

# What Do Counseling Clients Want?

## Messages from the White Board

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# Well...?

## Have your clients said any of these?

I'm depressed

I'm overwhelmed

I wish I could stop worrying

My relationship is crap

I don't want to do anything

UGH, this constant stuff in my brain

I get so irritated at everything



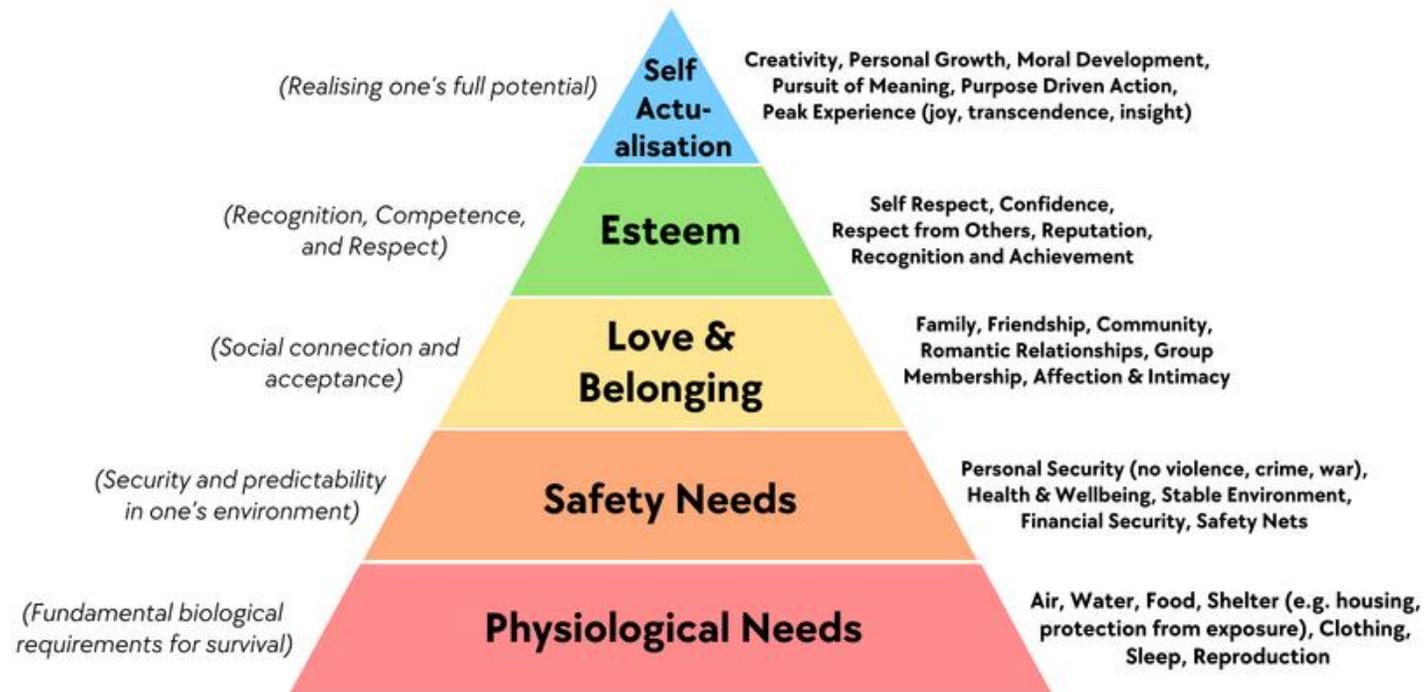
# Objectives

1. Identify three common things clients really want from the counseling experience
2. Integrate two ideas of Abraham Maslow and Marshall Rosenberg
3. Discuss the effect of a client's met or unmet needs on the client's feelings





# Maslow's Hierarchy of Needs



[https://en.wikipedia.org/wiki/Maslow%27s\\_hierarchy\\_of\\_needs](https://en.wikipedia.org/wiki/Maslow%27s_hierarchy_of_needs)



# Marshall Rosenberg

Psychologist, mediator, author, teacher

Developed NVC in the early 1960s

- Based on his personal experiences at the Detroit race riot of 1943 – a riot due to social tensions, housing shortages, an influx of migrants - mostly Blacks and Whites from the south
- Antisemitism he experienced early on in life



# Rosenberg's NVC

Nonviolent Communication, NVC, (aka Compassionate Communication) is an approach to enhance communication, understanding, and the quality of connection experienced with others

It evolved from Roger's person-centered therapy



# NVC Goal

It aims to increase empathy and understanding through an awareness of intentions

- When you are speaking, what is your intention?
- When you are listening, what is your intention?

NVC in therapy helps clients express themselves authentically and build more compassionate relationships



# NVC primer

## NVC focuses on:

- *Observing*: Describing situations without judgment
- *Feelings*: Expressing emotion rather than thoughts or criticisms
- *Needs*: Identifying and expressing unmet needs behind feelings
- *Request*: Making clear, specific requests to meet those needs



# Feelings & Needs

Rosenberg borrows from Max-Neff in positing some universal needs

- Sustenance
- Safety
- Love
- Understanding / empathy
- Creativity
- Recreation
- Sense of belonging
- Autotomy
- Meaning

He suggests that **our feelings are connected to our needs**

Obj #3



# Bottom Line...

Clients want to

- Feel safe
- Non-judged
- Understood
- Seen
- Heard
- Accepted for their authentic self
- Encouraged

These are the things that will help them grow. This is what we as clinicians need to foster so that the tools we teach them can be best utilized to help them on their journey to good mental health!



# Resources...

The Center for Nonviolent Communication

<https://www.cnvc.org/>

PuddleDancer Press – articles, books, uses of NVC, free resources

<https://nonviolentcommunication.com/>

NVC Needs list

[https://nonviolentcommunication.com/wp-content/uploads/2019/07/feelings\\_needs.pdf](https://nonviolentcommunication.com/wp-content/uploads/2019/07/feelings_needs.pdf)

NVC Feelings list

<https://static1.squarespace.com/static/5ca4f4d1523958120344a27f/t/5cdc22080852297d846864f2/1557930505040/feelings.pdf>



# Resources continued

M. Max-Neff (1986). *Desarrollo a escala humana: Una opcion para el futuro*. Fundacion Dag Hammarsk

