Some range of affect
   
   Speech, prosody, voice tone more variable and correlated to content
   
   More words
   
   More animated in relationship – both therapist or client
   
   Jaw mostly unclenched
   
   Less rigid posture
   
   Attributes of normal conversation with someone you know but not a close friend
   
   Para-verbal Message: “I’m accessible on safe topics.”

5. Quite Open:

   Facial movement animated, in relation to therapist/client
Palms up
Body relaxed and mirroring
Leans toward therapist/client
Expressive speech appropriate to content
Some smiles
More active face
Arms open and relaxed
Speech tone up and down, prosody expressive and reactive to exchange
Many more words
Shows unmistakably strong affect, sad, mad, tender – signs of a spontaneous, not rehearsed exchange
Para-verbal Message from Client: “I will tell us both some limited secrets.”
Para-verbal Bodily Message from Therapist: “You can confide in me.”

6. Very Open:

Face open and expressive
Palms up
Body relaxed, not covered up with arms
Client leans toward therapist and/or therapist toward client
Often mirrors therapist in body posture
Direct eye contact
(Couple) regularly looking at each other
Speech expressive in relation to therapist or client or to partner (couple therapy)
Smiles, laughs, tears
Range of personal affect beyond normal social interchange
Verbal tone up and down, prosody and volume enhances the exchange

Much affective expression

Effort to reveal self well beyond social conversation

Hands and jaw open and relaxed

Para-verbal Message from Client: “I am willing and able to tell some secrets and express some true feelings.”

Para-verbal Message from Therapist: “I am present as a human being, not just as a counselor.”

7. Peak Moments in Relating – very open

   Tears, intimate sounds of recognition, i.e., spontaneous laughter

   No censure in room

   Client looking directly at therapist and/or therapist looking directly at client

   Touching self, touching hands to express affect

   Holding hands (couple)

   Looking at partner (couple)

   Deep expression/whole body movement for either client or therapist

   Jaw and fists relaxed

   Patient may look startled by lack of control

   Voice is warm and tender, where appropriate for therapist or client

   Deep range of affect (new insight – new feeling)

   Tone up and down, prosody and amplitude punctuate exchange

   Sad, mad, loving, frightened affect expressed

   Smiles, laughter, tears for one or both participants

   Para-verbal Message client: “I am willing and able to tell secrets, and to show strong feelings and vulnerabilities in this relationship with you.”
Para-verbal Message therapist: “I’m resonating with you in a deep and personal way.”