

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.”