What Makes Counseling Work?
Research has shown that therapeutic change is:
- **40%** -- due to client/member and extra-therapeutic factors, such as the client's mental, emotional, and social skills and resources;
- **30%** -- due to the therapeutic working relationship or connection between counselor and client;
- **15%** -- due to the client's hopefulness, faith in and expectations for change; and
- **15%** -- due to the therapeutic model and specific techniques used.

Basic Counseling Skills for Effective Helping
- **Focus on listening** to understand—first!
- **Be present** in the moment (not thinking about what you might want to say next).
- **Join or connect** with them before trying to "help," so that they first feel your general care and concern. This "therapeutic relationship" is one of the most important things in effective helping.
- **Reflect** what you are hearing them say to be sure you understand and to let them hear that you understand before you respond or ask additional questions (i.e. "So, let me see if I'm hearing/ understanding you correctly...")
- **Validate**. Try to identify what they are saying that makes sense to you or ask them to help you understand that better. (i.e. "That totally makes sense how you would think...")
- **Empathize** with what you are hearing (i.e. "I imagine that is pretty stressful for you...")
- **Normalize** what they are experiencing. Help them see and feel that they are not alone and that their experience/response may be a common one.
- **Congratulate** them for any positive effort on their part. (i.e. It takes a lot of courage for you to come and visit with me about that. I applaud you for that.)
- **Don't assume**. Be sure to check out with them any assumptions you might have (i.e. "So, I'm guessing you...?")
- **Don't lead**. Let them have a role in what you discuss and where the conversation goes. If you encounter resistance, you know you're off track and need to try a new approach.
- **Wonder out loud** about things they are telling you (i.e. I wonder what would happen if you...)
- **Question** instead of tell. Ask instead of tell (i.e. "So, what do you think your parents would do?")
- **Ask Meaning Questions**. (i.e. "What did it mean to you/how did you interpret that when he did that?")
- **Ask Scaling Questions**. (i.e. "On a scale of 0-10 how are you feeling about ______ today?")
- Be **curious and tentative** with your thoughts and ideas allowing them to "try things on mentally" without having to get a certain response from them--no strings attached (i.e. "So, I'm curious about how you got there...?)
- **Pause/Go Slow**. Breathe. Trust the process.
- **Reframe** negatives into a more positive slant. (i.e. Reframe and reflect "He never listens to me!" into "You have a hard time feeling heard by him.")
- **Amplify Positives/Strengths**. Notice good things you hear/see. Help them recognize their strengths.
- **Support/Encourage**. Help them find genuine hope.
- **Confront**. Sometimes you do need to gently challenge faulty beliefs or negative self-talk.
- **Resist persuading**. It's human nature to resist persuasion, so be careful when you are trying to get them to see/do things differently.
- **Educate**. Teach them correct principles. Help them seek out resources to learn more about the specific challenges they are facing.

Issues Likely to Require Professional Help -- 4 A's
- **Addiction**
- **Affairs**
- **Abuse**
- **Anxiety & Depression**

Books/Resources for Bishops
- **BOOK** -- *Counseling: A Guide to Helping Others* by Britsch and Olson. This is a two volume set of books written by LDS professionals from a gospel perspective for lay people (LDS)
- **BOOK** -- *Valley of Sorrow: A Layman's Guide to Understanding Mental Illness for Latter-Day Saints* by Alexander B. Morrison (LDS)

Book Therapy -- Books and Other Resources to Share
BIBLIOTherapy or the use of books to help others learn about and overcome their challenges is not only effective for the client/church member, but also saves the bishop a lot of time. Insights and information gained by one's own
initiative is another factor that makes book therapy an effective agent of change.

The following is just a brief list of some good books that you might consider sharing with your ward members:

**Pre-Marital Counseling/Resources**
- **BOOK -- 300 Questions LDS Couples Should Ask Before Marriage** by Shannon L. Alder (LDS)
- **BOOK -- Playing 20 Questions With Your Fiance’** by Russell C Gaede, PsyD (LDS)
- **BOOK -- All-in-One Marriage Prep** by Susanne M Alexander

**Marriage**
- **BOOK -- The Five Love Languages: How to Express Heartfelt Commitment to Your Mate** by Gary Chapman (Christian)
- **BOOK -- The Love Dare** by Stephen Kendrick and Alex Kendrick (Christian)
- **BOOK -- Hold Me Tight: Seven Conversations for a Lifetime of Love** by Sue Johnson

**Marital Intimacy/Sexual Issues**
- **BOOK -- And They Were Not Ashamed — Strengthening Marriage through Sexual Fulfillment** by Laura M. Brotherson (LDS)
- **BOOK -- Between Husband and Wife: Gospel Perspectives on Marital Intimacy** by Douglas E. Brinley, Stephen E. Lamb (LDS)
- **BOOK -- Intended for Pleasure: Sex Technique and Sexual Fulfillment in Christian Marriage** by Ed Wheat (Christian)

**Single Adults**
- **BOOK -- Dating Game Secrets for Marrying a Good Man** by Alisa Goodwin Snell (LDS)

**Sex/Pornography Addiction/Issues**
- **BOOK -- Out of the Shadows: Understanding Sexual Addiction** by Patrick Carnes — one of the premier books for understanding sexual addiction.
- **BOOK -- Facing the Shadow: Starting Sexual and Relationship Recovery** by Patrick Carnes - premier book on understanding sexual addiction recovery
- **BOOK -- Love You, Hate the Porn: Healing a Relationship Damaged by Virtual Infidelity** by Mark Chamberlain, PhD, Geoff Steurer (LDS)
- **BOOK -- The Porn Trap: The Essential Guide to Overcoming Problems Caused by Pornography** by Wendy Maltz and Larry Maltz
- **BOOK -- What Can I Do About Me? Healing From the Trauma of My Husband’s Pornography and Sexual Addiction** by Rhyll Anne Croshaw (LDS)

**Depression**
- **BOOK -- Depression Is Contagious: How the Most Common Mood Disorder Is Spreading Around the World and How to Stop It** by Michael Yapko
- **BOOK -- Stop Depression Now: SAM-e: The Breakthrough Supplement that Works as Well as Prescription Drugs** by Richard Brown and Carol Colman

**Sexual Abuse**

**Same-Sex Attraction**
- **BOOK -- Voices of Hope: Latter-day Saint Perspectives on Same-Gender Attraction** (LDS, Deseret Book, 2011), an anthology of gospel teachings by a number of prominent LDS inspirational writers, as well as a number of personal essays written by LDS men and women who have first-hand experience with the issue of same-gender attraction.
- **BOOK -- In Quiet Desperation: Understanding the Challenge of Same-Gender Attraction** by Fred and Marilyn Matis, Ty Mansfield (LDS, Deseret Book, 2004)