

## Appendix D

### CONGRUENCE /INCONGRUENCE SCALE

#### Scale Point

#### 1. Incongruent

Body and face give opposite message to underlying affect and content

Laughs when hurt, closed up when expressing closeness

Palms up, when defensive

Palms down, when expressive

Leans toward therapist when highly defended

Smiles, when angry

Tears, when angry

Charming and apparently sincere, when actually manipulative

Open and expressive in body when chatting and saying nothing of import

Para-verbal Message: "My body language expresses the opposite of my true feeling."

#### 2. Mostly Incongruent

Body and facial message apparently not related to affect

No strong expressive trend in face

Body open or closed but giving no discernible messages

Body/face/tone/prosody add little to our understanding of content

Shrugs off emotions with arms, hands, eyes

Behaves this way, on all of these dimensions, for most of the interview

Para-verbal Message: “My body language gives you no clue about what I’m really feeling.”

Cool and non-committal when reacting to therapist

### 3. Slight Congruence

Smiles a little when happy

Lifts voice a little when mad

Some appropriate facial activation around emotional topics

Arms/hands a little open when topic is important

Jaw a little clenched when mad

Eyes downcast when sad, body language as likely to match affect as not

Congruence off and on, mostly off, little body movement one way or the other

Para-verbal Message: “You can make some valid inferences from my speech tone and body language but not many.”

(From here on, the scale applies equally to the therapist and the client – we score counselor and patient each separately on Accessibility and Congruence.)

### 4. Normal Social Congruence

Expression does not discount content, but only moderately mirrors it

Average social congruence

Eyes/voice match but don’t enhance content very much

Slight tears if sad - mild congruence

Therapist is conventionally present but does not seem intently involved.

Normal amplitude in voice and face

Tone and prosody socially appropriate

Routinely restrained congruence

Mild congruence/connection between para-verbal behavior and affective content

Arms/hands, smiles and other facial expressions, mildly congruent with the evident affect,  
most of the time

Para-verbal Message: “My body language does reflect what I’m really feeling, but it gives  
off little deeper information about those affects.”

## 5. Quite Congruent

Eyes/hands/face match shifts in affect, for client or therapist

Stronger congruence makes affect a little more real

Body open when expressing intimate feeling

Fairly strong match in eyes/body posture/voice tone/prosody

Strong match in at least one of these areas just above

Prosody, tone, amplitude of speech tells us more about how the subject really feels,

enhances the message – the therapist reveals more about his true feelings

Possible (spontaneous, broad, full) Duchênne smiles, active facial responses for either  
client or therapist

Very noticeable congruence some of the time for either therapist or client, and then it  
stops

Couples often touch

Para-verbal Message from Therapist: “I’m non-verbally reactive to your real concerns.”

Para-verbal Message from Client: “My congruence feels strong enough that you can usually tell which affect and which content are really important to me.”

## 6. Congruence Strong –

Beyond social range in congruence

In most systems (posture, tone, prosody and amplitude of speech, eyes, face, arms) affect and para-verbal clues match

Arms open

Eyes direct

Palms up

Letting go in congruence; it isn’t planned

It happens spontaneously

Upright posture when angry

Eyes revealing

Loud tone when angry

Two or three laughs when situation is truly funny

At least two or three Duchêne smiles for either client or counselor or both

Emotional release in the segment. These affects feel for real.

Couples touch and look directly at each other

Para-verbal Message for both Client and Therapist: “I’m present and strongly congruent in my speech. I’m verbally and para-verbally attentive to the other.”

Expressiveness and affect match

## 7. Congruence Very Strong

Open body, face powerfully reflects content of speech

Tears when sad or dear/tender

Reaching out to partner (if couple)

Shouting, flailing arms if angry

Couples lean toward each other, initiate and maintain eye and hand contact

Client leans toward therapist or therapist leans toward client or both

Direct eye contact when revealing something important

Strong match in body language between content and affect. All systems (eyes, postures, hands, face, arms, speech tones, prosody, amplitude) strongly enhance expression and meaning of verbal communication

Several sincere Duchêne smiles from either counselor or client or both

Both spontaneously transparent

Para-verbal strongly influences the power of the verbal content and strongly enhances the affective message, well beyond the social range of congruence

Para-verbal Message client: “You can see me at my core – my body language powerfully, authentically represents and enhances my affective expression and the content of my speech. “

Para-verbal Message therapist: “I’m sincerely involved para-verbally as well as verbally. I’m resonating with you.”