

COPING WITH DIFFICULT CLIENTS
THROUGH INDIVIDUAL AND GROUP COUNSELING

by

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A MASTER'S REPORT

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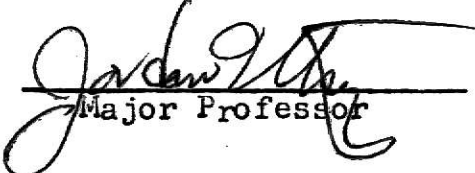
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CHAPTER I

INTRODUCTION

The Problem and Definition of Terms Used

According to Ohlsen, "counseling is an accepting, trusting, and safe relationship between a counselor and one or more clients. Within this relationship clients learn to face, express, and cope with their most disturbing feelings and thoughts. They also develop the courage and self-confidence to apply what they have learned in changing their behavior. When their behaviors do not seem to work, they feel sufficiently secure within the counseling relationship to appraise them to determine why they did not work, to modify them, or to identify other approaches to try."¹

Specifically, this was a study to answer the question: What should a beginning counselor do to cope with difficult clients through individual and group counseling in the secondary school?

A beginning counselor must try to understand why it is so difficult for him to work with certain clients. He must decide whom he can help best and under what circumstances. These decisions must be made by focusing on the client's needs. To focus on needs demands an assessment of the feelings, attitude, and actions of both the counselor and the client.

¹

Merle M. Ohlsen, Group Counseling (New York: Holt, Rinehart and Winston, Inc., 1970) , p. 1.