

# Desistance

## Session 3

Working with individuals. Building up  
working alliance

Why is relationship important?

# Why is relationship important?

Not only between PO and Probationer but between the person and his/her family, community, etc. – see Beth's presentation

Here, only about working alliance:

- Rex (1999) – displaying interest and relationship are important in promoting desistance
- Asay and Lambert (1999) – meta-analytical review – success:
  - 40% client and extra-therapeutic factors (e.g. motivation, social support)
  - 30% therapeutic relationship
  - 15% expectancy and placebo effects
  - 15% specific methods
- Burnett and McNeill (2005) – The place of relationship ...
- Owers (2011) – 'strong and meaningful' relationship important for desistance

How do you develop a working alliance with a client?

Role play !!

10 min.

# Important concepts

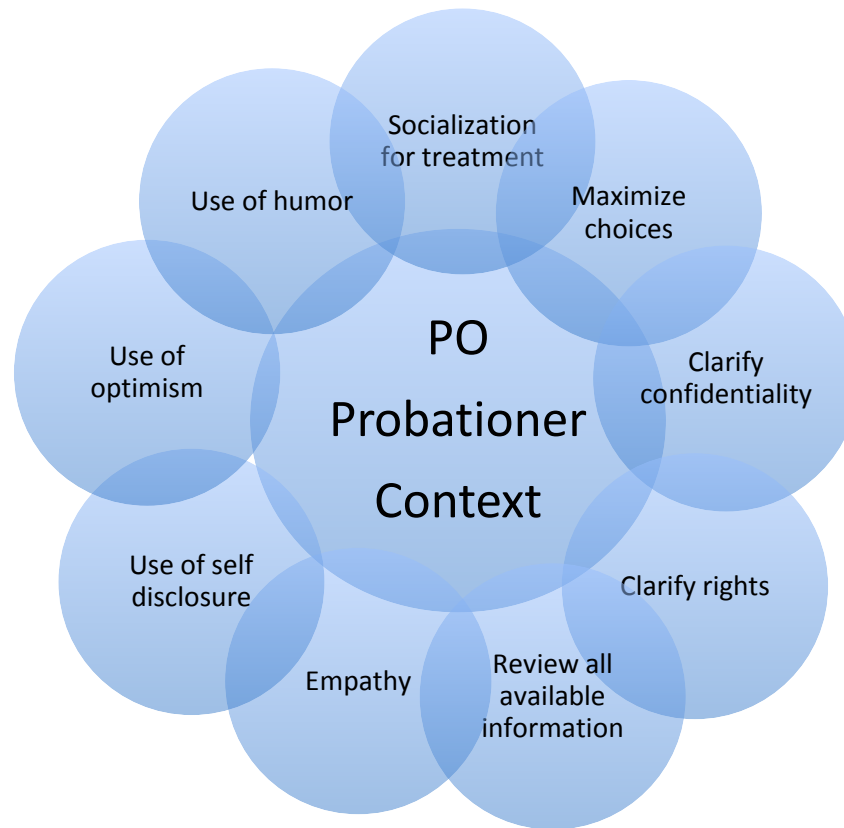
- **Involuntary client** (mandated client) – a client who is forced to participate in services by those around them or the court.
- **Motivational congruence** – the fit between the client's motivation/intentions and the PO's expectations.

# Premises

- The lack of motivational congruence and the involuntary nature of the relationship – resistance – NORMAL !!!
- But, PO-Probationer relationship is a dynamic transaction:

involuntary-semivoluntary-voluntary client

# How to develop a good relationship in probation work? (Trotter, 1999 and Rooney, 2009)



# Review all the available information

- Read the court decision
- Check if the person was previously under probation supervision
- Try to remember names and other personal information
- Try to anticipate special issues (e.g. anger, frustration, drug issues etc.)



# Socialize for treatment

- Or role clarification
- Why are we here?
- Start with asking the client why is he/she here?
- Explain the dual role – care and control
- Explain the content of the sanction and the institutional expectations – explain briefly the consequences of breach.
- Explain the limits of the professional relationship
- Clarify the client expectations
- Explain casework and case management

# Maximize choices

- Identify what is non-negotiable (e.g. the court obligations)
- Identify what is negotiable (e.g. the time of the meetings, the schedule of the community service, the nature of work provided etc.)
- Foster the perception of control over the change process
- Try to give the client the impression of self-control – at least **illusion of control !!!**

# Clarify confidentiality

- Conditional confidentiality in the context of probation communication
- Explain who has access to the probation file
- Explain who and when other institutions have access to the file.

# Clarify rights

- Explain briefly what are the rights of the client during supervision
- Describe the complaining procedure
- Explain when and how the client can ask for the PO to be replaced.

# Empathy

- ‘filling the shoes of someone else’
- Understanding but also REFLECTING
- Reflect the cognitive and the feeling content
- Use also active listening: summarizing, paraphrasing and reflecting.

Note: not efficient unless used in combination with other changing behaviour technics !!!

# Self-disclosure

- To help client disclose traumatic or intimate experiences relevant to the case.
- Difficult to use,
- Only in difficult situations,
- Don't abuse it !!

# Use of optimism

- Probation office need to believe in change: better results
- Client is optimist and self confident in his/her capacity to change. REMEMBER HOPE !!!!

# Use of humor

- Use only seldom
- Only situational humor and not based on jokes
- Not focused on the client
- Humanizes and relaxes the relationship.



Role play and discussion !!!

- Bad examples
- Good examples

20 min.

Questions?!

Thanks !!!