

Cranfield University



Human Factors Group
College of Aeronautics

Ph.D Thesis

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Dave Upton

Vol 2

Developing Employee Counselling

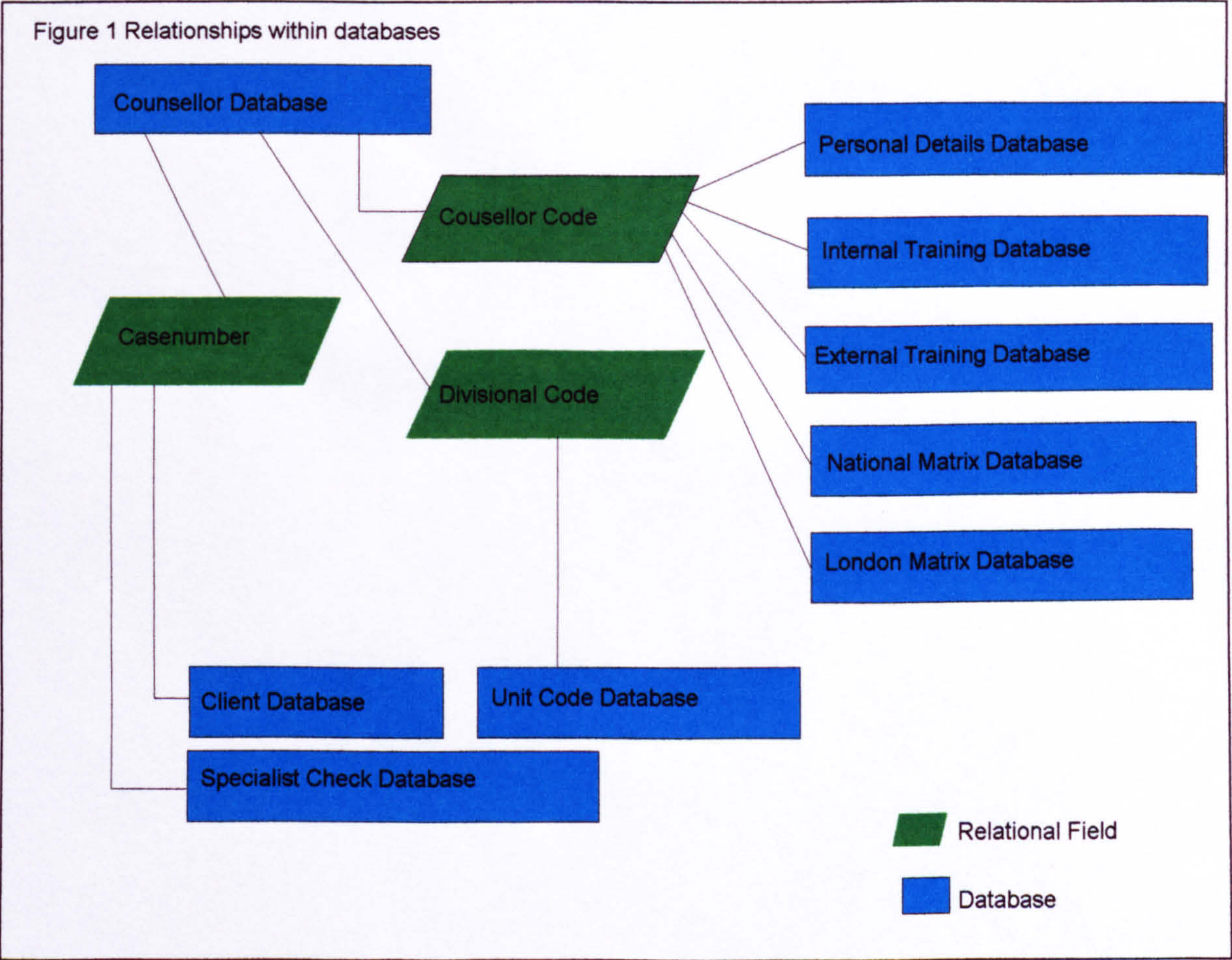
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Appendix 1

Computer Based Casework Management System

The system, briefly described in Chapter 2 was built in Visual dBASE™ and consisted of nine relational databases and their associated index and memo files. Figure 1, below, shows a block schematic diagram of the relations and data files within the specialists' systems.



The diagram shows that the main relationships are formed through the casenumber and counsellor code fields. In practice, both relations could have been achieved using the casenumber field, with the integers stripped for the purposes of creating the counsellor identifier. However, the piecemeal development of the system was such that the original links were retained and, because it was a requirement of the system that personal data could be linked to the training databases when neither the counsellor or client database was in use, the field existed in the databases on the right of the diagram and so separate links were established.

Divisional code information was added when it became clear that the unit codes did not relate with any apparent logic to the company divisions. (Several different units had codes starting with the letters 'n' and 'p')

Separate systems were built to facilitate inputting of the counsellor and client forms and, later, systems were added which facilitated the generation of the paperwork for training history checks and enabled the input and modification of personal, training, OUC and matrix data.

The structure of each of the databases is shown on the following pages.

Structure for table : CLRSHEL2.DBF

Table type

DBASE

Number of records

1060

Field	Field Name	Type	Length	Dec	Index
1	DATE	DATE	8		Y
2	CENTREID	CHARACTER	2		Y
3	CASENUMBER	CHARACTER	5		Y
4	AGE21BELO	LOGICAL	1		N
5	AGE2130	LOGICAL	1		N
6	AGE3140	LOGICAL	1		N
7	AGE4150	LOGICAL	1		N
8	AGE5160	LOGICAL	1		N
9	AGE61OVER	LOGICAL	1		N
10	Q2M	LOGICAL	1		N
11	Q2F	LOGICAL	1		N
12	GRADEETG	LOGICAL	1		N
13	GRADECLER	LOGICAL	1		N
14	GRADEMPG	LOGICAL	1		N
15	GRADEPCG	LOGICAL	1		N
16	GRADESMG	LOGICAL	1		N
17	GRADEMTU	LOGICAL	1		N
18	GRADESAM	LOGICAL	1		N
19	GRADESNM	LOGICAL	1		N
20	GRADEOPR	LOGICAL	1		N
21	GRADEPHOTP	LOGICAL	1		N
22	GRADENON	LOGICAL	1		N
23	GRADEPEN	LOGICAL	1		N
24	GRADEDEP	LOGICAL	1		N
25	GRADETICOT	LOGICAL	1		N
26	GRADEOTHER	CHARACTER	50		N
27	Q4DIVISION	CHARACTER	3		Y
28	Q5AWKRELAT	LOGICAL	1		N
29	Q5BWKORG	LOGICAL	1		N
30	Q5CWKDOMCO	LOGICAL	1		N
31	Q5DWKPERF	LOGICAL	1		N
32	Q5EISTSELF	LOGICAL	1		N
33	Q5E2STOHS	LOGICAL	1		N
34	Q5E3STGP	LOGICAL	1		N
35	Q5FFINANCE	LOGICAL	1		N
36	Q5GBEREAVE	LOGICAL	1		N
37	Q5GBERDIS	LOGICAL	1		N
38	Q5GBERDOP	LOGICAL	1		N
39	Q5HBOOZEDR	LOGICAL	1		N
40	Q5IDIVSEP	LOGICAL	1		N
41	Q5JELDPAR	LOGICAL	1		N
42	Q5KOTHREL	LOGICAL	1		N
43	Q5LREDUND	LOGICAL	1		N
44	Q5MRETMNT	LOGICAL	1		N
45	Q5NPHYSHLT	LOGICAL	1		N
46	Q5NMENHTLT	LOGICAL	1		N
47	Q5NSELFEST	LOGICAL	1		N
48	Q5QPAC	LOGICAL	1		N
49	Q5PIOTHER1	CHARACTER	50		N
50	Q5PIIOTHR2	NUMERIC	1		N
51	Q5ROHTTICK	LOGICAL	1		N
52	Q6APPT	NUMERIC	1		N
53	Q7CONFID	NUMERIC	1		N
54	Q8CLRUNDP	NUMERIC	1		N
55	Q9CLRUNDF	NUMERIC	1		N
56	Q12ADVICE	NUMERIC	1		N
57	Q13NOJUDGE	NUMERIC	1		N
58	Q14OWNDECI	NUMERIC	1		N
59	Q15RESPECT	NUMERIC	1		N
60	Q16WKPERF	NUMERIC	1		N
61	Q17HOME	NUMERIC	1		N
62	Q18BENEFIT	NUMERIC	1		N
63	Q19APPT	NUMERIC	1		N
64	Q20RECOMME	NUMERIC	1		N
65	Q21NOVISIT	NUMERIC	1		N
66	Q22NXTAPPT	LOGICAL	1		N
67	Q22NXTAPNO	LOGICAL	1		N
68	Q22NXTAPDK	LOGICAL	1		N
69	Q23COPROJ	NUMERIC	1		N
70	Q24REFERD1	LOGICAL	1		N
71	Q24REFERD2	LOGICAL	1		N
72	Q24REFERD3	LOGICAL	1		N
73	Q25CRECOMM	MEMO	10		N
74	Q24REFOTH	MEMO	10		N

75	FACE	NUMERIC	1	N
76	ONGOING	NUMERIC	1	N
77	AGE	NUMERIC	2	N
78	GRADE	NUMERIC	2	N
79	GENDER	NUMERIC	1	N
80	NEXT	NUMERIC	1	N
81	REFERD	NUMERIC	1	N
82	AWKREL	NUMERIC	1	N
83	BWKORG	NUMERIC	1	N
84	CWKDOMCO	NUMERIC	1	N
85	DWKPERF	NUMERIC	1	N
86	E1STRSELF	NUMERIC	1	N
87	E2STOHS	NUMERIC	1	N
88	E3STGP	NUMERIC	1	N
89	FFINANCE	NUMERIC	1	N
90	GBEREAVE	NUMERIC	1	N
91	GBERDIS	NUMERIC	1	N
92	GBERDOP	NUMERIC	1	N
93	HBOOZEDR	NUMERIC	1	N
94	IDIVSEP	NUMERIC	1	N
95	JELDPAR	NUMERIC	1	N
96	KOTHREL	NUMERIC	1	N
97	LREDUND	NUMERIC	1	N
98	MRETMNT	NUMERIC	1	N
99	NPHYSHLT	NUMERIC	1	N
100	NMENTHLT	NUMERIC	1	N
101	NSELFEST	NUMERIC	1	N
102	QPAC	NUMERIC	1	N
103	ROTHTIC	NUMERIC	1	N
104	RESPONDENT	NUMERIC	1	N
105	DAY	NUMERIC	4	N

** Total **			241	

Structure for table: CLISHEL2.DBF
 Table type DBASE Number of records 693

Field	Field Name	Type	Length	Dec	Index
1	DATE	DATE	8		Y
2	CENTREID	CHARACTER	2		Y
3	CASENUMBER	CHARACTER	5		Y
4	DIVN	CHARACTER	3		Y
5	SOURCEPOST	LOGICAL	1		N
6	SOURCETODA	LOGICAL	1		N
7	SOURCEJOBN	LOGICAL	1		N
8	SOURCECONN	LOGICAL	1		N
9	SOURCEMGR	LOGICAL	1		N
10	SOURCECLLR	LOGICAL	1		N
11	SOURCECOLL	LOGICAL	1		N
12	SOURCEOTH	LOGICAL	1		N
13	SOURCEOHS	LOGICAL	1		N
14	OTHERSOURC	CHARACTER	50		N
15	Q3AWKREL	LOGICAL	1		N
16	Q3BWKORG	LOGICAL	1		N
17	Q3CWKDOMCO	LOGICAL	1		N
18	Q3DWKPERF	LOGICAL	1		N
19	Q3ESTRESS	LOGICAL	1		N
20	Q3FFINANCE	LOGICAL	1		N
21	Q3GBEREAVE	LOGICAL	1		N
22	Q3HBOOZEDR	LOGICAL	1		N
23	Q3IDIVSEP	LOGICAL	1		N
24	Q3JELDPAR	LOGICAL	1		N
25	Q3KOTHREL	LOGICAL	1		N
26	Q3LREDUND	LOGICAL	1		N
27	Q3MRETMNT	LOGICAL	1		N
28	Q3NHEALTH	LOGICAL	1		N
29	Q3OPAC	LOGICAL	1		N
30	Q3PIOTHER1	CHARACTER	50		N
31	Q3PIIOTHR2	CHARACTER	50		N
32	Q3OTHTIC	LOGICAL	1		N
33	CONTACTDIR	LOGICAL	1		N
34	CONTACTCRU	LOGICAL	1		N
35	CONTACT3PR	LOGICAL	1		N
36	CONTACTCLR	LOGICAL	1		N
37	EASYCONTAC	NUMERIC	1		N
38	CRUHELP	NUMERIC	1		N
39	LINEENG	LOGICAL	1		N
40	NOPHONE	LOGICAL	1		N

41	NOTANSW	LOGICAL	1	N
42	PROBOTH	CHARACTER	50	N
43	HOURSINC	LOGICAL	1	N
44	OTHPROBTIC	LOGICAL	1	N
45	Q6NA	LOGICAL	1	N
46	Q8APPT	NUMERIC	1	N
47	Q9CONFID	NUMERIC	1	N
48	Q10CLRUNDP	NUMERIC	1	N
49	Q11CLRUNDF	NUMERIC	1	N
50	Q12ADVICE	NUMERIC	1	N
51	Q13NOJUDGE	NUMERIC	1	N
52	Q14OWNDECI	NUMERIC	1	N
53	Q15RESPECT	NUMERIC	1	N
54	Q16WKPERF	NUMERIC	1	N
55	Q17HOME	NUMERIC	1	N
56	Q18BENEFIT	NUMERIC	1	N
57	Q19APPT	NUMERIC	1	N
58	Q20RECOMME	NUMERIC	1	N
59	Q21NOVISIT	NUMERIC	1	N
60	Q22NXTAPPT	LOGICAL	1	N
61	Q22NONEXT	LOGICAL	1	N
62	Q22NEXTADK	LOGICAL	1	N
63	Q23ADGUIDQ	NUMERIC	1	N
64	Q23UNHAPPY	MEMO	10	N
65	Q24COMMENT	MEMO	10	N
66	SOURCE	NUMERIC	2	N
67	CONTACT	NUMERIC	2	N
68	NEXT	NUMERIC	2	N
69	AWKREL	NUMERIC	1	N
70	BWKORK	NUMERIC	1	N
71	CWKDOMCO	NUMERIC	1	N
72	DWKPERF	NUMERIC	1	N
73	ESTRESS	NUMERIC	1	N
74	FFINANCE	NUMERIC	1	N
75	GBEREAVE	NUMERIC	1	N
76	HBOOZEDR	NUMERIC	1	N
77	IDIVSEP	NUMERIC	1	N
78	JELDPAR	NUMERIC	1	N
79	KOTHREL	NUMERIC	1	N
80	LREDUND	NUMERIC	1	N
81	MRETMNT	NUMERIC	1	N
82	NHEALTH	NUMERIC	1	N
83	OPAC	NUMERIC	1	N
84	OTHTIC	NUMERIC	1	N
85	CONENGD	NUMERIC	1	N
86	CONNOPH	NUMERIC	1	N
87	CONNOAN	NUMERIC	1	N
88	CONHOUR	NUMERIC	1	N
89	CONOTH	NUMERIC	1	N
90	CONNA	NUMERIC	1	N
91	PERMIT	LOGICAL	1	N
92	DAY	NUMERIC	4	N

** Total **			327	

Structure for table: PERSON.DBF

Table type DBASE Number of records 48

Field	Field Name	Type	Length	Dec	Index
1	FIRST	CHARACTER	15		N
2	LAST	CHARACTER	15		Y
3	LOCATION	CHARACTER	20		N
4	PHONE	CHARACTER	20		N
5	FAX	CHARACTER	20		N
6	BTNET	CHARACTER	19		N
7	VCOM	CHARACTER	10		N
8	PP	CHARACTER	10		N
9	BUILDING	CHARACTER	25		N
10	STREET	CHARACTER	25		N
11	AREA	CHARACTER	26		N
12	TOWN	CHARACTER	20		N
13	POSTCODE	CHARACTER	9		N
14	CENTREID	CHARACTER	2		Y
15	CWMGR	CHARACTER	25		Y
16	OPERAT	CHARACTER	25		N
17	CLRGEN	NUMERIC	1		N

** Total **			288		

Structure for table : ECSCHK.DBF

Table type DBASE Number of records 452

Field	Field Name	Type	Length	Dec	Index
1	CASENUMBER	CHARACTER	5		Y
2	CHECKED	LOGICAL	1		N
3	DATECK	DATE	8		N
4	ECSNOTES	MEMO	10		N
5	CENTREID	CHARACTER	2		Y
** Total **			27		

Structure for table : TRGEXTL.DBF

Table type DBASE Number of records 25

Field	Field Name	Type	Length	Dec	Index
1	LAST	CHARACTER	25		Y
2	FIRST	CHARACTER	25		N
3	STARTDATE	DATE	8		N
4	ENDDATE	DATE	8		N
5	TITLE	CHARACTER	60		N
6	CENTREID	CHARACTER	10		Y
7	NOTES1	CHARACTER	10		N
** Total **			147		

Structure for table : TRGINTL.DBF

Table type DBASE Number of records 314

Field	Field Name	Type	Length	Dec	Index
1	LAST	CHARACTER	14		Y
2	FIRST	CHARACTER	10		N
3	GRADE	CHARACTER	3		N
4	MENTOR	CHARACTER	25		N
5	CDATE	DATE	8		Y
6	CNAME	CHARACTER	30		Y
7	ATTEND	CHARACTER	1		N
8	CENTREID	CHARACTER	2		Y
** Total **			94		

Structure for table : OUCS.DBF

Table type DBASE Number of records 721

Field	Field Name	Type	Length	Dec	Index
1	OUC	CHARACTER	5		Y
2	DIVISION	CHARACTER	40		Y
** Total **			46		

Structure for table : LONDMATR.DBF

Table type DBASE
Number of records 236
Last update 27/03/96

Field	Field Name	Type	Length	Dec	Index
1	BUILDING	CHARACTER	33		N
2	PERSONAL	CHARACTER	15		N
3	PHONE_NUMB	CHARACTER	13		N
4	VOICE_COM	CHARACTER	8		N
5	REDEPLOYME	CHARACTER	15		N
6	PHONE_NU_1	CHARACTER	13		N
7	VOICE_C_1	CHARACTER	8		N
** Total **			106		

Structure for table : MATRIX.DBF

Table type	DBASE	Number of records	431			
Field	Field Name	Type	Length	Dec	Index	
1	TOWN_CITY	CHARACTER	21			N
2	PERSONAL	CHARACTER	20			N
3	PHONE_NUMB	CHARACTER	13			N
4	VOICE_COM	CHARACTER	13			N
5	REDEPLOYME	CHARACTER	18			N
6	PHONE_NU_1	CHARACTER	14			N
7	VOICE_C_1	CHARACTER	9			N
** Total **						109

Both the counsellor (CLRSHEL2.DBF) and the client (CLISHEL2.DBF) databases contain large numbers of what are essentially redundant fields. This was because for display purposes it was more effective to use logical variables but for reporting and data processing, it was most effective to use numeric variables coded as ‘0’ and ‘1’. The system automatically created the numeric variables on the system after they had been input and so, although there were redundant fields, there was no extra human effort required.

Query files

The system used query files to create the relationships between the various databases. In all, 17 query files existed on the system. Some of these were used for report generation alone, some for display and report generation and some for display only. An example of some of the programming for one of the files is shown below:

```
CLOSE DATABASES
SET EXACT ON
SELECT 2
USE c:\CWM\CLRSHEL2.DBF ORDER TAG CASENUMBER
SELECT 1
USE c:\CWM\CLISHEL2.DBF ORDER TAG CASENUMBER
SELECT 3
USE c:\CWMPERSON.DBF ORDER TAG CENTREID
SELECT 4
USE c:\CWMECSCHK.DBF ORDER TAG CASENUMBER
SELECT 2
SET RELATION TO CASENUMBER INTO CLISHEL2 CONSTRAIN INTEGRITY, CENTREID INTO ;
PERSON CONSTRAIN INTEGRITY, CASENUMBER INTO ECSCHK CONSTRAIN INTEGRITY
SET SKIP TO CLISHEL2, PERSON, ECSCHK
SET FILTER TO PERSON->CWMGR="Dave Upton"
SET FIELDS TO DATE, CENTREID, CASENUMBER, AGE21BELO, AGE2130, AGE3140, AGE4150, AGE5160,;
AGE61OVER, Q2M, Q2F, GRADEETG, GRADECLER, GRADEMPG, GRADEPCG, GRADESMG, GRADEMTU,;
GRADESAM, GRADESNM, GRADEOPR, GRADEPHOT, GRADENON, GRADEPEN, GRADEDEP, GRADETICOT,;
GRADEOTHER, Q4DIVISION, Q5AWKRELAT , Q5BWKORG, Q5CWKDOMCO, Q5DWKPERF, Q5EISTSELF,;
Q5E2STOHS, Q5E3STGP, Q5FFINANCE, Q5GBEREAVE, Q5GBERDIS, Q5GBERDOP, Q5HBOOZEDR, Q5IDIVSEP,;
Q5JELDPAR, Q5KOTHREL, Q5LREDUND, Q5MRETMNT, Q5NPHYSHLT, Q5NMENTHLT, Q5NSELFEST, Q5QPAC,;
Q5PIOTHER1, Q5PIOTHR2, Q5ROTHTICK, Q6APPT, Q7CONFID, Q8CLRUNDP, Q9CLRUNDF, Q12ADVICE,;
Q13NOJUDGE, Q14OWNDECI, Q15RESPECT, Q16WKPERF, Q17HOME, Q18BENEFIT, Q19APPT, Q20RECOMME,;
Q21NOVISIT, Q22NXTAPPT, Q22NXTAPNO, Q22NXTAPDK, Q23COPROJ, Q24REFERD1,
Q24REFERD2, Q24REFERD3,;
Q25CRECOMM, Q24REFOTH, FACE, ONGOING
SELECT 1
SET FIELDS TO SOURCEPOST, SOURCETODA, SOURCEJOB, SOURCECONN, SOURCEMGR, SOURCECLLR,;
SOURCECOLL, SOURCEOTH, SOURCEOHS, OTHERSOURC, Q3AWKREL, Q3BWKORG , Q3CWKDOMCO,;
Q3DWKPERF, Q3ESTRESS, Q3FFINANCE, Q3GBEREAVE, Q3HBOOZEDR, Q3IDIVSEP, Q3JELDPAR, Q3KOTHREL,;
Q3LREDUND, Q3MRETMNT, Q3NHEALTH, Q3OPAC, Q3PIOTHER1, Q3PIOTHR2, Q3OTH TIC, CONTACTDIR,;
CONTACTCRU, CONTACT3PR, CONTACTCLR, EASYCONTACT, CRUHELP, LINEENG, NOPHONE, NOTANSW,;
PROBOTH, HOURSINC, OTHPROBTIC, Q6NA, Q8APPT, Q9CONFID, Q10CLRUNDP, Q11CLRUNDF, Q12ADVICE,;
Q13NOJUDGE, Q14OWNDECI, Q15RESPECT, Q16WKPERF, Q17HOME, Q18BENEFIT, Q19APPT, Q20RECOMME,;
Q21NOVISIT, Q22NXTAPPT, Q22NONEXT, Q22NEXTADK, Q23ADGUIDQ, Q23UNHAPPY, Q24COMMENT, SOURCE,;
CONTACT, NEXT, PERMIT
SELECT 3
SET FIELDS TO FIRST, LAST, PHONE, FAX, BTNET, VCOM, PP, CWMGR
SELECT 4
SET FIELDS TO CHECKED, DATECK, ECSNOTES, CENTREID
```

Screen Files

Screen files were developed for each of the opening screens within the system and for each of the data display pages. This involved a great deal of programming because each of the specialists had different query files for cases that they had checked, those that they had not checked, all their own cases and all cases on the system. Together with maintenance screens, report screens, those displaying OUC, personal and training history, this probably accounted for the bulk of programming and would probably have been too large a project if it had not been for the visual programming interface as there are around 50 screens on the whole system. A sample of part of one screen programme is shown below. As the full programme for this screen alone runs to 2336 lines, only a small section is shown.

```
parameter bModal
local f
f = new CWMVIEWFORM()
if (bModal)
    f.mdi = .F. && ensure not MDI
    f.ReadModal()
else
    f.Open()
endif
CLASS CWMVIEWFORM OF FORM
    this.ScrollBar = 2
    this.OnClose = CLASS::FORM_ONCLOSE
    this.Text = "Dave - All Cases "
    this.Left = 0
    this.Top = 0
    this.Height = 20
    this.View = "c:\cwm\duall.QBE"
    this.Width = 100
    this.ColorNormal = "b/gb"

    DEFINE TABBOX TABBOX1 OF THIS;
    PROPERTY;
    ColorHighLight "BtnText/BtnFace",;
    DataSource 'ARRAY {"Page 1", "Page 2", "Page 3", "Page 4", "Page 5", "Page 6"}',;
    ID 313,;
    OnSelChange {;form.PageNo=this.curSel},;
    Top 19,;
    Height 1,;
    Width 100,;
    ColorNormal "BtnFace"

    DEFINE TEXT TEXT7 OF THIS;
    PROPERTY;
    PageNo 2,;
    Text "Client",;
    Left 1.7295,;
    Top 2.3516,;
    Height 1,;
    Width 6.4346,;
    ColorNormal "n/gb"

    DEFINE CHECKBOX CHECKBOX21 OF THIS;
    PROPERTY;
    PageNo 2,;
    Text "",;
    Group .T.,;
    DataLink "CLISHEL2->Q3AWKREL",;
    Left 2.6592,;
    Top 3.3516,;
    Height 1,;
    Width 3.0059,;
    ColorNormal "b/gb"
```



Procedure Form_OnClose
close databases

ENDCLASS

Report and minor programme Files

The system used a large number of report files (171) mainly generated using *Crystal Reports for Windows™*. Around twenty minor programme files were also created, largely concerned with producing the customer satisfaction reports required by the host organisation, although some were involved in calculating data for the specialists on the number of returns by counsellor and so forth. An example of some parts of several sections of one of the programmes is shown below. The original ran to around 400 lines.

```
close all
clear all
set device to printer
store 0000 to both,cliret,clrret,client
store 00.00 to clrper,cliclr
set view to clirpers.qbe
count for clishel2->casenumber = clrshel2->casenumber to both
reccount()
store ((both/reccount())*100) to clrper
store reccount() to client
close all
set view to clirpers.qbe
store reccount() to clrret
store ((client/clrret)*100) to cliclr
@ 1,5 say "CASEWORK MANAGEMENT RETURN RATES AND MISSING DATA"
@ 4,10 say "Percentage of counsellor returns: "
@ 4,41 say clrper
@ 6,10 say "Percentage of client returns: "
@ 6,41 say cliclr
@ 8,10 say "The following cases have had a client form returned but"
@ 9,10 say "no counsellor form:"
*set device to screen
use
set view to clirpers.qbe
list first,last, casenumber, date for clishel2->casenumber<>clrshel2->casenumber to
printer
STORE 000 TO HACR,HACL,HBCR,HBCL,DACR,DACL,FBCR,FBCL,ECCR,ECCL,CDCR,CDCL,FACR,FACL
USE CLRSHEL2
```

```
COUNT FOR CENTREID='HA' TO HACR
COUNT FOR CENTREID='HB' TO HBCR
```

```
USE CLISHEL2
COUNT FOR CENTREID='HA' TO HACL
COUNT FOR CENTREID='HB' TO HBCL
```

```
STORE ((HACL/HACR)*100) TO HAP
STORE ((HBCL/HBCR)*100) TO HBP
```

```
SET PRINTER TO
SET PRINTER ON
@ 1,20 SAY "NUMBER OF FORMS RETURNED FOR EACH EC"
@ 3,30 SAY "COUNSELLOR"
@ 3,50 SAY "CLIENT"
@ 3,65 SAY "% "
@ 5,20 SAY "HA"
@ 5,30 SAY HACR
@ 5,45 SAY HACL
@ 5,55 SAY HAP
```

Example reports from Casework Management System

1. Exception trapping Report q12.Advice/q13 non judgmental 06/07/97 Page 1
All cases which have not been checked where there is a 3 or more point difference in questions 12 or 13 between counsellor & client

Case manager: Bruce Greenhalgh

DATE	CASENUMBER	Counsellor	
12/02/96	KA038	Albert	Ellis
04/09/96	KB041	Eric	Fromm
06/08/96	KB940	Eric	Fromm
11/09/96	MK022	Carl	Jung
09/02/96	JF013	Mata (Margaret)	Hari (Zelle)
13/02/96	JH052	Auguste	Comte
13/08/96	JM959	Alfred	Jingle
28/06/96	LC082	J. Alfred	Profrock
21/06/96	OD051	Anthony	Comstock
11/09/96	PD334	Uriah	Heep
14/02/97	QH931	Mary	Barton

Case manager: Dave Upton

DATE	CASENUMBER	Counsellor	
28/02/96	JA014	Attila	The Hun
26/09/96	LA076	Fred	Daedalus
14/06/96	LB050	Fritz	Perls
29/08/96	MC037	Vlad	The Impaler
28/08/96	NC042	William	Hare
03/07/96	OA040	Gerard	Egan
02/10/96	QA042	Carl	Rogers
18/07/96	SC002	Arthur	Scroat

Case manager: Jenny Howell

DATE	CASENUMBER	Counsellor	
26/02/96	JC017	Edwin	Drood

2. Number of client forms received by divisional code 06/07/97 Page 1 of 6

Divisional Code	Number
ADT	1
BC	1
BCC	1
BCH	1
BCK	3
BCL	1
BCN	7
BCS	29
BCW	2
BCX	15
BDA	2
BDB	4
BDC	3
BDD	2
BDF	1
BFB	13
BFC	1
BND	1
BNO	1
BNT	1
BOB	3
BRC	1
BWL	2
BWM	2
BWN	1
BWR	1
BWT	1
BXB	3
BYF	1
BYM	2
BYT	1
CAM	1
CD	1
CX	1
CXO	3
DAC	1
DEP	5
DLD	6
DLM	1
DLQ	1
DSG	1
DSL	3
DSN	1
DST	3
DSW	5
FBP	1
FBW	2
FCA	1
FCB	1
FFC	1
FFJ	10
FFM	3
FPB	1
FTP	3

3. Number of cases dealt with by counsellors by divisional code 06/07/97 Page 1 of 7

BC	5
BCA	1
BCC	1
BCD	1
BCI	1
BCK	4
BCL	1
BCN	12
BCR	6
BCS	32
BCW	3
BCX	23
BDA	4
BDB	12
BDC	3
BDD	3
BDF	1
BFB	15
BFC	2
BHT	1
BND	1
BNO	1
BOA	1
BOB	2
BOC	1
BOV	2
BW	1
BWE	1
BWF	1
BWG	1
BWL	2
BWM	3
BWR	2
BWS	1
BWT	1
BXB	2
BY	3
BYF	2
BYM	1
BYT	1
CPD	1
CX	2
CXO	5
DC	1
DCW	1
DEP	27
DLD	9
DLM	3
DLQ	1
DMS	1
DSG	1
DSL	3
DSN	6

Total 1,034

4. Examples of some of the customer satisfaction reports

4.1 "I found it easy to contact Employee Counselling"
Where a value does not print, no cases are present

Label	Value	Number
Not applicable	0	213
Strongly agree	1	262
	2	118
	3	48
Neutral	4	16
	5	7
	6	1
Strongly disagree	7	3
Total		668

4.2 "The Call Reception staff were courteous and Helpful"

Label	Value	Number
Not applicable	0	304
Strongly agree	1	212
	2	102
	3	33
Neutral	4	11
	5	2
	6	3
Strongly disagree	7	1
Total		668

4.3 "I was able to get an appointment in a reasonable time"

Label	Value	Number
Not applicable	0	55
Strongly agree	1	323
	2	147
	3	59
Neutral	4	43
	5	9
	6	9
Strongly disagree	7	3
Not completed	9	20
Total		668

4.4 "If your counsellor provided advice or guidance, how effective was it?"

Label	Value	Number	Not applicable	0	12
Strongly agree	1	170			
	2	201			
	3	139			
Neutral	4	72			
	5	8			
	6	2			
Strongly disagree	7	11			
Not completed	9	53			
Total		668			

Other reports in this group were concerned with 'benefit', 'method of contacting' etc.

5. Example of part of the print-out from the reports which show the number of cases of each problem type (as assessed by counsellors) for each of the company divisions as well as non-employees

Casework by client division and type of case for the period 01/01/96 to 01/04/96

<i>Division</i>	<i>Other Relationship</i>	<i>Retirement</i>	<i>Physical Health</i>	<i>Mental Health</i>	<i>Self Esteem</i>	<i>Other Problem</i>
Dependant	0	0	0	0	0	1
Finance	0	1	1	1	0	0
Global Communications	2	0	1	0	3	0
Group Personnel	4	0	0	0	2	2
National Business Communications	5	0	3	4	3	5
Networks & Services	12	5	14	13	18	19
No Division Supplied	0	0	0	1	0	1
Northern Ireland	1	0	2	1	4	2
Other Divisions	3	0	2	3	5	7
Pensioner	0	0	0	1	0	1
Personal Communications	9	0	4	4	7	7
Totals	36	6	27	28	42	45

6. Example of part of the printout from the reports which show the average scores for each counsellor on each question from the seven-point questionnaire scales.

Dave Upton's Counsellors over last year

Report date

07/07/97

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Summary of mean scores given by counsellors across all clients over the last year

<i>Q7Confidentiality</i>	<i>Q8 Problem</i>	<i>Q9 Feelings</i>	<i>Q12 Advice</i>	<i>Firstname</i>	<i>Lastname</i>
1.82	1.87	1.76	2.13	Fred	Daedalus
1.63	2.15	2.19	5.00	Gerard	Egan
1.41	1.88	1.94	2.76	William	Hare
2.05	1.93	1.83	3.05	Fritz	Perls
1.06	1.33	1.39	2.78	Carl	Rogers
1.00	2.00	3.00	1.00	Arthur	Scroat
2.38	1.86	2.00	3.43	Attila	The Hun
1.07	1.47	1.27	1.53	Vlad	The Impaler

Similar reports are also generated for client perceptions for each of the specialists' groups of counsellors as well as overall averages for all counsellors.

The above examples represent a small selection of the reports which the system is able to generate,

Appendix 2

1. Company composition compared with survey data

Table 1 and 2 Responding clients (Cases where client form was returned. Data includes ongoing & telephone work but excludes those cases from non-employees and divisions other than those shown in tables 1 & 2)

Table 1 Respondents against company data					
Company Division	Number employed	Percent employed	Number of clients	Percent of total clients	Expected number of clients
Personal Communications	17720	15	113	20	85
Networks & Services	62047	53	288	51	299
National Business Communications	24326	21	94	17	117
Global Communications	6148	5	16	3	30
Group Finance	4898	4	25	4	24
Group Personnel	2567	2	31	5	12
Total	117706	100	567*	100	567*

Table 2 Sample age & gender against company data							
Age	Male	Female	Total	Percent employed	Number of clients	Percent of clients	Expected number of clients
Under 21	202	130	3320	1	5	0	2
22-30	8607	8937	15544	13	111	20	74
31-40	32057	11828	43885	37	228	41	210
41-50	37727	7394	45121	38	175	31	215
51-60	9821	3003	12824	11	43	8	61
Total	88414	29292	117706	100	562*	100	562*
Percent employed	75	25	100	Note: * Five failed to record age			
Number of clients	351	216	567				
Percent of clients	62	38	100				
Expected number of clients	426	141	567				

Table 3 & 4 New face to face casework where client responded (Data excludes ongoing and telephone work, non-employees and those from divisions not shown in the tables)

Table 3 New face to face cases against company data					
Company Division	Number employed	Percent employed	Number of clients	Percent of total clients	Expected number of clients
Personal Communications	17720	15	88	20	68
Networks & Services	62047	53	228	51	238
National Business Communications	24326	21	76	17	93
Global Communications	6148	5	15	3	24
Group Finance	4898	4	18	4	19
Group Personnel	2567	2	26	6	10
Total	117706	100	451	100	451

Table 4 Age & gender against company data							
Age	Male	Female	Total	Percent employed	Number of clients	Percent of clients	Expected number of clients
Under 21	202	130	3320	1	5	1	1
22-30	8607	8937	15544	13	91	20	60
31-40	32057	11828	43885	37	178	39	168
41-50	37727	7394	45121	38	143	32	173
51-60	9821	3003	12824	11	34	8	49
Total	88414	29292	117706	100	451	100	451
Percent employed	75	25	100				
Number of clients	279	172	451				
Percent of clients	62	38	100				
Expected number of clients	339	112	451				

Company structure in terms of age, gender and division

Table 5, below, shows the same company data as chapter 3 table 14, but this time broken down to show the way that age groups and gender are distributed between the various divisions. The references in the table to percentages ‘within the company’ are not strictly accurate since the available data did not include all employees. (See footnote 4 on page 82)

Table 5	Under 21	22-30	31-40	41-50	51-60	Total (raw data)	Male	Female
Division	% of company	% of company	% of company	% of company	% of company	% of company	% of company	% of company
Personal Communications	37.95	28.29	15.20	10.55	13.76	(17720) 15.06	6.59	40.58
Networks & Services	46.38	38.27	49.98	58.61	58.98	(62047) 52.71	63.53	20.06
National Business Communications	6.63	21.71	23.43	19.20	15.49	(24326) 20.67	19.60	23.90
Global Communications	2.41	5.64	5.47	5.18	4.12	(6148) 5.22	4.98	5.97
Finance	3.92	3.34	3.95	4.42	4.97	(4898) 4.16	3.86	5.08
Group Personnel	2.71	2.75	1.97	2.04	2.68	(2567) 2.18	1.44	4.41
Totals (raw data)	(332) 100%	(15544) 100%	(43885) 100%	(45121) 100%	(12824) 100%	(117706) 100%	(88414) 100%	(29292) 100%

Tables 6-10 below show the detailed breakdown of age/gender groupings within each of the company’s main divisions. Table 10 is shown pictographically on page 30 of this appendix. The key points of interest relate to the complex interplay between age and gender in terms of take up. For example, almost all of the divisions except ‘PC’ show a higher take-up than expected for females in the 31-40 age group. Males in the 41-50 age group have a lower take-up than expected for all divisions, whereas the female take-up in the same age group is higher for each of the company’s divisions.

It should be noted, however, that whilst the data in the main analysis and that shown in tables 1-5 above is accurate, some of the divisional information supplied to formulate tables 6-10 below was somewhat different from the original breakdowns supplied where age and gender were not separated out. Had the main interest of the research been in this area, this obviously would have been pursued in order to ensure that any conclusions were based on accurate data. However, the main interest in the study was not concerned with the dynamics of ‘take-up’, nor was it concerned with age and gender profiling. This would appear to be an area worthy of further research and it might be worthwhile pursuing the effect of problem type within age/gender groupings in order to shed further light on the subject.

Table 6
Company Divisional Breakdown by age/gender grouping

	M <=21	F <=21	M 22-30	F 22-30	M 31-40	F 31-40	M 41-50	F 41-50	M 51-60	F 51-60	Totals
GC	2	6	397	480	1601	798	1982	354	417	111	6148
GF	13	0	245	274	1151	584	1549	445	451	186	4898
GP	1	2	167	261	369	495	558	364	179	165	2561
N&S	4	5	4745	1203	19657	2278	24771	1676	6856	707	61902
NBC	141	13	1714	1661	7040	3240	7138	1524	1428	559	24458
PC	7	15	1339	3058	2239	4433	1729	3031	490	1275	17616
Totals	168	41	8607	6937	32057	11828	37727	7394	9821	3003	117583

Table 7
Total cases received from main company divisions

	M <=21	F <=21	M 22-30	F 22-30	M 31-40	F 31-40	M 41-50	F 41-50	M 51-60	F 51-60	Totals
GC	0	0	2	7	5	11	3	3	0	0	31
GF	0	0	3	3	7	6	7	5	0	2	33
GP	0	1	3	5	7	9	0	9	3	3	40
N&S	0	2	55	18	162	38	140	14	28	6	463
NBC	1	0	14	23	34	27	34	14	5	7	159
PC	2	2	17	41	25	35	10	32	3	12	179
Totals	3	5	94	97	240	126	194	77	39	30	905

Table 8 Percentage of people in age gender groupings within each division											Percent of whole company
	M <=21	F <=21	M 22-30	F 22-30	M 31-40	F 31-40	M 41-50	F 41-50	M 51-60	F 51-60	
GC	0.03	0.10	6.46	7.81	26.04	12.98	32.24	5.76	6.78	1.81	5.23
GF	0.27	0.00	5.00	5.59	23.50	11.92	31.63	9.09	9.21	3.80	4.17
GP	0.04	0.08	6.52	10.19	14.41	19.33	21.79	14.21	6.99	6.44	2.18
N&S	0.01	0.01	7.67	1.94	31.76	3.68	40.02	2.71	11.08	1.14	52.65
NBC	0.58	0.05	7.01	6.79	28.78	13.25	29.18	6.23	5.84	2.29	20.80
PC	0.04	0.09	7.60	17.36	12.71	25.16	9.81	17.21	2.78	7.24	14.98
Company	0.14	0.03	7.32	5.90	27.26	10.06	32.09	6.29	8.35	2.55	100.00

Table 9 Percentage of cases in each age/gender group within each division											Percent of all cases
	M <=21	F <=21	M 22-30	F 22-30	M 31-40	F 31-40	M 41-50	F 41-50	M 51-60	F 51-60	
GC	0.00	0.00	6.45	22.58	16.13	35.48	9.68	9.68	0.00	0.00	3.43
GF	0.00	0.00	9.09	9.09	21.21	18.18	21.21	15.15	0.00	6.06	3.65
GP	0.00	2.50	7.50	12.50	17.50	22.50	0.00	22.50	7.50	7.50	4.42
N&S	0.00	0.43	11.88	3.89	34.99	8.21	30.24	3.02	6.05	1.30	51.16
NBC	0.63	0.00	8.81	14.47	21.38	16.98	21.38	8.81	3.14	4.40	17.57
PC	1.12	1.12	9.50	22.91	13.97	19.55	5.59	17.88	1.68	6.70	19.78
Company	0.33	0.55	10.39	10.72	26.52	13.92	21.44	8.51	4.31	3.31	100.00

Table 10 Percent difference between observed/expected numbers of cases (Based on actual cases against staff in divisional age/gender group)											Difference in Division
	M <=21	F <=21	M 22-30	F 22-30	M 31-40	F 31-40	M 41-50	F 41-50	M 51-60	F 51-60	
GC	-0.03	-0.10	-0.01	14.77	-9.91	22.50	-22.56	3.92	-6.78	-1.81	-1.80
GF	-0.27	0.00	4.09	3.50	-2.29	6.26	-10.41	6.07	-9.21	2.26	-0.52
GP	-0.04	2.42	0.98	2.31	3.09	3.17	-21.79	8.29	0.51	1.06	2.24
N&S	-0.01	0.42	4.21	1.94	3.23	4.53	-9.78	0.32	-5.03	0.15	-1.49
NBC	0.05	-0.05	1.80	7.67	-7.40	3.73	-7.80	2.57	-2.69	2.12	-3.23
PC	1.08	1.03	1.90	5.55	1.26	-5.61	-4.23	0.67	-1.11	-0.53	4.80
Company	0.19	0.52	3.07	4.82	-0.74	3.86	-10.65	2.22	-4.04	0.76	0.00

2. Type of problem experienced by clients, according to counsellors, separated for client age and gender

Table 11, below shows the breakdown of problem type from the counsellor data, subdivided for client gender (columns 2, 3 & 4) and by age (columns 5-11). The notes below should be read in conjunction with the table.

Note 1. ‘Missing’ data
2 cases did not have client gender recorded.

7 cases did not have client age recorded. Problem types for these cases are shown in the ‘Not given’ columns in the table below.

Note 2. Column Totals
Counsellors could record more than one problem for each client. Therefore the column totals would add to more than the total number of clients shown at the base of the table. For

example, two counsellors failed to record client gender with one marking ‘Work relationships’, ‘Stress - self referral’ and ‘self esteem’. The other case was marked as ‘Stress - self referral’, ‘Bereavement’ and ‘Other relationship’. Thus the ‘gender not given’ column would total 6 (recorded problems), even though this relates to only 2 clients, as shown at the base of the table.

Note 3. Row Totals

Row totals in the table show the total number of counsellors recording each problem type as one aspect or the only problem in a given case. In some cases, a number of different problems were marked in a single case. So, a total of 2300 problems were recorded which relate to 1060 cases.

Note 4. Death of pensioner

The term ‘pensioner’ refers to an individual receiving a pension from the company and is not, necessarily, age related

Table 11 Problem type as recorded by counsellors for client gender and age											
n= 1060	Client gender			Client Age							Total clients with problem
	Male	Female	Not given	Under 21	22-30	31-40	41-50	51-60	61 or over	Not given	
Work relationships	67	80	1	0	37	58	41	11	0	1	148
Work organisation	105	50	0	1	27	68	46	13	0	0	155
Work-domestic conflict	98	55	0	0	30	73	41	9	0	0	153
Work performance	90	43	0	2	21	55	43	10	1	1	133
Stress – Self referral	221	138	2	3	78	143	108	27	1	1	361
Stress – OHS referral	15	5	0	0	5	6	7	2	0	0	20
Stress – GP referral	22	12	0	0	10	11	10	2	0	1	34
Financial case	113	62	0	3	27	58	50	11	24	2	175
Death in service	1	6	0	0	0	0	6	0	1	0	7
Death of pensioner	0	8	0	0	1	2	1	1	3	0	8
Bereavement (other)	35	56	1	0	22	34	26	7	3	0	92
Alcohol or drugs	22	8	0	0	7	13	9	1	0	0	30
Divorce or separation	109	70	0	1	29	83	61	5	0	0	179
Elderly relation	10	14	0	0	4	6	12	1	0	1	24
Other relationship	66	63	1	4	43	44	29	8	1	1	130
Redundancy or redeployment	70	35	0	0	15	39	34	16	0	1	105
Retirement (all types)	14	8	0	0	0	2	11	8	0	1	22
Mental health	57	39	0	2	17	42	26	8	0	1	96
Physical health	67	42	0	0	18	32	41	16	1	1	109
Self esteem	77	66	1	4	43	46	41	9	0	1	144
Other problem	100	64	0	1	47	77	29	7	0	3	164
Pensions case	3	8	0	0	1	2	1	2	5	0	11
Total clients	640	418	2	9	212	412	308	82	30	7	1060

Tables 12-34 Counsellor data analysis for whole sample (n=1060 which includes telephone and ongoing casework)

Chi square tests were completed for gender against presence/absence of a problem for each problem type. Cases where gender was not given were excluded from the analyses. A number of these analyses are invalid because of the small number of cases which were recorded against some problem types (e.g. table 11) but the full set is included here for reasons of clarity.

Problem type formed a dichotomous variable where 1 represented that the counsellor had marked the problem as relevant to the case and 0 where the problem had not been marked. Cases where the problem had not been marked (i.e. those coded as 0) are shown below as ‘Not problem’.

Table 12 Work relationship problem by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	573	338	911
	551.1	359.9	86.1%
Work relationships	67	80	147
	88.9	58.1	13.9%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	15.88711	1	.00007
Continuity Correction	15.17068	1	.00010
Likelihood Ratio	15.53200	1	.00008
Mantel-Haenszel test for linear association	15.87210	1	.00007

Minimum Expected Frequency - 58.078

Number of Missing Observations: 0

Table 13 Work Organisation problem by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not Problem	535	368	903
	546.2	356.8	85.3%
Work Organisation	105	50	155
	93.8	61.2	14.7%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	3.99460	1	.04565
Continuity Correction	3.64706	1	.05617
Likelihood Ratio	4.08093	1	.04337
Mantel-Haenszel test for linear association	3.99083	1	.04575

Minimum Expected Frequency - 61.238 Number of Missing Observations: 0

Table 14 Work-domestic conflict problem by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	542 547.4	363 357.6	905 85.5%
Work-domestic conflict	98 92.6	55 60.4	153 14.5%
Column Total	640 60.5%	418 39.5%	1058 100.0%

Chi-Square	Value	DF	Significance
Pearson	.94894	1	.32999
Continuity Correction	.78275	1	.37630
Likelihood Ratio	.95804	1	.32768
Mantel-Haenszel test for linear association	.94804	1	.33022

Minimum Expected Frequency - 60.448 Number of Missing Observations: 0

Table 15 Work performance by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	550 559.5	375 365.5	925 87.4%
Work performance	90 80.5	43 52.5	133 12.6%
Column Total	640 60.5%	418 39.5%	1058 100.0%

Chi-Square	Value	DF	Significance
Pearson	3.27928	1	.07016
Continuity Correction	2.94477	1	.08616
Likelihood Ratio	3.35151	1	.06714
Mantel-Haenszel test for linear association	3.27618	1	.07029

Minimum Expected Frequency - 52.546

Number of Missing Observations: 0

Table 16 Self referred stress by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	419 422.8	280 276.2	699 66.1%
Self referred stress	221 217.2	138 141.8	359 33.9%
Column Total	640 60.5%	418 39.5%	1058 100.0%

Chi-Square	Value	DF	Significance
Pearson	.25953	1	.61045
Continuity Correction	.19627	1	.65775
Likelihood Ratio	.25994	1	.61016
Mantel-Haenszel test for linear association	.25928	1	.61061

Minimum Expected Frequency - 141.836 Number of Missing Observations: 0

Table 17 Occupational Health referred stress by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	625	413	1038
	627.9	410.1	98.1%
OHS referred stress	15	5	20
	12.1	7.9	1.9%
Column Total	640	418	1058
	60.5%	39.5%	100.0%
Chi-Square			

Pearson	1.79547	1	.18026
Continuity Correction	1.23002	1	.26740
Likelihood Ratio	1.90707	1	.16729
Mantel-Haenszel test for linear association	1.79378	1	.18047
Minimum Expected Frequency - 7.902			
Number of Missing Observations: 0			

Table 18 General Practitioner referred stress by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	618	406	1024
	619.4	404.6	96.8%
GP referred stress	22	12	34
	20.6	13.4	3.2%
Column Total	640	418	1058
	60.5%	39.5%	100.0%
Chi-Square			

Pearson	.26107	1	.60939
Continuity Correction	.11066	1	.73940
Likelihood Ratio	.26457	1	.60700
Mantel-Haenszel test for linear association	.26082	1	.60956
Minimum Expected Frequency - 13.433			
Number of Missing Observations: 0			

Table 19 Finance by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	527	356	883
	534.1	348.9	83.5%
Finance	113	62	175
	105.9	69.1	16.5%
Column Total	640	418	1058
	60.5%	39.5%	100.0%
Chi-Square			

Pearson	1.46044	1	.22686
Continuity Correction	1.26306	1	.26107
Likelihood Ratio	1.47619	1	.22437
Mantel-Haenszel test for linear association	1.45906	1	.22708
Minimum Expected Frequency - 69.140			
Number of Missing Observations: 0			

Table 20 Death in service (i.e whilst employed) by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	639	412	1051
	635.8	415.2	99.3%
Death in service	1	6	7
	4.2	2.8	.7%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	6.29490	1	.01211
Continuity Correction	4.49910	1	.03391
Likelihood Ratio	6.44924	1	.01110
Mantel-Haenszel test for linear association	6.28895	1	.01215
Fisher's Exact Test:			
One-Tail			.01730
Two-Tail			.01730

Minimum Expected Frequency - 2.766

Cells with Expected Frequency < 5 - 2 OF 4 (50.0%)

Number of Missing Observations: 0

Table 21 Death of pensioner by client gender (The term 'pensioner' refers to an individual receiving a pension from the company and is not, necessarily, age related)

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	640	410	1050
	635.2	414.8	99.2%
Death of pensioner	0	8	8
	4.8	3.2	.8%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	12.34213	1	.00044
Continuity Correction	9.92350	1	.00163
Likelihood Ratio	14.95192	1	.00011
Mantel-Haenszel test for linear association	12.33046	1	.00045
Fisher's Exact Test:			
One-Tail			.00057
Two-Tail			.00057

Minimum Expected Frequency - 3.161

Cells with Expected Frequency < 5 - 2 OF 4 (50.0%)

Number of Missing Observations: 0

Table 22 Bereavement (other) by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	605	362	967
	585.0	382.0	91.4%
Bereavement (other)	35	56	91
	55.0	36.0	8.6%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	20.21822	1	.00001
Continuity Correction	19.22227	1	.00001
Likelihood Ratio	19.68349	1	.00001
Mantel-Haenszel test for linear association	20.19911	1	.00001

Minimum Expected Frequency - 35.953 Number of Missing Observations: 0

Table 23 Alcohol or drugs by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	618	410	1028
	621.9	406.1	97.2%
Alcohol or drugs	22	8	30
	18.1	11.9	2.8%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	2.13051	1	.14439
Continuity Correction	1.61338	1	.20402
Likelihood Ratio	2.24127	1	.13437
Mantel-Haenszel test for linear association	2.12850	1	.14458

Minimum Expected Frequency - 11.853 Number of Missing Observations: 0

Table 24 Divorce or separation by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	531	348	879
	531.7	347.3	83.1%
Divorce or separation	109	70	179
	108.3	70.7	16.9%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	.01459	1	.90384
Continuity Correction	.00136	1	.97053
Likelihood Ratio	.01461	1	.90380
Mantel-Haenszel test for linear association	.01458	1	.90389

Minimum Expected Frequency - 70.720 Number of Missing Observations: 0

Table 25 Elderly relation by client gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	630	404	1034
	625.5	408.5	97.7%
Elderly relation	10	14	24
	14.5	9.5	2.3%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	3.64127	1	.05636
Continuity Correction	2.87992	1	.08969
Likelihood Ratio	3.53710	1	.06001
Mantel-Haenszel test for linear association	3.63783	1	.05648

Minimum Expected Frequency - 9.482 Number of Missing Observations: 0

Table 26 Other relationship by gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	574	355	929
	562.0	367.0	87.8%
Other relationship	66	63	129
	78.0	51.0	12.2%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	5.34955	1	.02073
Continuity Correction	4.91425	1	.02664
Likelihood Ratio	5.25515	1	.02188
Mantel-Haenszel test for linear association	5.34449	1	.02079

Minimum Expected Frequency - 50.966 Number of Missing Observations: 0

Table 27 Redundancy or redeployment by gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	570	383	953
	576.5	376.5	90.1%
Redundancy or redeployment	70	35	105
	63.5	41.5	9.9%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	1.85993	1	.17263
Continuity Correction	1.58413	1	.20817
Likelihood Ratio	1.89548	1	.16858
Mantel-Haenszel test for linear association	1.85817	1	.17284

Minimum Expected Frequency - 41.484 Number of Missing Observations: 0

Table 28 Retirement by gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	626	410	1036
	626.7	409.3	97.9%
Retirement	14	8	22
	13.3	8.7	2.1%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	.09298	1	.76043
Continuity Correction	.00715	1	.93261
Likelihood Ratio	.09389	1	.75929
Mantel-Haenszel test for linear association	.09289	1	.76054

Minimum Expected Frequency - 8.692 Number of Missing Observations: 0

Table 29 Mental health by gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	583	379	962
	581.9	380.1	90.9%
Mental health	57	39	96
	58.1	37.9	9.1%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	.05507	1	.81447
Continuity Correction	.01567	1	.90037
Likelihood Ratio	.05491	1	.81473
Mantel-Haenszel test for linear association	.05502	1	.81455

Minimum Expected Frequency - 37.928 Number of Missing Observations: 0

Table 30 Physical health by gender

Count Exp Val	GENDER		Row Total
	Male	Female	
Not problem	573	376	949
	574.1	374.9	89.7%
Physical health	67	42	109
	65.9	43.1	10.3%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	.04847	1	.82574
Continuity Correction	.01363	1	.90707
Likelihood Ratio	.04860	1	.82552
Mantel-Haenszel test for linear association	.04843	1	.82582

Minimum Expected Frequency - 43.064 Number of Missing Observations: 0

Table 31 Self esteem by gender

Count Exp Val	GENDER		Row
	Male	Female	Total
Not problem	563	352	915
	553.5	361.5	86.5%
Self esteem	77	66	143
	86.5	56.5	13.5%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	3.05527	1	.08048
Continuity Correction	2.74222	1	.09773
Likelihood Ratio	3.01428	1	.08253
Mantel-Haenszel test for linear association	3.05239	1	.08062

Minimum Expected Frequency - 56.497 Number of Missing Observations: 0

Table 32 Pension centre case by gender

Count Exp Val	GENDER		Row
	Male	Female	Total
Not problem	637	410	1047
	633.3	413.7	99.0%
Pension case	3	8	11
	6.7	4.3	1.0%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	5.13232	1	.02348
Continuity Correction	3.82386	1	.05053
Likelihood Ratio	5.03693	1	.02481
Mantel-Haenszel test for linear association	5.12747	1	.02355
Fisher's Exact Test:			
One-Tail			.02642
Two-Tail			.03026

Minimum Expected Frequency - 4.346
Cells with Expected Frequency <5 - 1 OF 4 (25.0%) Number of Missing Observations: 0

Table 33 Other problem by gender

Count Exp Val	GENDER		Row
	Male	Female	Total
Not problem	540	354	894
	540.8	353.2	84.5%
Other problem	100	64	164
	99.2	64.8	15.5%
Column Total	640	418	1058
	60.5%	39.5%	100.0%

Chi-Square	Value	DF	Significance
Pearson	.01903	1	.89027
Continuity Correction	.00261	1	.95926
Likelihood Ratio	.01906	1	.89021
Mantel-Haenszel test for linear association	.01901	1	.89032

Minimum Expected Frequency - 64.794 Number of Missing Observations: 0

Table 34 Initial correlation coefficients. Counsellor data, including ongoing & telephone casework

	Confid- ential	Counsellor understood problem	Counsellor understood feelings	Advice or guidance given	Non- judgmental	Client own decision
Confid- entiality	1.0000 (1060) P= .	.0154 (1060) P= .618	.0413 (1060) P= .179	-.0621 (1060) P= .043	-.0118 (1060) P= .702	.0853 (1060) P= .005
Counsellor understood problem	.0154 (1060) P= .618	1.0000 (1060) P= .	.6641 (1060) P= .000	.2731 (1060) P= .000	-.2660 (1060) P= .000	.1551 (1060) P= .000
Counsellor understood feelings	.0413 (1060) P= .179	.6641 (1060) P= .000	1.0000 (1060) P= .	.2237 (1060) P= .000	-.2801 (1060) P= .000	.2237 (1060) P= .000
Advice or guidance given	-.0621 (1060) P= .043	.2731 (1060) P= .000	.2237 (1060) P= .000	1.0000 (1060) P= .	-.1151 (1060) P= .000	.0761 (1060) P= .013
Non- judgmental	-.0118 (1060) P= .702	-.2660 (1060) P= .000	-.2801 (1060) P= .000	-.1151 (1060) P= .000	1.0000 (1060) P= .	-.1865 (1060) P= .000
Client's own decision	.0853 (1060) P= .005	.1551 (1060) P= .000	.2237 (1060) P= .000	.0761 (1060) P= .013	-.1865 (1060) P= .000	1.0000 (1060) P= .
Respect	.1263 (1060) P= .000	.2542 (1060) P= .000	.4138 (1060) P= .000	.0614 (1060) P= .046	-.3909 (1060) P= .000	.4601 (1060) P= .000
Benefitted	-.0606 (1060) P= .049	.3730 (1060) P= .000	.4360 (1060) P= .000	.2482 (1060) P= .000	-.2479 (1060) P= .000	.2264 (1060) P= .000
	Respect	Benefitted				
Confident- iality	.1263 (1060) P= .000	-.0606 (1060) P= .049				
Counsellor understood problem	.2542 (1060) P= .000	.3730 (1060) P= .000				
Counsellor understood feelings	.4138 (1060) P= .000	.4360 (1060) P= .000				
Advice or guidance given	.0614 (1060) P= .046	.2482 (1060) P= .000				
Non- judgmental	-.3909 (1060) P= .000	-.2479 (1060) P= .000				
Client's own decision	.4601 (1060) P= .000	.2264 (1060) P= .000				
Respect	1.0000 (1060) P= .	.2957 (1060) P= .000				
Benefitted	.2957 (1060) P= .000	1.0000 (1060) P= .	(Coefficient / (Cases) / 2-tailed Significance)			
			" . " is printed if a coefficient cannot be computed			

New, face to face casework by respondents and non-respondents for client age and gender.

Tables 35 and 36, below show those cases which were conducted on a face to face basis (i.e. not telephone counselling) and which were ‘new’ (no previous contact) for all the data collected (Including clients from divisions other than the main ones).

Table 35 Age of clients (recorded by counsellors) by responding and non-responding clients for new, face to face casework
(Expected numbers are shown in brackets after raw data except for column total percentages)

		RESPONDENT	NON-RESPONDENT	Row Total	Percent
AGE	Below 21	6 (5.0)	2 (3.0)	8	0.9
	22-30	100 (106.7)	72 (65.3)	172	20.4
	31-40	200 (199.8)	122 (122.2)	322	38.2
	41-50	165 (157.6)	89 (96.4)	254	30.1
	51-60	41 (38.5)	21 (23.5)	62	7.4
	61-	11 (15.5)	14 (9.5)	25	3.0
Column Total		523 (62%)	320 (38%)	843	100.0

(Not answered were excluded in the analysis below to ensure Chi-Square would be valid)

Chi-Square	Value	DF	Significance
Pearson	6.49734	5	.26079
Likelihood Ratio	6.40920	5	.26841
Mantel-Haenszel test for linear association	0.06459	1	.79938

Minimum Expected Frequency - 3.037 Cells with Expected Frequency < 5 - 2 OF 12 (16.7%)

Table 36, below, shows the breakdown of the sample for new face to face cases by client gender and respondent / non-respondent. The result was not significant at $p < 0.05$.

Table 36 Client gender as recorded by counsellors by responding and non-responding clients for new, face to face casework
(Expected numbers are shown in brackets after raw data except for column total percentages)

Client gender	RESPONDENT	NON-RESPONDENT	Row Total	Percent
Male	316 (316.4)	193 (192.6)	509	60.4
Female	208 (207.6)	126 (126.4)	334	39.6
Column Total	524 (62.2%)	319 (37.8%)	843	100.00

(Not answered were excluded in the analysis below to ensure Chi-Square would be valid)

Chi-Square	Value	DF	Significance
Pearson	.00319	1	.95495
Continuity Correction	.00000	1	1.0000
Likelihood Ratio	.00319	1	.95495
Mantel-Haenszel test for linear association	.00319	1	.95498

Minimum Expected Frequency - 126.389 Number of Missing Observations: 0

Tables 37 - 74 New face to face casework - Problem type by gender for counsellor (Tables 37- 58) and client data (Tables 59-74) where both client and counsellor forms were returned (main company division data as per chapter 3)

Table 37 Work Relationships (Counsellor) by gender

Count "				
Exp Val " Male Female				
" " " " Row				
" 1.00" 2.00" Total				
AWKREL	*****	*****	*****	,
	.00	" 255	" 138	" 393
NOT problem		" 243.4	" 149.6	" 86.0%
		§*****	*****	,
	1.00	" 28	" 36	" 64
Work relationshi		" 39.6	" 24.4	" 14.0%
		-*****□*****~		
Column		283	174	457
Total		61.9%	38.1%	100.0%

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	10.42745	1	.00124
Continuity Correction	9.55030	1	.00200
Likelihood Ratio	10.11828	1	.00147
Mantel-Haenszel test for linear association	10.40463	1	.00126
Minimum Expected Frequency -	24.368		

Table 38 Work Organisation (Counsellor) by Gender

Count "				
Exp Val " Male Female				
" " " " Row				
" 1.00" 2.00" Total				
BWKORG	*****	*****	*****	,
	.00	" 232	" 148	" 380
NOT problem		" 235.3	" 144.7	" 83.2%
		§*****	*****	,
	1.00	" 51	" 26	" 77
Work Organisatio		" 47.7	" 29.3	" 16.8%
		-*****□*****~		
Column		283	174	457
Total		61.9%	38.1%	100.0%

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	.72896	1	.39322
Continuity Correction	.52578	1	.46839
Likelihood Ratio	.73845	1	.39016
Mantel-Haenszel test for linear association	.72737	1	.39374
Minimum Expected Frequency -	29.317		

Table 39 Work domestic conflict (Counsellor) by Gender

Count "				
Exp Val " Male Female				
" " " " Row				
" 1.00" 2.00" Total				
CWKDOMCO	*****	*****	*****	,
	.00	" 236	" 154	" 390
Not problem		" 241.5	" 148.5	" 85.3%
		§*****	*****	,
	1.00	" 47	" 20	" 67
Work domestic co		" 41.5	" 25.5	" 14.7%
		-*****□*****~		
Column		283	174	457
Total		61.9%	38.1%	100.0%

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	2.25192	1	.13345
Continuity Correction	1.86175	1	.17242
Likelihood Ratio	2.31634	1	.12802
Mantel-Haenszel test for linear association	2.24699	1	.13387
Minimum Expected Frequency -	25.510		

Table 40 Work performance (Counsellor) by Gender

Count "				
Exp Val " Male Female				
" " 1.00" 2.00" Row				
Total				
DWKPERF	*****	*****	*****	,
.00	" 239	" 156	" 395	
Not problem	" 244.6	" 150.4	" 86.4%	

1.00	" 44	" 18	" 62	
Work performance	" 38.4	" 23.6	" 13.6%	

Column	283	174	457	
Total	61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	2.48742	1	.11476
Continuity Correction	2.06351	1	.15086
Likelihood Ratio	2.56874	1	.10899
Mantel-Haenszel test for linear association	2.48198	1	.11516
Minimum Expected Frequency -	23.606		

Table 41 Stress self or manager referral (Counsellor) by Gender

Count "				
Exp Val " Male Female				
" " 1.00" 2.00" Row				
Total				
E1STRSEL	*****	*****	*****	,
.00	" 176	" 102	" 278	
NOT problem	" 172.2	" 105.8	" 60.8%	

1.00	" 107	" 72	" 179	
Stress Self refe	" 110.8	" 68.2	" 39.2%	

Column	283	174	457	
Total	61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	.57640	1	.44773
Continuity Correction	.43630	1	.50892
Likelihood Ratio	.57509	1	.44825
Mantel-Haenszel test for linear association	.57513	1	.44823
Minimum Expected Frequency -	68.153		

Table 42 Stress Occupational Health Service referral (Counsellor) by Gender

Count "				
Exp Val " Male Female				
" " 1.00" 2.00" Row				
Total				
E2STOHS	*****	*****	*****	,
.00	" 279	" 173	" 452	
Not problem	" 279.9	" 172.1	" 98.9%	

1.00	" 4	" 1	" 5	
Stress OHS refer	" 3.1	" 1.9	" 1.1%	

Column	283	174	457	
Total	61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	.70044	1	.40264
Continuity Correction	.13979	1	.70849
Likelihood Ratio	.76878	1	.38059
Mantel-Haenszel test for linear association	.69891	1	.40315
Fisher's Exact Test:			
One-Tail			.36998
Two-Tail			.65383
Minimum Expected Frequency -	1.904		
Cells with Expected Frequency < 5 -	2 OF	4 (50.0%)	

Table 43 Stress referred by GP (Counsellor) by Gender

Count		Male		Female		Row Total
Exp Val						
		1.00		2.00		
E3STGP	Not problem	277	170	447		
		276.8	170.2	97.8%		
		1.00		4		10
Stress GP referr		6.2	3.8	2.2%		
Column Total		283	174	457		
Total		61.9%	38.1%	100.0%		
Chi-Square		Value		DF		
Pearson		.01608		1		
Continuity Correction		.00000		1		
Likelihood Ratio		.01598		1		
Mantel-Haenszel test for linear association		.01604		1		
Fisher's Exact Test:						
One-Tail						
Two-Tail						
Minimum Expected Frequency -		3.807				
Cells with Expected Frequency < 5 -		1 OF		4 (25.0%)		

Table 44 Finance (Counsellor) by Gender

Count		Male		Female		Row Total
Exp Val						
		1.00		2.00		
FFINANCE	NOT prob	247	162	409		
	Finance	253.3	155.7	89.5%		
		36	12	48		
		29.7	18.3	10.5%		
Column Total		283	174	457		
		61.9%	38.1%	100.0%		
Chi-Square		Value		DF		Significance
Pearson		3.88843		1		
Continuity Correction		3.29351		1		
Likelihood Ratio		4.10231		1		
Mantel-Haenszel test for linear association		3.87992		1		
Minimum Expected Frequency -		18.276				

Table 45 Death in service (Counsellor) by Gender

Count		Male		Female		Row Total
Exp Val						
		1.00		2.00		

Table 46 Death of Pensioner (Counsellor) by Gender

	Count	"			
	Exp Val	"	Male	Female	
		"			Row
		"	1.00"	2.00"	Total
GBERDOP	*****	*****	*****	*****	,
	.00	"	283	" 174	" 457
Not problem		"	283.0	" 174.0	"100.0%
		-*****	*****	*****	~
	Column		283	174	457
	Total		61.9%	38.1%	100.0%

Table 47 Bereavement (other) (Counsellor) by Gender

	Count	"			
	Exp Val	"	Male	Female	
		"			Row
		"	1.00"	2.00"	Total
GBEREAVE	*****	*****	*****	*****	,
	.00	"	269	" 153	" 422
Not problem		"	261.3	" 160.7	" 92.3%
		*****	*****	*****	,
	1.00	"	14	" 21	" 35
Bereavement othe		"	21.7	" 13.3	" 7.7%
		-*****	*****	*****	~
	Column		283	174	457
	Total		61.9%	38.1%	100.0%

Chi-Square	Value	DF	Significance
-----	-----	-----	-----
Pearson	7.72808	1	.00544
Continuity Correction	6.75383	1	.00935
Likelihood Ratio	7.45986	1	.00631
Mantel-Haenszel test for linear association	7.71117	1	.00549
Minimum Expected Frequency -	13.326		

Table 48 Alcohol or Drugs (Counsellor) by Gender

	Count	"			
	Exp Val	"	Male	Female	
		"			Row
		"	1.00"	2.00"	Total
HBOOZEDR	*****	*****	*****	*****	,
	.00	"	278	" 170	" 448
Not problem		"	277.4	" 170.6	" 98.0%
		*****	*****	*****	,
	1.00	"	5	" 4	" 9
Alcohol or drugs		"	5.6	" 3.4	" 2.0%
		-*****	*****	*****	~
	Column		283	174	457
	Total		61.9%	38.1%	100.0%

Chi-Square	Value	DF	Significance
-----	-----	-----	-----
Pearson	.15800	1	.69100
Continuity Correction	.00258	1	.95947
Likelihood Ratio	.15519	1	.69362
Mantel-Haenszel test for linear association	.15766	1	.69132
Fisher's Exact Test:			
One-Tail			.46893
Two-Tail			.73629

Minimum Expected Frequency - 3.427
Cells with Expected Frequency < 5 - 1 OF 4 (25.0%)

Table 49 Divorce or separation (Counsellor) by Gender

Table 1: Divorce or Separation by Gender				
	Count	Male	Female	Row Total
Exp Val				
IDIVSEP	1.00	227	138	365
Not problem	226.0	139.0	79.9%	
	1.00	56	36	92
Divorce or Separ	57.0	35.0	20.1%	
	283	174	457	
Total	61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	.05448	1	.81544
Continuity Correction	.01283	1	.90980
Likelihood Ratio	.05434	1	.81567
Mantel-Haenszel test for linear association	.05436	1	.81564

Minimum Expected Frequency = 35.028

Table 50 Elderly relation (Counsellor)by Gender

Table of Elderly Relation (Continued) by Gender				
	Count	Male	Female	Row Total
Exp Val	"	"	"	"
	1.00	2.00		
JELDPAR	*****.*****.*****,			
	.00	281	168	449
Not problem	" 278.0	" 171.0	" 98.2%	
	*****.*****,			
	1.00	2	6	8
Elderly relation	" 5.0	" 3.0	" 1.8%	
	-*****-*****-			
Column	283	174	457	
Total	61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	4.70882	1	.03001
Continuity Correction	3.24970	1	.07144
Likelihood Ratio	4.58974	1	.03216
Mantel-Haenszel test for linear association	4.69851	1	.03019
Fisher's Exact Test:			
One-Tail			.03758
Two-Tail			.05840
Minimum Expected Frequency -	3.046		
Cells with Expected Frequency < 5 -	2 OF	4 (50.0%)	

Table 51 Other Relationship(Counsellor) by Gender

Table 17: Chi-Square Relationship (Count/Cell) by Gender				
	Count	Male	Female	Row Total
Exp Val	"	"	"	"
	"	1.00"	2.00"	
KOTHREL	*****	*****	*****	
	.00	" 257	" 144	" 401
Not problem	" 248.3	" 152.7	" 87.7%	
	g*****	*****		
	1.00	" 26	" 30	" 56
Other relationsh	" 34.7	" 21.3	" 12.3%	
	-*****	*****		
Column	283	174	457	
Total	61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	6.50060	1	.01078
Continuity Correction	5.77312	1	.01627
Likelihood Ratio	6.31418	1	.01198
Mantel-Haenszel test for linear association	6.48638	1	.01087
Minimum Expected Frequency -	21.		

Table 52 Redeployment or redundancy (Counsellor) by Gender

	Count	Male	Female	Row
	Exp Val			Total
LREDUND	1.00	249	153	402
Not problem	248.9	153.1	88.0%	
Redundancy or re	1.00	34	21	55
	34.1	20.9	12.0%	
Column	283	174	457	
Total	61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	.00031	1	.98604
Continuity Correction	.00000	1	1.00000
Likelihood Ratio	.00031	1	.98605
Mantel-Haenszel test for linear association	.00031	1	.98606
Minimum Expected Frequency -	20.941		

Table 53 Retirement (Counsellor) by Gender

		Count	% Male	% Female	Row Total
MRETMT	Count	1	1.00%	2.00%	3
	Exp Val	276.2	169.8	97.6%	
	1.00	7	4	11	
	Retirement	6.8	4.2	2.4%	
	Column Total	283	174	457	
	Total	61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	.01399	1	.90584
Continuity Correction	.00000	1	1.00000
Likelihood Ratio	.01407	1	.90557
Mantel-Haenszel test for linear association	.01396	1	.90595
Fisher's Exact Test:			
One-Tail			.58635
Two-Tail			1.00000
Minimum Expected Frequency -	4.188		
Cells with Expected Frequency < 5 -	1 OF	4 (25.0%)	

Table 54 Mental health (Counsellor) by Gender

Table of Mental Health (Good/Better) by Gender					
	Count	% Male	% Female		Row Total
NMENTHLT	1.00	266	157	423	92.6%
Not problem	1.00	17	17	34	7.4%
Mental health	283	174	457	61.9%	38.1%
Column Total	283	174	457	61.9%	38.1%
					100.0%

Chi-Square	Value	DF	Significance
Pearson	2.21571	1	.13661
Continuity Correction	1.70295	1	.19190
Likelihood Ratio	2.15678	1	.14194
Mantel-Haenszel test for linear association	2.21086	1	.13704
Minimum Expected Frequency -	12.945		

Table 55 Physical health (Counsellor) by Gender

	Count	"			
	Exp Val	"	Male	Female	
		"			Row
		"	1.00"	2.00"	Total
NPHYSHLT	*****	*****	*****	*****	
	.00	"	256	" 155	" 411
Not problem		"	254.5	" 156.5	" 89.9%
	\$	*****	*****	*****	
	1.00	"	27	" 19	" 46
Physical health		"	28.5	" 17.5	" 10.1%
		-*****	*****	*****	
	Column		283	174	457
	Total		61.9%	38.1%	100.0%

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	.22632	1	.63427
Continuity Correction	.09963	1	.75228
Likelihood Ratio	.22431	1	.63578
Mantel-Haenszel test for linear association	.22582	1	.63464

Table 58 Other problem (Counsellor) by Gender

Count "				
Exp Val "Male Female				
"				
" 1.00" 2.00" Row				
Total				
ROTH TIC	"	"	"	"
.00 " 239 " 146 " 385				
In another categ " 238.4 " 146.6 " 84.2%				
1.00 " 44 " 28 " 72				
Other problem " 44.6 " 27.4 " 15.8%				
Column 283 174 457				
Total 61.9% 38.1% 100.0%				

Chi-Square	Value	DF	Significance
Pearson	.02405	1	.87677
Continuity Correction	.00052	1	.98177
Likelihood Ratio	.02399	1	.87690
Mantel-Haenszel test for linear association	.02399	1	.87690
Minimum Expected Frequency - 27.414			

Table 59 (Client) Work Relationships by Gender

Count "				
Exp Val "Male Female				
"				
" 1.00" 2.00" Row				
Total				
AWKREL_1	"	"	"	"
.00 " 251 " 144 " 395				
NOT problem " 244.6 " 150.4 " 86.4%				
1.00 " 32 " 30 " 62				
Work Relationshi " 38.4 " 23.6 " 13.6%				
Column 283 174 457				
Total 61.9% 38.1% 100.0%				

Chi-Square	Value	DF	Significance
Pearson	3.23558	1	.07205
Continuity Correction	2.74932	1	.09730
Likelihood Ratio	3.16456	1	.07525
Mantel-Haenszel test for linear association	3.22850	1	.07237
Minimum Expected Frequency - 23.606			

Table 60 (Client) Work Organisation by Gender

Count "				
Exp Val "Male Female				
"				
" 1.00" 2.00" Row				
Total				
BWKORK	"	"	"	"
.00 " 242 " 151 " 393				
NOT problem " 243.4 " 149.6 " 86.0%				
1.00 " 41 " 23 " 64				
Work Organisatio " 39.6 " 24.4 " 14.0%				
Column 283 174 457				
Total 61.9% 38.1% 100.0%				

Chi-Square	Value	DF	Significance
Pearson	.14413	1	.70420
Continuity Correction	.05801	1	.80967
Likelihood Ratio	.14506	1	.70331
Mantel-Haenszel test for linear association	.14382	1	.70451
Minimum Expected Frequency - 24.368			

Table 61 (Client) Work domestic conflict by Gender

Count		Male	Female	Row
Exp	Val			
		1.00	2.00	Total
CWKDO\$69	0.00	238	135	373
Not problem		231.0	142.0	81.6%
	1.00	45	39	84
Work domestic co		52.0	32.0	18.4%
Column		283	174	457
Total		61.9%	38.1%	100.0%

Chi-Square	Value	DF	Significance
Pearson	3.04642	1	.08092
Continuity Correction	2.62777	1	.10501
Likelihood Ratio	2.99417	1	.08356
Mantel-Haenszel test for linear association	3.03976	1	.08125
Minimum Expected Frequency -	31.982		

Table 62 (Client) Work performance by Gender

Table 62 (Cont.) Work performance by Gender					
DWKPERF_	Count	Exp Val	Gender		Row Total
			Male	Female	
	1.00		246	148	394
Not problem	.00		244.0	150.0	394.0
	1.00		37	26	63
Work performance	.00		39.0	24.0	63.0
			283	174	457
			61.9%	38.1%	100.0%

Chi-Square	Value	DF	Significance
Pearson	.31646	1	.57374
Continuity Correction	.17878	1	.67242
Likelihood Ratio	.31383	1	.57534
Mantel-Haenszel test for linear association	.31577	1	.57416
Minimum Expected Frequency -	23.987		

Table 63 (Client) Stress by Gender

Count		Male	Female	Row
Exp Val				
	1.00	2.00	Total	
ESTRESS	0.00	135	89	224
NOT problem	1.00	138.7	85.3	49.0%
Stress	1.00	148	85	233
		144.3	88.7	51.0%
Column		283	174	457
Total		61.9%	38.1%	100.0%

Chi-Square	Value	DF	Significance
Pearson	.51208	1	.47424
Continuity Correction	.38346	1	.53576
Likelihood Ratio	.51209	1	.47424
Mantel-Haenszel test for linear association	.51096	1	.47472
Minimum Expected Frequency -	85.287		

Table 64(Client) Finance by Gender

	Count	"				
	Exp Val	"Male		Female		Row
		"	1.00"	2.00"	Total	
FFINA\$72	*****	*****	*****	*****	>	
	.00	" 245	" 158	" 403		
Not problem		" 249.6	" 153.4	" 88.2%		
		\$*****	*****		>	
	1.00	" 38	" 16	" 54		
Finance		" 33.4	" 20.6	" 11.8%		
		-*****	□*****	-		
	Column	283	174	457		
	Total	61.9%	38.1%	100.0%		

Chi-Square	Value	DF	Significance
Pearson	1.85215	1	.17353
Continuity Correction	1.46826	1	.22562
Likelihood Ratio	1.90923	1	.16705
Mantel-Haenszel test for linear association	1.84810	1	.17400

Table 65 (Client) Bereavement by Gender

Table 65 (Cont.) Bereavement by Gender					
	Count	"Male	Female		Row
	Exp Val	"	"		Total
GBERE\$73	1.00	264	156	420	
Not problem	260.1	159.9	91.9%		
	1.00	19	18	37	
Bereavement othe	22.9	14.1	8.1%		
Column	283	174	457		
Total	61.9%	38.1%	100.0%		

Chi-Square	Value	DF	Significance
Pearson	1.90926	1	.16705
Continuity Correction	1.45245	1	.22814
Likelihood Ratio	1.86281	1	.17230
Mantel-Haenszel test for linear association	1.90508	1	.16751
Minimum Expected Frequency -	14.088		

Table 66 (Client) Alcohol or drugs by Gender

Table 66 (Cont'd) Alcohol or drugs by Gender				
	Count	"Male	Female	Row
	Exp Val	"	"	Total
HBOOZ\$74	1.00	275	171	446
Not problem	276.2	169.8	97.6%	
	1.00	8	3	11
Alcohol or drugs	6.8	4.2	2.4%	
Column	283	174	457	
Total	61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	.55777	1	.45516
Continuity Correction	.18711	1	.66533
Likelihood Ratio	.58401	1	.44475
Mantel-Haenszel test for linear association	.55655	1	.45566
Fisher's Exact Test:			
One-Tail			.34130
Two-Tail			.54440
Minimum Expected Frequency -	4.188		
Cells with Expected Frequency < 5 -	1 OF	4 (25.0%)	

Table 67 (Client)Divorce or separation by Gender

Count "		Exp Val "Male		Female	Row Total
				1.00"	2.00"
IDIVSEP_	,.....,.....,				
	.00	" 228	" 146	" 374	
Not problem		" 231.6	" 142.4	" 81.8%	
		,			
	1.00	" 55	" 28	" 83	
Divorce or Separ		" 51.4	" 31.6	" 18.2%	
					
Column		283	174	457	
Total		61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	.81001	1	.36812
Continuity Correction	.60073	1	.43830
Likelihood Ratio	.82040	1	.36506
Mantel-Haenszel test for linear association	.80824	1	.36864
Minimum Expected Frequency -	31.602		

Table 68 (Client) Elderly relation by Gender

Count "		Exp Val "Male		Female	Row Total
				1.00"	2.00"
JELDPAR_	,.....,.....,				
	.00	" 279	" 162	" 441	
Not problem		" 273.1	" 167.9	" 96.5%	
		,			
	1.00	" 4	" 12	" 16	
Elderly relation		" 9.9	" 6.1	" 3.5%	
					
Column		283	174	457	
Total		61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	9.58847	1	.00196
Continuity Correction	8.03421	1	.00459
Likelihood Ratio	9.35151	1	.00223
Mantel-Haenszel test for linear association	9.56749	1	.00198
Minimum Expected Frequency -	6.092		

Table 69 (Client) Other relationship by Gender

Count "		Exp Val "Male		Female	Row Total
				1.00"	2.00"
KOTHREL_	,.....,.....,				
	.00	" 266	" 155	" 421	
Not problem		" 260.7	" 160.3	" 92.1%	
		,			
	1.00	" 17	" 19	" 36	
Other relationsh		" 22.3	" 13.7	" 7.9%	
					
Column		283	174	457	
Total		61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	3.58317	1	.05837
Continuity Correction	2.93821	1	.08651
Likelihood Ratio	3.47598	1	.06227
Mantel-Haenszel test for linear association	3.57533	1	.05864
Minimum Expected Frequency -	13.707		

Table 70 (Client) Redundancy or redeployment by Gender

Count		"			
Exp Val		"Male		Female	
		"			
		" 1.00"		2.00"	
				Row	
LREDUND_		" " " " " " " " " "		Total	
		.00		" 238 " 147 " 385	
Not problem		" 238.4 " 146.6 " 84.2%			
		" " " " " " " " " "			
		1.00		" 45 " 27 " 72	
Redundancy or re		" 44.6 " 27.4 " 15.8%			
		" " " " " " " " " "			
Column		283		174 457	
Total		61.9%		38.1% 100.0%	

Chi-Square	Value	DF	Significance
Pearson	.01196	1	.91292
Continuity Correction	.00000	1	1.00000
Likelihood Ratio	.01198	1	.91285
Mantel-Haenszel test for linear association	.01193	1	.91301
Minimum Expected Frequency -	27.414		

Table 71 (Client) Retirement by Gender

Count		"			
Exp Val		"Male		Female	
		"			
		" 1.00"		2.00"	
				Row	
MRETMNT_		" " " " " " " " " "		Total	
		.00		" 276 " 173 " 449	
Not problem		" 278.0 " 171.0 " 98.2%			
		" " " " " " " " " "			
		1.00		" 7 " 1 " 8	
Retirement		" 5.0 " 3.0 " 1.8%			
		" " " " " " " " " "			
Column		283		174 457	
Total		61.9%		38.1% 100.0%	

Chi-Square	Value	DF	Significance
Pearson	2.25875	1	.13286
Continuity Correction	1.28964	1	.25611
Likelihood Ratio	2.65172	1	.10344
Mantel-Haenszel test for linear association	2.25380	1	.13329
Fisher's Exact Test:			
One-Tail			.12579
Two-Tail			.16337
Minimum Expected Frequency -	3.046		
Cells with Expected Frequency < 5 -	2 OF	4 (50.0%)	

Table 72 (Client) Health by Gender

Count		"			
Exp Val		"Male		Female	
		"			
		" 1.00"		2.00"	
				Row	
NHEALTH		" " " " " " " " " "		Total	
		.00		" 232 " 131 " 363	
NOT problem		" 224.8 " 138.2 " 79.4%			
		" " " " " " " " " "			
		1.00		" 51 " 43 " 94	
Health		" 58.2 " 35.8 " 20.6%			
		" " " " " " " " " "			
Column		283		174 457	
Total		61.9%		38.1% 100.0%	

Chi-Square	Value	DF	Significance
Pearson	2.95296	1	.08572
Continuity Correction	2.55760	1	.10977
Likelihood Ratio	2.90782	1	.08815
Mantel-Haenszel test for linear association	2.94649	1	.08606
Minimum Expected Frequency -	35.790		

Table 73 (Client) Pensions centre enquiry by Gender

	Count	"Male	Female	Row	
	Exp Val	"	"	Total	
		1.00"	2.00"		
OPAC	Not problem	.00	" 281	" 174	" 455
		" 281.8	" 173.2	" 99.6%	
		1.00	" 2	" 0	" 2
Pension centre e		" 1.2	" .8	" .4%	
	Column	283	174	457	
	Total	61.9%	38.1%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	1.23509	1	.26642
Continuity Correction	.14564	1	.70274
Likelihood Ratio	1.92235	1	.16560
Mantel-Haenszel test for linear association	1.23238	1	.26694
Fisher's Exact Test:			
One-Tail			.38296
Two-Tail			.52741
Minimum Expected Frequency -	.761		
Cells with Expected Frequency < 5 -	2 OF	4 (50.0%)	

Table 74 (Client) Other problem by Gender

	Count	"Male	Female	Row
	Exp Val	"	"	Total
		1.00"	2.00"	
OTH TIC	0.00	" 258	" 158	" 416
In another categ		" 257.6	" 158.4	" 91.0%
	1.00	" 25	" 16	" 41
Other problem		" 25.4	" 15.6	" 9.0%
		- "		

Chi-Square	Value	DF	Significance
Pearson	.01724	1	.89554
Continuity Correction	.00000	1	1.00000
Likelihood Ratio	.01719	1	.89568
Mantel-Haenszel test for linear association	.01720	1	.89565
Minimum Expected Frequency -	15.611		

Effects of recoding data wrongly coded by counsellors

Of the 72 cases coded as ‘other problem’ by counsellors, 36 should have been coded under ‘redundancy/redeployment’, 4 should have been coded as ‘mental health’, 1 as ‘physical health’, 1 as ‘finance’, 1 as ‘divorce/separation’ and 1 as ‘work organisation’. 4 cases referred to their family members health, 3 to accommodation issues and 3 to the organisation’s procedures or discipline codes. 2 cases refered to legal domestic problems, 1 to problems associated with a sex-change and 1 to problems around an arranged marriage. 8 cases involved psychological debriefing following traumatic incidents and could have been classified as ‘mental health’. 6 cases had no further comments and could not be further classified.

Effects of recoding data wrongly coded by clients

Clients coded 41 cases as ‘other’. 8 of these should have been coded as ‘health’, 3 as ‘redundancy/redeployment’, 1 as elderly relation, 2 as ‘work-domestic conflict’, 2 as ‘work relationships’, 1 as ‘other relationship’ and 1 as ‘finance’. One case referred to company procedures/discipline and 2 to debriefing following a traumatic incident. None of the other 20 cases provided detail which would have allowed recoding.

Company composition compared with survey data

Tables 75, 76 and 77 All cases (Excludes those cases from non-employees and divisions other than those shown in tables)

Table 75 All Cases					
Company Division	Number employed	Percent employed	Number of clients	Percent of total clients	Expected number of clients
Personal Communications	17720	15	181	20	137
Networks & Services	62047	53	467	51	481
National Business Communications	24326	21	160	18	189
Global Communications	6148	5	31	3	48
Group Finance	4898	4	34	4	38
Group Personnel	2567	2	40	4	20
Total	117706	100	913 ¹	100	913

Table 76 All Cases							
Age	Male	Female	Total	Percent employed	Number of clients	Percent of clients	Expected number of clients
Under 21	202	130	3320	1	8	0	3
22-30	8607	8937	15544	13	193	21	120
31-40	32057	11828	43885	37	366	40	338
41-50	37727	7394	45121	38	271	30	348
51-60	9821	3003	12824	11	69	8	99
Total	88414	29292	117706	100	907 ⁵	99 ⁵	907
Percent employed	75	25	100				
Number of clients	575	336	911 ⁵				
Percent of clients	63	37	100				
Expected number of clients	684	227	911				

Table 76 shows some marked differences between age and gender between observed and predicted values. Therefore, it was decided to investigate if the differences between the company divisions might be explained by variation in age or gender of their composition.

Table 77, below, shows the percentages (rounded to two decimal places) for age and gender composition for each division where reliable data were available.

Table 77 Staff in Post : Age & Gender groupings within each company division	Under 21 % of division	22-30 % of division	31-40 % of division	41-50 % of division	51-60 % of division	Total (raw data) %	Male % of division	Female % of division
Personal Communications [*]	0.71	28.81	37.65	26.86	9.96	(17720) 100%	32.91	67.09
Networks & Services	0.25	9.59	35.35	42.62	12.19	(62047) 100%	90.53	9.47
National Business Communications	0.09	13.87	42.26	35.61	8.17	(24326) 100%	71.22	28.78
Global Communications	0.13	14.27	39.02	38.00	8.59	(6148) 100%	71.55	28.45
Finance	0.27	10.60	35.42	40.71	13.01	(4898) 100%	69.60	30.40
Group Personnel	0.35	16.67	33.66	35.92	13.40	(2567) 100%	49.71	50.29
Totals (raw data)	(332)	(15544)	(43885)	(45121)	(12824)	(117706)	(88414)	(29292)
Company percent	0.28	13.21	37.28	38.33	10.90	100%	75.11	24.89

¹ The totals in table 13 are different to that in table 12 because 2 individuals failed to record the client gender and 6 individuals failed to record the client's age.

Table 78, below, shows a comparable breakdown of all the counsellor survey data (restricted to age groups & employees, as per table 77) for the same divisions. Across each division and for the data as a whole, there are two key points of interest; First, take-up in the 41-50 and 51-60 age groups is lower than would have been expected on the age distribution figures. Second, males do not use the service as much as would have been predicted by the gender breakdown within the company.

Table 78 Casework returns from counsellors by age & gender within each division	Under 21 % of division	22-30 % of division	31-40 % of division	41-50 % of division	51-60 % of division	Total (raw data) %	Male % of division	Female % of division
Personal Communications	2.2	32.8	33.3	23.3	8.3	(180) 100%	31.7**	67.8**
Networks & Services	0.4	15.8	43.2	33.3	7.3	(463) 100%	83.2	16.8
National Business Communications	0.6	23.8	38.1	30.0	7.5	(160) 100%	55.0**	44.4**
Global Communications	0.0	29.0	51.6	19.4	0.0	(31) 100%	32.3	67.7
Finance	0.0	18.2	39.4	36.4	6.1	(33) 100%	51.5	48.5
Group Personnel	2.5	20.0	40.0	22.5	15.0	(40) 100%	32.5	67.5
Totals (raw data)	(8)	(193)	(366)	(271)	(69)	(907)	(570*)	(335*)
Company percent	0.88	21.28	40.35	29.88	7.61	100%	62.85*	36.94*

**Gender not recorded in 1 case (accounts for 0.6% in gender)
overall

* Gender not recorded in 2 cases

The data were further subdivided by gender and age grouping to examine the patterns of data within particular gender/age/division groupings. Differences (in percentage of each division) between the observed casework and that predicted using the age/gender grouping within each division are shown in figure 1, below. (The data from which figure 1 was derived are shown in tables 6-10 in this appendix .) The figure is included because the age and gender differences in take-up are more complex than might be thought from the tables above.

This data set is the equivalent to that described in the main text for new, face to face casework and the tables from which the main text figure 9 was derived as shown in tables 79 to 83, p.31 of this appendix.

Figure 1 Percentage differences between observed number of cases and expected, based on company divisional age / gender profiles for all counsellor data (n=1060)

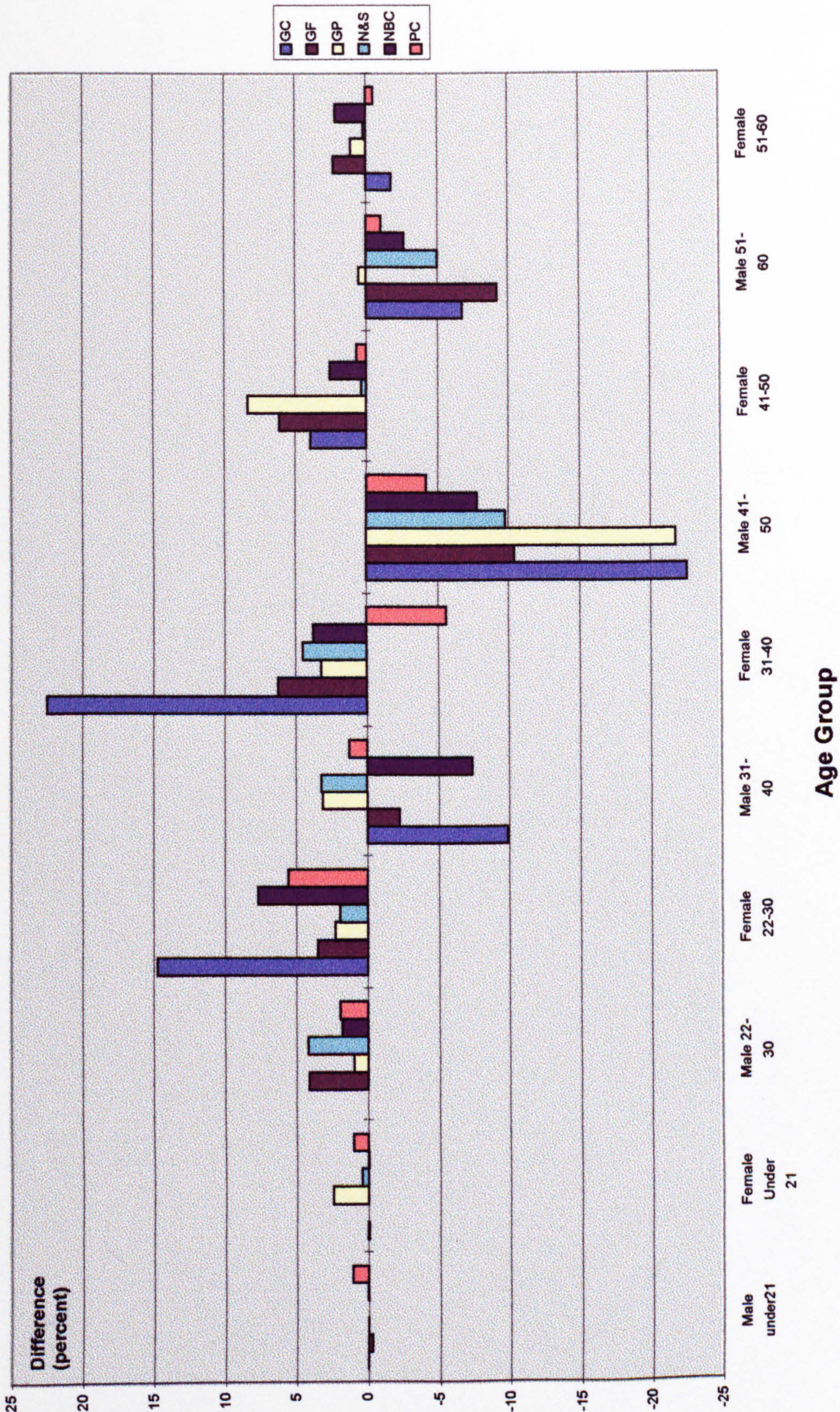


Table 79												
Company	Divisional breakdown by age/gender grouping											
	m<21	f<21	m22-30	f22-30	m31-40	f31-40	m41-50	f41-50	m51-60	f51-60	total	
GC	2	6	397	480	1601	798	1982	354	417	111	6148	
GF	13	0	245	274	1151	584	1549	445	451	186	4898	
GP	1	2	167	261	369	495	558	364	179	165	2561	
N&S	4	5	4745	1203	19657	2278	24771	1676	6856	707	61902	
NBC	141	13	1714	1661	7040	3240	7138	1524	1428	559	24458	
PC	7	15	1339	3058	2239	4433	1729	3031	490	1275	17616	
Totals	168	41	8607	6937	32057	11828	37727	7394	9821	3003	117583	
Table 80												
CWM	Total cases received (excluding those in other divisions or non-employees)											
	m<21	f<21	m22-30	f22-30	m31-40	f31-40	m41-50	f41-50	m51-60	f51-60	total	
GC	0	0	1	6	5	9	3	3	0	0	27	
GF	0	0	3	3	6	3	5	4	0	2	26	
GP	0	1	2	5	7	7	0	9	3	1	35	
N&S	0	2	41	14	125	29	117	12	20	6	366	
NBC	1	0	13	19	24	21	28	11	3	6	126	
PC	2	1	12	36	19	30	9	22	3	8	142	
Totals	3	4	72	83	186	99	162	61	29	23	722	
Table 81												
Company	Percentage of people within each division											
	m<21	f<21	m22-30	f22-30	m31-40	f31-40	m41-50	f41-50	m51-60	f51-60	total	
GC	0.032531	0.097593	6.457385	7.807417	26.04099	12.97983	32.23813	5.75797	6.782694	1.805465	100	
GF	0.265414	0	5.002042	5.59412	23.49939	11.92323	31.62515	9.085341	9.20784	3.797468	100	
GP	0.039047	0.078094	6.52089	10.19133	14.40843	19.32839	21.78836	14.2132	6.989457	6.442796	100	
N&S	0.006462	0.008077	7.665342	1.943394	31.75503	3.68001	40.01648	2.707505	11.07557	1.142128	100	
NBC	0.576498	0.053152	7.007932	6.791234	28.78404	13.2472	29.18472	6.23109	5.83858	2.285551	100	
PC	0.039737	0.08515	7.601045	17.35922	12.71004	25.16462	9.814941	17.20595	2.781562	7.237738	100	
Totals	0.142878	0.034869	7.319936	5.899662	27.26329	10.05928	32.08542	6.288324	8.352398	2.553941	100	
Table 82												
CWM	Cases received as percentage within each division											
	m<21	f<21	m22-30	f22-30	m31-40	f31-40	m41-50	f41-50	m51-60	f51-60	total	
GC	0	0	3.703704	22.22222	18.51852	33.33333	11.11111	11.11111	0	0	100	
GF	0	0	11.53846	11.53846	23.07692	11.53846	19.23077	15.38462	0	7.692308	100	
GP	0	2.857143	5.714286	14.28571	20	20	0	25.71429	8.571429	2.857143	100	
N&S	0	0.546448	11.20219	3.825137	34.15301	7.923497	31.96721	3.278689	5.464481	1.639344	100	
NBC	0.793651	0	10.31746	15.07937	19.04762	16.66667	22.22222	8.730159	2.380952	4.761905	100	
PC	1.408451	0.704225	8.450704	25.35211	13.38028	21.12676	6.338028	15.49296	2.112676	5.633803	100	
Totals	0.415512	0.554017	9.972299	11.49584	25.76177	13.71191	22.43767	8.448753	4.01662	3.185596	100	
Table 83												
CWM	Differences in observed/expected percent of cases by division											
	m<21	f<21	m22-30	f22-30	m31-40	f31-40	m41-50	f41-50	m51-60	f51-60		
GC	-0.03253	-0.09759	-2.75368	14.41481	-7.52247	20.3535	-21.127	5.353141	-6.78269	-1.80547		
GF	-0.26541	0	6.53642	5.944341	-0.42246	-0.38477	-12.3944	6.299274	-9.20784	3.894839		
GP	-0.03905	2.779048	-0.8066	4.094383	5.591566	0.671613	-21.7884	11.50109	1.581971	-3.58565		
N&S	-0.00646	0.538371	3.536844	1.881742	2.397973	4.243487	-8.04926	0.571183	-5.61109	0.497216		
NBC	0.217152	-0.05315	3.309528	8.288131	-9.73642	3.419467	-6.9625	2.499069	-3.45763	2.476354		
PC	1.368714	0.619075	0.84966	7.992894	0.670245	-4.03786	-3.47691	-1.71299	-0.66889	-1.60394		
Totals	0.272635	0.519148	2.652363	5.596183	-1.50152	3.652634	-9.64775	2.160429	-4.33578	0.631655		

Problem type compared with problem type for clients and counsellors

Tables 79-84 Counsellor data - New, face to face cases where client responded from main company divisions

Table 79

\$CLRPRO2							
	Work	Work	Work	Work perf			
	Rel'ships	Organis'n	domestic	CLR			
	CLR	CLR	CLR				
\$CLRPROB							
Work Relationships CLR	64	20	12	13			
Work Organisation CLR	20	77	15	20			
Work domestic CLR	12	15	67	9			
Work perf CLR	13	20	9	62			
Stress self manager							
referral	39	44	30	33			
Stress OHS incoming							
referral	1						
Stress referred by GP	3	2	3	4			
Finance CLR	1	3	6	4			
Death in service							
Death of Pensioner							
Bereavement other	4	4	6	6			
Alcohol Drugs CLR	2	1					
Div sep CLR	5	3	13	13			
Elderly rel CLR	2	1	4	1			
Oth Relationship CLR	6	7	6	7			
Redep redund CLR	5	8	4	1			
Retirement CLR	1	1		1			
Mental health	6	6	4	6			
Physical health	4	8	5	6			
Self esteem	13	10	9	12			
Other problem CLR	7	4	8	5			
PAC enquiry CLR							

Table 80

\$CLRPRO2						
	Stress self	Stress OHS	Stress	Finance CLR		
	manager	incoming	referred by			
	referral	referral	GP			
\$CLRPROB						
Work Relationships CLR	39	1	3	1		
Work Organisation CLR	44		2	3		
Work domestic CLR	30		3	6		
Work perf CLR	33		4	4		
Stress self manager						
referral	179	2	3	13		
Stress OHS incoming						
referral	2	5	1			
Stress referred by GP	3	1	10	1		
Finance CLR	13		1	48		
Death in service						
Death of Pensioner						
Bereavement other	18	1	1	1		
Alcohol Drugs CLR	2			2		
Div sep CLR	29	1	3	16		
Elderly rel CLR	5					
Oth Relationship CLR	25	1		5		
Redep redund CLR	13					
Retirement CLR				1		
Mental health	15		1	1		
Physical health	13			5		
Self esteem	37		5	4		
Other problem CLR	14	2	2	1		
PAC enquiry CLR						

(continued)

Footnote:
The number at the intersection of the same problem type shows the total number of cases recorded under that problem. Numbers at the intersection of different problem types show the number of cases where both problems were marked.

Table 81

\$CLRPRO2						
	Death in service	Death of Pensioner	Bereavement other	Alcohol Drugs CLR		
\$CLRPROB						
Work Relationships CLR			4	2		
Work Organisation CLR			4	1		
Work domestic CLR			6			
Work perf CLR			6			
Stress self manager						
referral			18	2		
Stress OHS incoming						
referral			1			
Stress referred by GP			1			
Finance CLR			1	2		
Death in service	1					
Death of Pensioner						
Bereavement other			35	1		
Alcohol Drugs CLR			1	9		
Div sep CLR			7	2		
Elderly rel CLR			1			
Oth Relationship CLR			8	3		
Redep redund CLR			2			
Retirement CLR						
Mental health			3	1		
Physical health			2	2		
Self esteem			10	2		
Other problem CLR			2			
PAC enquiry CLR						

Table 82

\$CLRPRO2						
	Div sep CLR	Elderly rel CLR	Other Relat'ship CLR	Redep redund CLR		
\$CLRPROB						
Work Relationships CLR	5	2	6	5		
Work Organisation CLR	3	1	7	8		
Work domestic CLR	13	4	6	4		
Work perf CLR	13	1	7	1		
Stress self manager						
referral	29	5	25	13		
Stress OHS incoming						
referral	1		1			
Stress referred by GP	3					
Finance CLR	16		5			
Death in service						
Death of Pensioner						
Bereavement other	7	1	8	2		
Alcohol Drugs CLR	2		3			
Div sep CLR	92		13	2		
Elderly rel CLR		8	2	1		
Oth Relationship CLR	13	2	56	1		
Redep redund CLR	2	1	1	55		
Retirement CLR	1			1		
Mental health	6		2	3		
Physical health	3		3	4		
Self esteem	13	2	16	8		
Other problem CLR	5	1	6	4		
PAC enquiry CLR						

(Continued)

Table 83

\$CLRPROB							
	Retirement CLR	Mental health	Physical health	Self esteem			
\$CLRPROB							
"Work Relationships CLR	1	6	4	13			
"Work Organisation CLR	1	6	8	10			
"Work domestic CLR		4	5	9			
"Work perf CLR	1	6	6	12			
"Stress self manager							
" referral		15	13	37			
"Stress OHS incoming							
" referral							
"Stress referred by GP		1		5			
"Finance CLR	1	1	5	4			
"Death in service							
"Death of Pensioner							
"Bereavement other		3	2	10			
"Alcohol Drugs CLR		1	2	2			
"Div sep CLR	1	6	3	13			
"Elderly rel CLR				2			
"Oth Relationship CLR		2	3	16			
"Redep redund CLR	1	3	4	8			
"Retirement CLR	11	1	8				
"Mental health	1	34	5	7			
"Physical health	8	5	46	6			
"Self esteem		7	6	62			
"Other problem CLR		4	2	5			
"PAC enquiry CLR							

Table 84

*****α*****			
"	"	\$CLRPRO2	"
"	§*****α*****		
"	"	Other "PAC enquiry"	"
"	"	problem CLR" CLR	"
§*****α*****	*****α*****	*****α*****	*****α*****
"\$CLRPROB	"	"	"
"Work Relationships CLR	"	7	"
"Work Organisation CLR	"	4	"
"Work domestic CLR	"	8	"
"Work perf CLR	"	5	"
"Stress self manager	"	"	"
" referral	"	14	"
"Stress OHS incoming	"	"	"
" referral	"	2	"
"Stress referred by GP	"	2	"
"Finance CLR	"	1	"
"Death in service	"	"	"
"Death of Pensioner	"	"	"
"Bereavement other	"	2	"
"Alcohol Drugs CLR	"	"	"
"Div sep CLR	"	5	"
"Elderly rel CLR	"	1	"
"Oth Relationship CLR	"	6	"
"Redep redund CLR	"	4	"
"Retirement CLR	"	"	"
"Mental health	"	4	"
"Physical health	"	2	"
"Self esteem	"	5	"
"Other problem CLR	"	72	"
"PAC enquiry CLR	"	"	"
*****α*****			

Table 87

\$CLIPROB							
"CT Work Relationships	5	"	4	"	2	"	6
"CT Work Organisation	3	"	1	"	5	"	4
"CT Work dom conflict	19	"	6	"	9	"	11
"CT Work performance	16	"	3	"	7	"	4
"CT Stress	40	"	12	"	19	"	19
"CT Finance	19	"	1	"	4	"	2
"CT Bereavement	6	"	1	"	3	"	5
"CT Alcohol or drugs	5	"	1	"	2	"	"
"CT Divorce separation	83	"	3	"	8	"	3
"CT Elderly relation	3	"	16	"	2	"	2
"CT Other relationship	8	"	2	"	36	"	"
"CT redundancy	"	"	"	"	"	"	"
redeployment	3	"	2	"	"	"	72
"CT Retirement	1	"	1	"	1	"	1
"CT health	16	"	6	"	5	"	5
"CT Pensions centre	"	"	"	"	"	"	"
"CT Other problem	2	"	2	"	"	"	2

Table 88

\$CLIPRO2					
	CT	CT health	CT Pensions	CT Other	
	Retirement		centre	problem	
\$CLIPROB					
CT Work Relationships		12			3
CT Work Organisation		18			4
CT Work dom conflict		19			6
CT Work performance		24			4
CT Stress	2	53			18
CT Finance	2	12			1
CT Bereavement		9			1
CT Alcohol or drugs		3			
CT Divorce separation	1	16			2
CT Elderly relation	1	6			2
CT Other relationship	1	5			
CT redundancy					
redeployment	1	5			2
CT Retirement	8	4		1	1
CT health	4	94		1	8
CT Pensions centre	1	1		2	1
CT Other problem	1	8		1	41

Table 89 Correlation Coefficients between problem types

	AWKREL	BWKORG	CWKDOMCO	DWKPERF	E1STRSEL	E2STOHS
AWKREL	1.0000 (457) P= .	.1553 (457) P= .001	.0467 (457) P= .320	.0795 (457) P= .090	.1800 (457) P= .000	.0182 (457) P= .698
BWKORG	.1553 (457) P= .001	1.0000 (457) P= .	.0613 (457) P= .191	.1631 (457) P= .000	.1658 (457) P= .000	-.0473 (457) P= .313
CWKDOMCO	.0467 (457) P= .320	.0613 (457) P= .191	1.0000 (457) P= .	-.0016 (457) P= .972	.0476 (457) P= .310	-.0436 (457) P= .352
DWKPERF	.0795 (457) P= .090	.1631 (457) P= .000	-.0016 (457) P= .972	1.0000 (457) P= .	.1141 (457) P= .015	-.0417 (457) P= .374
E1STRSEL	.1800 (457) P= .000	.1658 (457) P= .000	.0476 (457) P= .310	.1141 (457) P= .015	1.0000 (457) P= .	.0018 (457) P= .970
E2STOHS	.0182 (457) P= .698	-.0473 (457) P= .313	-.0436 (457) P= .352	-.0417 (457) P= .374	.0018 (457) P= .970	1.0000 (457) P= .
E3STGP	.0689 (457) P= .141	.0126 (457) P= .788	.0649 (457) P= .166	.1155 (457) P= .014	-.0281 (457) P= .549	.1281 (457) P= .006
FFINANCE	-.1177 (457) P= .012	-.0970 (457) P= .038	-.0209 (457) P= .655	-.0524 (457) P= .264	-.0848 (457) P= .070	-.0360 (457) P= .442
GBERDIS	-.0189 (457) P= .687	-.0211 (457) P= .653	-.0194 (457) P= .679	-.0186 (457) P= .692	-.0376 (457) P= .423	-.0049 (457) P= .916
GBERDOP	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .
GBEREAVE	-.0214 (457) P= .649	-.0417 (457) P= .374	.0202 (457) P= .667	.0301 (457) P= .521	.0723 (457) P= .123	.0488 (457) P= .298
HBOOZEDR	.0336 (457) P= .474	-.0217 (457) P= .643	-.0587 (457) P= .210	-.0562 (457) P= .231	-.0492 (457) P= .294	-.0149 (457) P= .751
IDIVSEP	-.1240 (457) P= .008	-.1823 (457) P= .000	-.0075 (457) P= .872	.0083 (457) P= .860	-.0786 (457) P= .093	-.0003 (457) P= .994
JELDPAR	.0423 (457) P= .367	-.0155 (457) P= .741	.1334 (457) P= .004	-.0042 (457) P= .929	.0638 (457) P= .173	-.0140 (457) P= .765
KOTHREL	-.0354 (457) P= .450	-.0434 (457) P= .354	-.0417 (457) P= .374	-.0116 (457) P= .804	.0419 (457) P= .371	.0248 (457) P= .596
LREDUND	-.0524 (457) P= .264	-.0228 (457) P= .627	-.0773 (457) P= .099	-.1269 (457) P= .007	-.1177 (457) P= .012	-.0389 (457) P= .407
MRETMNT	-.0222 (457) P= .635	-.0326 (457) P= .488	-.0651 (457) P= .165	-.0205 (457) P= .662	-.1260 (457) P= .007	-.0165 (457) P= .725

KEY:
AWKREL=Clr work relationships, BWKORG=Clr work organisation, CWKDOMCO=Clr work-domestic conflict, DWKPERF=Clr work performance, E1STRSEL=Clr self/manager referred stress, E2STOHS=Clr Occupational health referred stress, E3STGP=Clr GP referred stress, FFINANCE=Clr finance, GBERDIS=Clr death in service, GBERDOP=Clr death of pensioner, GBEREAVE=Clr bereavement(other), HBOOZEDR=Clr alcohol or drugs, IDIVSEP=Clr divorce/separation, JELDPAR=Clr Elderly relation, KOTHREL=Clr other relationship, LREDUND=Clr redundancy/redeployment, MRETMNT=Clr retirement

NMENTHLT	AWKREL .0298 (457) P= .526	BWKORG .0060 (457) P= .897	CWKDOMCO -.0232 (457) P= .621	DWKPERF .0338 (457) P= .471	E1STRSEL .0287 (457) P= .540	E2STOHS -.0298 (457) P= .525
NPHYSHLT	-.0512 (457) P= .275	.0048 (457) P= .918	-.0359 (457) P= .444	-.0051 (457) P= .913	-.0748 (457) P= .110	-.0352 (457) P= .453
NSELFEST	.0795 (457) P= .090	-.0076 (457) P= .871	-.0016 (457) P= .972	.0670 (457) P= .153	.1665 (457) P= .000	-.0417 (457) P= .374
QPAC	(457) P= .	(457) P= .	(457) P= .	(457) P= .	(457) P= .	(457) P= .
ROTH TIC	-.0534 (457) P= .255	-.1305 (457) P= .005	-.0434 (457) P= .355	-.0836 (457) P= .074	-.1747 (457) P= .000	.0700 (457) P= .135
AWKREL_1	.5214 (457) P= .000	.1119 (457) P= .017	.1068 (457) P= .022	-.0263 (457) P= .574	.0879 (457) P= .060	.0198 (457) P= .674
BWKORK	.0552 (457) P= .239	.3406 (457) P= .000	.0645 (457) P= .169	-.0310 (457) P= .509	.1412 (457) P= .002	-.0424 (457) P= .365
CWKDO\$69	.0364 (457) P= .438	-.0325 (457) P= .488	.2505 (457) P= .000	-.0065 (457) P= .889	.0822 (457) P= .079	-.0499 (457) P= .287
DWKPERF_	.1496 (457) P= .001	.0913 (457) P= .051	.0137 (457) P= .770	.3606 (457) P= .000	.1212 (457) P= .009	-.0421 (457) P= .370
ESTRESS	.2065 (457) P= .000	.1724 (457) P= .000	.1341 (457) P= .004	.0945 (457) P= .044	.4550 (457) P= .000	.0190 (457) P= .686
FFINA\$72	-.1282 (457) P= .006	-.1286 (457) P= .006	.0399 (457) P= .395	-.0856 (457) P= .067	-.0854 (457) P= .068	-.0385 (457) P= .412
GBERE\$73	-.0042 (457) P= .929	-.0264 (457) P= .573	.0357 (457) P= .446	.0698 (457) P= .136	.0741 (457) P= .114	.0459 (457) P= .328
HBOOZ\$74	-.0222 (457) P= .635	-.0707 (457) P= .131	-.0247 (457) P= .598	-.0622 (457) P= .184	-.0090 (457) P= .847	-.0165 (457) P= .725
IDIVSEP_	-.1083 (457) P= .021	-.1817 (457) P= .000	-.0187 (457) P= .689	.0123 (457) P= .794	-.1106 (457) P= .018	.0050 (457) P= .915
JELDPAR_	.0604 (457) P= .198	.0415 (457) P= .376	.0893 (457) P= .056	-.0407 (457) P= .385	.1154 (457) P= .014	.0944 (457) P= .044
KOTHREL_	-.0478 (457) P= .308	-.0882 (457) P= .059	.0395 (457) P= .399	.0028 (457) P= .953	-.0017 (457) P= .972	-.0308 (457) P= .512
LREDUND_	-.0361 (457) P= .442	-.0021 (457) P= .964	-.0943 (457) P= .044	-.0836 (457) P= .074	-.1624 (457) P= .000	-.0455 (457) P= .332

KEY:

AWKREL=Clr work relationships, BWKORG=Clr work organisation, CWKDOMCO=Clr work-domestic conflict, DWKPERF=Clr work performance, E1STRSEL=Clr self/manager referred stress, E2STOHS=Clr Occupational health referred stress, NMENTHLT=Clr mental health, NPHYSHLT=Clr physical health, NSELFEST=Clr self esteem, QPAC=Clr pension centre enquiry, ROTH TIC=Clr other problem, AWKREL_1=Cli work relationships, BWKORK=Cli work organisation, CWKDO\$69=Cli work domestic conflict, DWKPERF_=Cli work performance, ESTRESS=Cli stress, FFINA\$72=Cli finance, GBERE\$73=Cli bereavement, HBOOZ\$74=Cli alcohol or drugs, IDIVSEP_=Cli divorce/separation, JELDPAR_=Cli elderly parents, KOTHREL_=Cli other relationship, LREDUND_=Cli redundancy/redeployment

	AWKREL	BWKORG	CWKDOMCO	DWKPERF	E1STRSEL	E2STOHS
MRETMNT_	-.0539 (457) P= .250	-.0601 (457) P= .200	-.0082 (457) P= .862	-.0529 (457) P= .259	-.0729 (457) P= .120	-.0140 (457) P= .765
NHEALTH	-.0182 (457) P= .699	.0023 (457) P= .960	-.0426 (457) P= .364	.0988 (457) P= .035	.0242 (457) P= .606	-.0535 (457) P= .254
OPAC	-.0268 (457) P= .568	-.0298 (457) P= .525	-.0275 (457) P= .558	-.0263 (457) P= .575	-.0532 (457) P= .256	-.0070 (457) P= .882
OTHTIC	-.0605 (457) P= .197	-.0186 (457) P= .692	-.0002 (457) P= .996	.0098 (457) P= .835	-.0009 (457) P= .984	.0406 (457) P= .387

	E3STGP	FFINANCE	GBERDIS	GBERDOP	GBEREAVE	HBOOZEDR
AWKREL	.0689 (457) P= .141	-.1177 (457) P= .012	-.0189 (457) P= .687	. (457) P= .	-.0214 (457) P= .649	.0336 (457) P= .474
BWKORG	.0126 (457) P= .788	-.0970 (457) P= .038	-.0211 (457) P= .653	. (457) P= .	-.0417 (457) P= .374	-.0217 (457) P= .643
CWKDOMCO	.0649 (457) P= .166	-.0209 (457) P= .655	-.0194 (457) P= .679	. (457) P= .	.0202 (457) P= .667	-.0587 (457) P= .210
DWKPERF	.1155 (457) P= .014	-.0524 (457) P= .264	-.0186 (457) P= .692	. (457) P= .	.0301 (457) P= .521	-.0562 (457) P= .231
E1STRSEL	-.0281 (457) P= .549	-.0848 (457) P= .070	-.0376 (457) P= .423	. (457) P= .	.0723 (457) P= .123	-.0492 (457) P= .294
E2STOHS	.1281 (457) P= .006	-.0360 (457) P= .442	-.0049 (457) P= .916	. (457) P= .	.0488 (457) P= .298	-.0149 (457) P= .751
E3STGP	1.0000 (457) P= .	-.0025 (457) P= .958	-.0070 (457) P= .881	. (457) P= .	.0132 (457) P= .779	-.0212 (457) P= .651
FFINANCE	-.0025 (457) P= .958	1.0000 (457) P= .	-.0160 (457) P= .732	. (457) P= .	-.0718 (457) P= .125	.0542 (457) P= .248
GBERDIS	-.0070 (457) P= .881	-.0160 (457) P= .732	1.0000 (457) P= .	. (457) P= .	-.0135 (457) P= .774	-.0066 (457) P= .887
GBERDOP	. (457) P= .	. (457) P= .	. (457) P= .	1.0000 (457) P= .	. (457) P= .	. (457) P= .
GBEREAVE	.0132 (457) P= .779	-.0718 (457) P= .125	-.0135 (457) P= .774	. (457) P= .	1.0000 (457) P= .	.0184 (457) P= .695
HBOOZEDR	-.0212 (457) P= .651	.0542 (457) P= .248	-.0066 (457) P= .887	. (457) P= .	.0184 (457) P= .695	1.0000 (457) P= .

KEY:

AWKREL=Clr work relationships, BWKORG=Clr work organisation, CWKDOMCO=Clr work-domestic conflict, DWKPERF=Clr work performance, E1STRSEL=Clr self/manager referred stress, E2STOHS=Clr Occupational health referred stress, E3STGP=Clr GP referred stress, FFINANCE=Clr finance, GBERDIS=Clr death in service, GBERDOP=Clr death of pensioner, GBEREAVE=Clr bereavement(other), HBOOZEDR=Clr alcohol or drugs, IDIVSEP=Clr divorce/separation, JELDPAR=Clr Elderly relation, KOTHREL=Clr other relationship, LREDUND=Clr redundancy/redeployment, MRETMNT=Clr retirement MRETMNT =Cli retirement, NHEALTH=Cli health, OPAC=Cli pensions centre enquiry, OTHTIC=Cli other problem

	E3STGP	FFINANCE	GBERDIS	GBERDOP	GBEREAVE	HBOOZEDR
IDIVSEP	.0368 (457) P= .432	.1128 (457) P= .016	-.0235 (457) P= .616	. (457) P= .	-.0009 (457) P= .984	.0074 (457) P= .875
JELDPAR	-.0200 (457) P= .670	-.0457 (457) P= .329	-.0063 (457) P= .894	. (457) P= .	.0243 (457) P= .604	-.0189 (457) P= .687
KOTHREL	-.0559 (457) P= .233	-.0192 (457) P= .682	-.0175 (457) P= .709	. (457) P= .	.0931 (457) P= .047	.0911 (457) P= .052
LREDUND	-.0553 (457) P= .238	-.1267 (457) P= .007	-.0173 (457) P= .712	. (457) P= .	-.0559 (457) P= .233	-.0524 (457) P= .263
MRETMNT	-.0235 (457) P= .616	-.0072 (457) P= .877	-.0074 (457) P= .875	. (457) P= .	-.0452 (457) P= .335	-.0223 (457) P= .635
NMENTHLT	.0146 (457) P= .756	-.0699 (457) P= .136	-.0133 (457) P= .777	. (457) P= .	.0124 (457) P= .791	.0198 (457) P= .672
NPHYSHLT	-.0500 (457) P= .286	.0040 (457) P= .932	-.0157 (457) P= .738	. (457) P= .	-.0417 (457) P= .374	.0573 (457) P= .222
NSELFEST	.1591 (457) P= .001	-.0524 (457) P= .264	-.0186 (457) P= .692	. (457) P= .	.1262 (457) P= .007	.0358 (457) P= .445
QPAC	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .
ROHTIC	.0174 (457) P= .710	-.1286 (457) P= .006	-.0203 (457) P= .666	. (457) P= .	-.0794 (457) P= .090	-.0613 (457) P= .191
AWKREL_1	.1155 (457) P= .014	-.0732 (457) P= .118	-.0186 (457) P= .692	. (457) P= .	-.0660 (457) P= .159	.0358 (457) P= .445
BWKORK	.0258 (457) P= .582	-.0971 (457) P= .038	-.0189 (457) P= .687	. (457) P= .	-.0688 (457) P= .142	-.0572 (457) P= .222
CWKDO\$69	.1221 (457) P= .009	.0033 (457) P= .944	-.0222 (457) P= .636	. (457) P= .	-.0092 (457) P= .844	-.0266 (457) P= .571
DWKPERF_	.1137 (457) P= .015	-.1163 (457) P= .013	-.0187 (457) P= .690	. (457) P= .	.0758 (457) P= .106	.0347 (457) P= .459
ESTRESS	.1167 (457) P= .013	-.0353 (457) P= .452	-.0478 (457) P= .308	. (457) P= .	-.0304 (457) P= .517	.0130 (457) P= .782
FFINA\$72	.0379 (457) P= .419	.5821 (457) P= .000	-.0171 (457) P= .715	. (457) P= .	-.0289 (457) P= .537	-.0031 (457) P= .947
GBERE\$73	.0104 (457) P= .824	-.0232 (457) P= .621	.1578 (457) P= .001	. (457) P= .	.6083 (457) P= .000	.0157 (457) P= .738

KEY:

E3STGP=Clr GP referred stress, FFINANCE=Clr finance, GBERDIS=Clr death in service, GBERDOP=Clr death of pensioner, GBEREAVE=Clr bereavement(other), HBOOZEDR=Clr alcohol or drugs, IDIVSEP=Clr divorce/separation, JELDPAR=Clr Elderly relation, KOTHREL=Clr other relationship, LREDUND=Clr redundancy/redeployment, MRETMNT=Clr retirement, NMENTHLT=Clr mental health, NPHYSHLT=Clr physical health, NSELFEST=Clr self esteem, QPAC=Clr pension centre enquiry, ROHTIC=Clr other problem, AWKREL_1=Cli work relationships, BWKORK=cli work organisation, CWKDO\$69=Cli work domestic conflict, DWKPERF_=Cli work performance, ESTRESS=Cli stress, FFINA\$72=Cli finance, GBERE\$73=Cli bereavement

	E3STGP	FFINANCE	GBERDIS	GBERDOP	GBEREAVE	HBOOZEDR
HBOOZ\$74	-.0235 (457) P= .616	.0393 (457) P= .402	-.0074 (457) P= .875	. (457) P= .	.0085 (457) P= .857	.4915 (457) P= .000
IDIVSEP_	.0459 (457) P= .327	.1533 (457) P= .001	-.0221 (457) P= .638	. (457) P= .	-.0503 (457) P= .283	.0558 (457) P= .234
JELDPAR_	-.0285 (457) P= .544	-.0653 (457) P= .164	-.0089 (457) P= .849	. (457) P= .	-.0101 (457) P= .830	-.0270 (457) P= .565
KOTHREL_	.0118 (457) P= .802	.0058 (457) P= .902	-.0137 (457) P= .770	. (457) P= .	.0380 (457) P= .418	.0170 (457) P= .717
LREDUND_	.0174 (457) P= .710	-.1286 (457) P= .006	-.0203 (457) P= .666	. (457) P= .	-.0568 (457) P= .226	-.0181 (457) P= .700
MRETMNT_	-.0200 (457) P= .670	-.0457 (457) P= .329	-.0063 (457) P= .894	. (457) P= .	-.0384 (457) P= .412	-.0189 (457) P= .687
NHEALTH	-.0021 (457) P= .964	-.0507 (457) P= .279	-.0238 (457) P= .611	. (457) P= .	-.0244 (457) P= .603	-.0332 (457) P= .479
OPAC	-.0099 (457) P= .833	-.0227 (457) P= .628	-.0031 (457) P= .947	. (457) P= .	-.0191 (457) P= .684	-.0094 (457) P= .841
OTHTIC	-.0470 (457) P= .317	-.0576 (457) P= .219	-.0147 (457) P= .754	. (457) P= .	.0248 (457) P= .598	-.0445 (457) P= .343
	IDIVSEP	JELDPAR	KOTHREL	LREDUND	MRETMNT	NMENTHLT
AWKREL	-.1240 (457) P= .008	.0423 (457) P= .367	-.0354 (457) P= .450	-.0524 (457) P= .264	-.0222 (457) P= .635	.0298 (457) P= .526
BWKORG	-.1823 (457) P= .000	-.0155 (457) P= .741	-.0434 (457) P= .354	-.0228 (457) P= .627	-.0326 (457) P= .488	.0060 (457) P= .897
CWKDOMCO	-.0075 (457) P= .872	.1334 (457) P= .004	-.0417 (457) P= .374	-.0773 (457) P= .099	-.0651 (457) P= .165	-.0232 (457) P= .621
DWKPERF	.0083 (457) P= .860	-.0042 (457) P= .929	-.0116 (457) P= .804	-.1269 (457) P= .007	-.0205 (457) P= .662	.0338 (457) P= .471
E1STRSEL	-.0786 (457) P= .093	.0638 (457) P= .173	.0419 (457) P= .371	-.1177 (457) P= .012	-.1260 (457) P= .007	.0287 (457) P= .540
E2STOHS	-.0003 (457) P= .994	-.0140 (457) P= .765	.0248 (457) P= .596	-.0389 (457) P= .407	-.0165 (457) P= .725	-.0298 (457) P= .525
E3STGP	.0368 (457) P= .432	-.0200 (457) P= .670	-.0559 (457) P= .233	-.0553 (457) P= .238	-.0235 (457) P= .616	.0146 (457) P= .756

KEY:

AWKREL=Clr work relationships, BWKORG=Clr work organisation, CWKDOMCO=Clr work-domestic conflict, DWKPERF=Clr work performance, E1STRSEL=Clr self/manager referred stress, E2STOHS=Clr Occupational health referred stress, E3STGP=Clr GP referred stress, FFINANCE=Clr finance, GBERDIS=Clr death in service, GBERDOP=Clr death of pensioner, GBEREAVE=Clr bereavement(other), HBOOZEDR=Clr alcohol or drugs, IDIVSEP=Clr divorce/separation, HBOOZ\$74=Clr alcohol or drugs, IDIVSEP_ =Clr divorce/separation, JELDPAR_ =Clr elderly parents, KOTHREL_ =Clr other relationship, LREDUND_ =Clr redundancy/redeployment, MRETMNT_ =Clr retirement, NHEALTH=Clr health, OPAC=Clr pensions centre enquiry, OTHTIC=Clr other problem

	IDIVSEP	JELDPAR	KOTHREL	LREDUND	MRETMNT	NMENTHLT
FFINANCE	.1128 (457) P= .016	-.0457 (457) P= .329	-.0192 (457) P= .682	-.1267 (457) P= .007	-.0072 (457) P= .877	-.0699 (457) P= .136
GBERDIS	-.0235 (457) P= .616	-.0063 (457) P= .894	-.0175 (457) P= .709	-.0173 (457) P= .712	-.0074 (457) P= .875	-.0133 (457) P= .777
GBERDOP	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .
GBEREAVE	-.0009 (457) P= .984	.0243 (457) P= .604	.0931 (457) P= .047	-.0559 (457) P= .233	-.0452 (457) P= .335	.0124 (457) P= .791
HBOOZEDR	.0074 (457) P= .875	-.0189 (457) P= .687	.0911 (457) P= .052	-.0524 (457) P= .263	-.0223 (457) P= .635	.0198 (457) P= .672
IDIVSEP	1.0000 (457) P= .	-.0670 (457) P= .153	.0287 (457) P= .540	-.1522 (457) P= .001	-.0432 (457) P= .356	-.0176 (457) P= .708
JELDPAR	-.0670 (457) P= .153	1.0000 (457) P= .	.0519 (457) P= .268	.0019 (457) P= .968	-.0210 (457) P= .655	-.0378 (457) P= .420
KOTHREL	.0287 (457) P= .540	.0519 (457) P= .268	1.0000 (457) P= .	-.1177 (457) P= .012	-.0587 (457) P= .210	-.0551 (457) P= .240
LREDUND	-.1522 (457) P= .001	.0019 (457) P= .968	-.1177 (457) P= .012	1.0000 (457) P= .	-.0142 (457) P= .762	-.0280 (457) P= .551
MRETMNT	-.0432 (457) P= .356	-.0210 (457) P= .655	-.0587 (457) P= .210	-.0142 (457) P= .762	1.0000 (457) P= .	.0099 (457) P= .833
NMENTHLT	-.0176 (457) P= .708	-.0378 (457) P= .420	-.0551 (457) P= .240	-.0280 (457) P= .551	.0099 (457) P= .833	1.0000 (457) P= .
NPHYSHLT	-.1135 (457) P= .015	-.0447 (457) P= .341	-.0585 (457) P= .212	-.0343 (457) P= .464	.3271 (457) P= .000	.0437 (457) P= .351
NSELFEST	.0083 (457) P= .860	.0446 (457) P= .342	.1637 (457) P= .000	.0106 (457) P= .822	-.0622 (457) P= .184	.0581 (457) P= .215
QPAC	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .
ROHTTIC	-.1422 (457) P= .002	-.0119 (457) P= .799	-.0517 (457) P= .270	-.0861 (457) P= .066	-.0679 (457) P= .147	-.0311 (457) P= .508
AWKREL_1	-.1033 (457) P= .027	.0446 (457) P= .342	-.0701 (457) P= .135	-.0287 (457) P= .540	-.0205 (457) P= .662	.0094 (457) P= .841

KEY:

AWKREL=Clr work relationships, BWKORG=Clr work organisation, CWKDOMCO=Clr work-domestic conflict, DWKPERF=Clr work performance, E1STRSEL=Clr self/manager referred stress, E2STOHS=Clr Occupational health referred stress, E3STGP=Clr GP referred stress, FFINANCE=Clr finance, GBERDIS=Clr death in service, GBERDOP=Clr death of pensioner, GBEREAVE=Clr bereavement(other), HBOOZEDR=Clr alcohol or drugs, IDIVSEP=Clr divorce/separation, JELDPAR=Clr Elderly relation, KOTHREL=Clr other relationship, LREDUND=Clr redundancy/redeployment, MRETMNT=Clr retirement, NMENTHLT=Clr mental health, NPHYSHLT=Clr physical health, NSELFEST=Clr self esteem, QPAC=Clr pension centre enquiry, ROHTTIC=Clr other problem, AWKREL_1=Cl1 work relationships

	IDIVSEP	JELDPAR	KOTHREL	LREDUND	MRETMNT	NMENTHLT
BWKORK	-.1397 (457) P= .003	-.0058 (457) P= .902	-.0162 (457) P= .730	-.0717 (457) P= .126	-.0222 (457) P= .635	.1259 (457) P= .007
CWKDO\$69	.0858 (457) P= .067	-.0203 (457) P= .666	.0466 (457) P= .320	-.0540 (457) P= .249	-.0377 (457) P= .422	.0592 (457) P= .206
DWKPERF_	-.0266 (457) P= .570	.0434 (457) P= .354	.0441 (457) P= .347	-.0699 (457) P= .136	.0200 (457) P= .669	.0559 (457) P= .233
ESTRESS	-.0426 (457) P= .363	.0307 (457) P= .512	.0460 (457) P= .326	-.0544 (457) P= .246	-.1031 (457) P= .028	.1445 (457) P= .002
FFINA\$72	.0867 (457) P= .064	-.0489 (457) P= .297	.0079 (457) P= .866	-.0521 (457) P= .267	-.0133 (457) P= .777	-.0521 (457) P= .266
GBERE\$73	.0310 (457) P= .508	.0215 (457) P= .646	.0603 (457) P= .198	-.0112 (457) P= .812	.0057 (457) P= .903	.0381 (457) P= .416
HBOOZ\$74	.1348 (457) P= .004	-.0210 (457) P= .655	-.0151 (457) P= .747	-.0581 (457) P= .215	-.0247 (457) P= .599	.0099 (457) P= .833
IDIVSEP_	.6411 (457) P= .000	-.0196 (457) P= .676	.1355 (457) P= .004	-.1394 (457) P= .003	-.0370 (457) P= .431	-.0903 (457) P= .054
JELDPAR_	-.0363 (457) P= .439	.4285 (457) P= .000	.0740 (457) P= .114	.0027 (457) P= .954	-.0299 (457) P= .524	-.0086 (457) P= .854
KOTHREL_	.1165 (457) P= .013	.0848 (457) P= .070	.4605 (457) P= .000	-.0832 (457) P= .076	-.0459 (457) P= .327	-.0210 (457) P= .654
LREDUND_	-.1722 (457) P= .000	-.0119 (457) P= .799	-.1250 (457) P= .007	.3569 (457) P= .000	-.0287 (457) P= .540	-.0539 (457) P= .250
MRETMNT_	-.0254 (457) P= .588	.1094 (457) P= .019	.0010 (457) P= .983	.1557 (457) P= .001	.3056 (457) P= .000	-.0378 (457) P= .420
NHEALTH	-.0395 (457) P= .400	-.0266 (457) P= .570	-.0911 (457) P= .052	-.0718 (457) P= .126	.1673 (457) P= .000	.2064 (457) P= .000
OPAC	-.0333 (457) P= .478	-.0088 (457) P= .850	-.0248 (457) P= .597	-.0245 (457) P= .601	.4222 (457) P= .000	-.0188 (457) P= .689
OTHTIC	-.1003 (457) P= .032	.0165 (457) P= .725	-.0940 (457) P= .045	.0015 (457) P= .974	.0007 (457) P= .989	.1152 (457) P= .014

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

KEY:

IDIVSEP=Clr divorce/separation, JELDPAR=Clr Elderly relation, KOTHREL=Clr other relationship, LREDUND=Clr redundancy/redeployment, MRETMNT=Clr retirement, NMENTHLT=Clr mental health, BWKORK=cli work organisation, CWKDO\$69=cli work domestic conflict, DWKPERF_=cli work performance, ESTRESS=cli stress, FFINA\$72=cli finance, GBERE\$73=cli bereavement, HBOOZ\$74=cli alcohol or drugs, IDIVSEP_=cli divorce/separation, JELDPAR_=cli elderly parents, KOTHREL_=cli other relationship, LREDUND_=cli redundancy/redeployment, MRETMNT_=cli retirement, NHEALTH=cli health, OPAC=cli pensions centre enquiry, OTHTIC=cli other problem

	NPHYSHLT	NSELFEST	QPAC	ROTH TIC	AWKREL_1	BWKORK
AWKREL	-.0512 (457) P= .275	.0795 (457) P= .090	. (457) P= .	-.0534 (457) P= .255	.5214 (457) P= .000	.0552 (457) P= .239
BWKORG	.0048 (457) P= .918	-.0076 (457) P= .871	. (457) P= .	-.1305 (457) P= .005	.1119 (457) P= .017	.3406 (457) P= .000
CWKDOMCO	-.0359 (457) P= .444	-.0016 (457) P= .972	. (457) P= .	-.0434 (457) P= .355	.1068 (457) P= .022	.0645 (457) P= .169
DWKPERF	-.0051 (457) P= .913	.0670 (457) P= .153	. (457) P= .	-.0836 (457) P= .074	-.0263 (457) P= .574	-.0310 (457) P= .509
E1STRSEL	-.0748 (457) P= .110	.1665 (457) P= .000	. (457) P= .	-.1747 (457) P= .000	.0879 (457) P= .060	.1412 (457) P= .002
E2STOHS	-.0352 (457) P= .453	-.0417 (457) P= .374	. (457) P= .	.0700 (457) P= .135	.0198 (457) P= .674	-.0424 (457) P= .365
E3STGP	-.0500 (457) P= .286	.1591 (457) P= .001	. (457) P= .	.0174 (457) P= .710	.1155 (457) P= .014	.0258 (457) P= .582
FFINANCE	.0040 (457) P= .932	-.0524 (457) P= .264	. (457) P= .	-.1286 (457) P= .006	-.0732 (457) P= .118	-.0971 (457) P= .038
GBERDIS	-.0157 (457) P= .738	-.0186 (457) P= .692	. (457) P= .	-.0203 (457) P= .666	-.0186 (457) P= .692	-.0189 (457) P= .687
GBERDOP	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .
GBEREAVE	-.0417 (457) P= .374	.1262 (457) P= .007	. (457) P= .	-.0794 (457) P= .090	-.0660 (457) P= .159	-.0688 (457) P= .142
HBOOZEDR	.0573 (457) P= .222	.0358 (457) P= .445	. (457) P= .	-.0613 (457) P= .191	.0358 (457) P= .445	-.0572 (457) P= .222
IDIVSEP	-.1135 (457) P= .015	.0083 (457) P= .860	. (457) P= .	-.1422 (457) P= .002	-.1033 (457) P= .027	-.1397 (457) P= .003
JELDPAR	-.0447 (457) P= .341	.0446 (457) P= .342	. (457) P= .	-.0119 (457) P= .799	.0446 (457) P= .342	-.0058 (457) P= .902
KOTHREL	-.0585 (457) P= .212	.1637 (457) P= .000	. (457) P= .	-.0517 (457) P= .270	-.0701 (457) P= .135	-.0162 (457) P= .730
LREDUND	-.0343 (457) P= .464	.0106 (457) P= .822	. (457) P= .	-.0861 (457) P= .066	-.0287 (457) P= .540	-.0717 (457) P= .126
MRETMNT	.3271 (457) P= .000	-.0622 (457) P= .184	. (457) P= .	-.0679 (457) P= .147	-.0205 (457) P= .662	-.0222 (457) P= .635

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AWKREL=Clr work relationships, BWKORG=Clr work organisation, CWKDOMCO=Clr work-domestic conflict, DWKPERF=Clr work performance, E1STRSEL=Clr self/manager referred stress, E2STOHS=Clr Occupational health referred stress, E3STGP=Clr GP referred stress, FFINANCE=Clr finance, GBERDIS=Clr death in service, GBERDOP=Clr death of pensioner, GBEREAVE=Clr bereavement(other), HBOOZEDR=Clr alcohol or drugs, IDIVSEP=Clr divorce/separation, JELDPAR=Clr Elderly relation, KOTHREL=Clr other relationship, LREDUND=Clr redundancy/redeployment, MRETMNT=Clr retirement, NPHYSHLT=Clr physical health, NSELFEST=Clr self esteem, QPAC=Clr pension centre enquiry, ROTH TIC=Clr other problem, AWKREL_1=Cli work relationships, BWKORK=cli work organisation

	NPHYSHLT	NSELFEST	QPAC	ROTH TIC	AWKREL_1	BWKORK
NMENTHLT	.0437 (457) P= .351	.0581 (457) P= .215	. (457) P= .	-.0311 (457) P= .508	.0094 (457) P= .841	.1259 (457) P= .007
NPHYSHLT	1.0000 (457) P= .	-.0051 (457) P= .913	. (457) P= .	-.1047 (457) P= .025	-.0688 (457) P= .142	-.0093 (457) P= .843
NSELFEST	-.0051 (457) P= .913	1.0000 (457) P= .	. (457) P= .	-.0836 (457) P= .074	.0856 (457) P= .067	.0427 (457) P= .363
QPAC	. (457) P= .	. (457) P= .	1.0000 (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .
ROTH TIC	-.1047 (457) P= .025	-.0836 (457) P= .074	. (457) P= .	1.0000 (457) P= .	-.1187 (457) P= .011	-.0187 (457) P= .689
AWKREL_1	-.0688 (457) P= .142	.0856 (457) P= .067	. (457) P= .	-.1187 (457) P= .011	1.0000 (457) P= .	.1347 (457) P= .004
BWKORK	-.0093 (457) P= .843	.0427 (457) P= .363	. (457) P= .	-.0187 (457) P= .689	.1347 (457) P= .004	1.0000 (457) P= .
CWKDO\$69	-.0461 (457) P= .325	-.0065 (457) P= .889	. (457) P= .	-.0346 (457) P= .460	.1419 (457) P= .002	.0527 (457) P= .261
DWKPERF_	.0139 (457) P= .767	.1567 (457) P= .001	. (457) P= .	-.1032 (457) P= .027	.0455 (457) P= .332	.1130 (457) P= .016
ESTRESS	-.0939 (457) P= .045	.0817 (457) P= .081	. (457) P= .	-.1767 (457) P= .000	.2095 (457) P= .000	.2065 (457) P= .000
FFINA\$72	-.0098 (457) P= .834	.0133 (457) P= .776	. (457) P= .	-.0839 (457) P= .073	-.0460 (457) P= .326	-.0110 (457) P= .815
GBERE\$73	-.0193 (457) P= .681	.0464 (457) P= .322	. (457) P= .	-.1063 (457) P= .023	-.0239 (457) P= .611	-.0735 (457) P= .116
HBOOZ\$74	-.0051 (457) P= .914	-.0622 (457) P= .184	. (457) P= .	-.0679 (457) P= .147	.0629 (457) P= .180	-.0634 (457) P= .176
IDIVSEP_	-.0633 (457) P= .177	.0620 (457) P= .186	. (457) P= .	-.1414 (457) P= .002	-.1038 (457) P= .027	-.1410 (457) P= .003
JELDPAR_	-.0242 (457) P= .607	.0288 (457) P= .539	. (457) P= .	-.0170 (457) P= .717	.0636 (457) P= .175	-.0426 (457) P= .364
KOTHREL_	-.0438 (457) P= .350	.0739 (457) P= .115	. (457) P= .	-.0150 (457) P= .749	-.0684 (457) P= .144	-.0010 (457) P= .983
LREDUND_	-.1047 (457) P= .025	-.0310 (457) P= .508	. (457) P= .	.2581 (457) P= .000	-.0661 (457) P= .158	-.1053 (457) P= .024

KEY:

NPHYSHLT=Clr physical health, NSELFEST=Clr self esteem, QPAC=Clr pension centre enquiry, ROTH TIC=Clr other problem, AWKREL_1=Cli work relationships, BWKORK=clic work organisation, CWKDO\$69=Cli work domestic conflict, DWKPERF_ =Cli work performance, ESTRESS=Cli stress, FFINA\$72=Cli finance, GBERE\$73=Cli bereavement, HBOOZ\$74=Cli alcohol or drugs, IDIVSEP_ =Cli divorce/separation, JELDPAR_ =Cli elderly parents, KOTHREL_ =Cli other relationship, LREDUND_ =Cli redundancy/redeployment, MRETMNT_ =Cli retirement, NHEALTH=Cli health, OPAC=Cli pensions centre enquiry, OTH TIC=Cli other problem

	NPHYSHLT	NSELFEST	QPAC	ROTH TIC	AWKREL_1	BWKORK
MRETMNT_	.1217 (457) P= .009	-.0529 (457) P= .259	. (457) P= .	-.0119 (457) P= .799	-.0529 (457) P= .259	-.0539 (457) P= .250
NHEALTH	.4235 (457) P= .000	.0039 (457) P= .934	. (457) P= .	-.0715 (457) P= .127	-.0119 (457) P= .800	.0754 (457) P= .107
OPAC	.0880 (457) P= .060	-.0263 (457) P= .575	. (457) P= .	-.0287 (457) P= .541	-.0263 (457) P= .575	-.0268 (457) P= .568
OTH TIC	.0222 (457) P= .636	.0321 (457) P= .493	. (457) P= .	.0954 (457) P= .041	-.0573 (457) P= .222	-.0384 (457) P= .412

	CWKDO\$69	DWKPERF_	ESTRESS	FFINA\$72	GBERE\$73	HBOOZ\$74
AWKREL	.0364 (457) P= .438	.1496 (457) P= .001	.2065 (457) P= .000	-.1282 (457) P= .006	-.0042 (457) P= .929	-.0222 (457) P= .635
BWKORG	-.0325 (457) P= .488	.0913 (457) P= .051	.1724 (457) P= .000	-.1286 (457) P= .006	-.0264 (457) P= .573	-.0707 (457) P= .131
CWKDOMCO	.2505 (457) P= .000	.0137 (457) P= .770	.1341 (457) P= .004	.0399 (457) P= .395	.0357 (457) P= .446	-.0247 (457) P= .598
DWKPERF	-.0065 (457) P= .889	.3606 (457) P= .000	.0945 (457) P= .044	-.0856 (457) P= .067	.0698 (457) P= .136	-.0622 (457) P= .184
E1STRSEL	.0822 (457) P= .079	.1212 (457) P= .009	.4550 (457) P= .000	-.0854 (457) P= .068	.0741 (457) P= .114	-.0090 (457) P= .847
E2STOHS	-.0499 (457) P= .287	-.0421 (457) P= .370	.0190 (457) P= .686	-.0385 (457) P= .412	.0459 (457) P= .328	-.0165 (457) P= .725
E3STGP	.1221 (457) P= .009	.1137 (457) P= .015	.1167 (457) P= .013	.0379 (457) P= .419	.0104 (457) P= .824	-.0235 (457) P= .616
FFINANCE	.0033 (457) P= .944	-.1163 (457) P= .013	-.0353 (457) P= .452	.5821 (457) P= .000	-.0232 (457) P= .621	.0393 (457) P= .402
GBERDIS	-.0222 (457) P= .636	-.0187 (457) P= .690	-.0478 (457) P= .308	-.0171 (457) P= .715	.1578 (457) P= .001	-.0074 (457) P= .875
GBERDOP	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .
GBEREAVE	-.0092 (457) P= .844	.0758 (457) P= .106	-.0304 (457) P= .517	-.0289 (457) P= .537	.6083 (457) P= .000	.0085 (457) P= .857
HBOOZEDR	-.0266 (457) P= .571	.0347 (457) P= .459	.0130 (457) P= .782	-.0031 (457) P= .947	.0157 (457) P= .738	.4915 (457) P= .000

KEY:

AWKREL=Clr work relationships, BWKORG=Clr work organisation, CWKDOMCO=Clr work-domestic conflict, DWKPERF=Clr work performance, E1STRSEL=Clr self/manager referred stress, E2STOHS=Clr Occupational health referred stress, E3STGP=Clr GP referred stress, FFINANCE=Clr finance, GBERDIS=Clr death in service, GBERDOP=Clr death of pensioner, GBEREAVE=Clr bereavement(other), HBOOZEDR=Clr alcohol or drugs, NMENTHLT=Clr mental health, NPHYSHLT=Clr physical health, NSELFEST=Clr self esteem, QPAC=Clr pension centre enquiry, ROTH TIC=Clr other problem, AWKREL_1=Clr work relationships, BWKORK=cli work organisation, CWKDO\$69=Cli work domestic conflict, DWKPERF_ =Cli work performance, ESTRESS=Cli stress, FFINA\$72=Cli finance, GBERE\$73=Cli bereavement, HBOOZ\$74=Cli alcohol or drugs, MRETMNT_ =Cli retirement, NHEALTH=Cli health, OPAC=Cli pensions centre enquiry, OTH TIC=Cli other problem

	CWKDO\$69	DWKPERF_	ESTRESS	FFINA\$72	GBERE\$73	HBOOZ\$74
IDIVSEP	.0858 (457) P= .067	-.0266 (457) P= .570	-.0426 (457) P= .363	.0867 (457) P= .064	.0310 (457) P= .508	.1348 (457) P= .004
JELDPAR	-.0203 (457) P= .666	.0434 (457) P= .354	.0307 (457) P= .512	-.0489 (457) P= .297	.0215 (457) P= .646	-.0210 (457) P= .655
KOTHREL	.0466 (457) P= .320	.0441 (457) P= .347	.0460 (457) P= .326	.0079 (457) P= .866	.0603 (457) P= .198	-.0151 (457) P= .747
LREDUND	-.0540 (457) P= .249	-.0699 (457) P= .136	-.0544 (457) P= .246	-.0521 (457) P= .267	-.0112 (457) P= .812	-.0581 (457) P= .215
MRETMNT	-.0377 (457) P= .422	.0200 (457) P= .669	-.1031 (457) P= .028	-.0133 (457) P= .777	.0057 (457) P= .903	-.0247 (457) P= .599
NMENTHLT	.0592 (457) P= .206	.0559 (457) P= .233	.1445 (457) P= .002	-.0521 (457) P= .266	.0381 (457) P= .416	.0099 (457) P= .833
NPHYSHLT	-.0461 (457) P= .325	.0139 (457) P= .767	-.0939 (457) P= .045	-.0098 (457) P= .834	-.0193 (457) P= .681	-.0051 (457) P= .914
NSELFEST	-.0065 (457) P= .889	.1567 (457) P= .001	.0817 (457) P= .081	.0133 (457) P= .776	.0464 (457) P= .322	-.0622 (457) P= .184
QPAC	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .
ROHTIC	-.0346 (457) P= .460	-.1032 (457) P= .027	-.1767 (457) P= .000	-.0839 (457) P= .073	-.1063 (457) P= .023	-.0679 (457) P= .147
AWKREL_1	.1419 (457) P= .002	.0455 (457) P= .332	.2095 (457) P= .000	-.0460 (457) P= .326	-.0239 (457) P= .611	.0629 (457) P= .180
BWKORK	.0527 (457) P= .261	.1130 (457) P= .016	.2065 (457) P= .000	-.0110 (457) P= .815	-.0735 (457) P= .116	-.0634 (457) P= .176
CWKDO\$69	1.0000 (457) P= .	.1052 (457) P= .025	.2280 (457) P= .000	.1588 (457) P= .001	.0248 (457) P= .596	.0729 (457) P= .120
DWKPERF_	.1052 (457) P= .025	1.0000 (457) P= .	.1635 (457) P= .000	.0699 (457) P= .136	.0675 (457) P= .150	.0200 (457) P= .669
ESTRESS	.2280 (457) P= .000	.1635 (457) P= .000	1.0000 (457) P= .	.0335 (457) P= .475	.0503 (457) P= .283	.0112 (457) P= .812
FFINA\$72	.1588 (457) P= .001	.0699 (457) P= .136	.0335 (457) P= .475	1.0000 (457) P= .	-.0589 (457) P= .208	-.0133 (457) P= .777
GBERE\$73	.0248 (457) P= .596	.0675 (457) P= .150	.0503 (457) P= .283	-.0589 (457) P= .208	1.0000 (457) P= .	.0057 (457) P= .903

KEY:

IDIVSEP=Clr divorce/separation, JELDPAR=Clr Elderly relation, KOTHREL=Clr other relationship, LREDUND=Clr redundancy/redeployment, MRETMNT=Clr retirement, NMENTHLT=Clr mental health, NPHYSHLT=Clr physical health, NSELFEST=Clr self esteem, QPAC=Clr pension centre enquiry, ROHTIC=Clr other problem, AWKREL_1=Cli work relationships, BWKORK=cli work organisation, CWKDO\$69=Cli work domestic conflict, DWKPERF_ =Cli work performance, ESTRESS=Cli stress, FFINA\$72=Cli finance, GBERE\$73=Cli bereavement, HBOOZ\$74=Cli alcohol or drugs

	CWKDO\$69	DWKPERF_	ESTRESS	FFINA\$72	GBERE\$73	HBOOZ\$74
HBOOZ\$74	.0729 (457) P= .120	.0200 (457) P= .669	.0112 (457) P= .812	-.0133 (457) P= .777	.0057 (457) P= .903	1.0000 (457) P= .
IDIVSEP_	.0549 (457) P= .242	.0750 (457) P= .109	-.0263 (457) P= .575	.1616 (457) P= .001	-.0150 (457) P= .749	.1112 (457) P= .017
JELDPAR_	.0940 (457) P= .045	.0274 (457) P= .559	.0915 (457) P= .051	-.0328 (457) P= .484	-.0129 (457) P= .783	.0478 (457) P= .308
KOTHREL_	.0500 (457) P= .286	.0480 (457) P= .306	.0105 (457) P= .823	-.0064 (457) P= .892	.0025 (457) P= .957	.0601 (457) P= .200
LREDUND_	-.0346 (457) P= .460	-.1032 (457) P= .027	-.2128 (457) P= .000	-.1211 (457) P= .010	-.0183 (457) P= .697	-.0679 (457) P= .147
MRETMNT_	-.0633 (457) P= .176	-.0534 (457) P= .255	-.0694 (457) P= .139	.0545 (457) P= .245	-.0396 (457) P= .398	-.0210 (457) P= .655
NHEALTH	.0241 (457) P= .608	.1734 (457) P= .000	.0550 (457) P= .241	.0150 (457) P= .750	.0276 (457) P= .557	.0260 (457) P= .579
OPAC	-.0315 (457) P= .502	-.0265 (457) P= .572	-.0676 (457) P= .149	-.0243 (457) P= .605	-.0197 (457) P= .675	-.0104 (457) P= .824
OTHTIC	-.0304 (457) P= .517	-.0367 (457) P= .434	-.0445 (457) P= .343	-.0912 (457) P= .051	-.0651 (457) P= .165	-.0493 (457) P= .293

	IDIVSEP_	JELDPAR_	KOTHREL_	LREDUND_	MRETMNT_	NHEALTH
AWKREL	-.1083 (457) P= .021	.0604 (457) P= .198	-.0478 (457) P= .308	-.0361 (457) P= .442	-.0539 (457) P= .250	-.0182 (457) P= .699
BWKORG	-.1817 (457) P= .000	.0415 (457) P= .376	-.0882 (457) P= .059	-.0021 (457) P= .964	-.0601 (457) P= .200	.0023 (457) P= .960
CWKDOMCO	-.0187 (457) P= .689	.0893 (457) P= .056	.0395 (457) P= .399	-.0943 (457) P= .044	-.0082 (457) P= .862	-.0426 (457) P= .364
DWKPERF	.0123 (457) P= .794	-.0407 (457) P= .385	.0028 (457) P= .953	-.0836 (457) P= .074	-.0529 (457) P= .259	.0988 (457) P= .035
E1STRSEL	-.1106 (457) P= .018	.1154 (457) P= .014	-.0017 (457) P= .972	-.1624 (457) P= .000	-.0729 (457) P= .120	.0242 (457) P= .606
E2STOHS	.0050 (457) P= .915	.0944 (457) P= .044	-.0308 (457) P= .512	-.0455 (457) P= .332	-.0140 (457) P= .765	-.0535 (457) P= .254
E3STGP	.0459 (457) P= .327	-.0285 (457) P= .544	.0118 (457) P= .802	.0174 (457) P= .710	-.0200 (457) P= .670	-.0021 (457) P= .964
FFINANCE	.1533 (457) P= .001	-.0653 (457) P= .164	.0058 (457) P= .902	-.1286 (457) P= .006	-.0457 (457) P= .329	-.0507 (457) P= .279

KEY:

AWKREL=Clr work relationships, BWKORG=Clr work organisation, CWKDOMCO=Clr work-domestic conflict, DWKPERF=Clr work performance, E1STRSEL=Clr self/manager referred stress, E2STOHS=Clr Occupational health referred stress, E3STGP=Clr GP referred stress, FFINANCE=Clr finance, CWKDO\$69=Cli work domestic conflict, DWKPERF_ =Cli work performance, ESTRESS=Cli stress, FFINA\$72=Cli finance, GBERE\$73=Cli bereavement, HBOOZ\$74=Cli alcohol or drugs, MRETMNT =Cli retirement, NHEALTH=Cli health, OPAC=Cli pensions centre enquiry, OTHTIC=Cli other problem

	IDIVSEP_	JELDPAR_	KOTHREL_	LREDUND_	MRETMNT_	NHEALTH
GBERDIS	-.0221 (457) P= .638	-.0089 (457) P= .849	-.0137 (457) P= .770	-.0203 (457) P= .666	-.0063 (457) P= .894	-.0238 (457) P= .611
GBERDOP	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .
GBEREAVE	-.0503 (457) P= .283	-.0101 (457) P= .830	.0380 (457) P= .418	-.0568 (457) P= .226	-.0384 (457) P= .412	-.0244 (457) P= .603
HBOOZEDR	.0558 (457) P= .234	-.0270 (457) P= .565	.0170 (457) P= .717	-.0181 (457) P= .700	-.0189 (457) P= .687	-.0332 (457) P= .479
IDIVSEP	.6411 (457) P= .000	-.0363 (457) P= .439	.1165 (457) P= .013	-.1722 (457) P= .000	-.0254 (457) P= .588	-.0395 (457) P= .400
JELDPAR	-.0196 (457) P= .676	.4285 (457) P= .000	.0848 (457) P= .070	-.0119 (457) P= .799	.1094 (457) P= .019	-.0266 (457) P= .570
KOTHREL	.1355 (457) P= .004	.0740 (457) P= .114	.4605 (457) P= .000	-.1250 (457) P= .007	.0010 (457) P= .983	-.0911 (457) P= .052
LREDUND	-.1394 (457) P= .003	.0027 (457) P= .954	-.0832 (457) P= .076	.3569 (457) P= .000	.1557 (457) P= .001	-.0718 (457) P= .126
MRETMNT	-.0370 (457) P= .431	-.0299 (457) P= .524	-.0459 (457) P= .327	-.0287 (457) P= .540	.3056 (457) P= .000	.1673 (457) P= .000
NMENTHLT	-.0903 (457) P= .054	-.0086 (457) P= .854	-.0210 (457) P= .654	-.0539 (457) P= .250	-.0378 (457) P= .420	.2064 (457) P= .000
NPHYSHLT	-.0633 (457) P= .177	-.0242 (457) P= .607	-.0438 (457) P= .350	-.1047 (457) P= .025	.1217 (457) P= .009	.4235 (457) P= .000
NSELFEST	.0620 (457) P= .186	.0288 (457) P= .539	.0739 (457) P= .115	-.0310 (457) P= .508	-.0529 (457) P= .259	.0039 (457) P= .934
QPAC	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .	. (457) P= .
ROTH TIC	-.1414 (457) P= .002	-.0170 (457) P= .717	-.0150 (457) P= .749	.2581 (457) P= .000	-.0119 (457) P= .799	-.0715 (457) P= .127
AWKREL_1	-.1038 (457) P= .027	.0636 (457) P= .175	-.0684 (457) P= .144	-.0661 (457) P= .158	-.0529 (457) P= .259	-.0119 (457) P= .800
BWKORK	-.1410 (457) P= .003	-.0426 (457) P= .364	-.0010 (457) P= .983	-.1053 (457) P= .024	-.0539 (457) P= .250	.0754 (457) P= .107
CWKDO\$69	.0549 (457) P= .242	.0940 (457) P= .045	.0500 (457) P= .286	-.0346 (457) P= .460	-.0633 (457) P= .176	.0241 (457) P= .608

KEY:

GBERDIS=Clr death in service, GBERDOP=Clr death of pensioner, GBEREAVE=Clr bereavement(other), HBOOZEDR=Clr alcohol or drugs, IDIVSEP=Clr divorce/separation, JELDPAR=Clr Elderly relation,KOTHREL=Clr other relationship, LREDUND=Clr redundancy/redeployment, MRETMNT=Clr retirement, , NMENTHLT=Clr mental health, NPHYSHLT=Clr physical health, NSELFEST=Clr self esteem, QPAC=Clr pension centre enquiry, ROTH TIC=Clr other problem, AWKREL_1=Cli work relationships, BWKORK=clic work organisation, CWKDO\$69=Cli work domestic conflict, IDIVSEP_ =Cli divorce/separation, JELDPAR_ =Cli elderly parents, KOTHREL_ =Cli other relationship, LREDUND_ =Cli redundancy/redeployment, MRETMNT_ =Cli retirement, NHEALTH=Cli health

	IDIVSEP_	JELDPAR_	KOTHREL_	LREDUND_	MRETMNT_	NHEALTH
DWKPERF_	.0750 (457) P= .109	.0274 (457) P= .559	.0480 (457) P= .306	-.1032 (457) P= .027	-.0534 (457) P= .255	.1734 (457) P= .000
ESTRESS	-.0263 (457) P= .575	.0915 (457) P= .051	.0105 (457) P= .823	-.2128 (457) P= .000	-.0694 (457) P= .139	.0550 (457) P= .241
FFINA\$72	.1616 (457) P= .001	-.0328 (457) P= .484	-.0064 (457) P= .892	-.1211 (457) P= .010	.0545 (457) P= .245	.0150 (457) P= .750
GBERE\$73	-.0150 (457) P= .749	-.0129 (457) P= .783	.0025 (457) P= .957	-.0183 (457) P= .697	-.0396 (457) P= .398	.0276 (457) P= .557
HBOOZ\$74	.1112 (457) P= .017	.0478 (457) P= .308	.0601 (457) P= .200	-.0679 (457) P= .147	-.0210 (457) P= .655	.0260 (457) P= .579
IDIVSEP_	1.0000 (457) P= .	.0029 (457) P= .951	.0308 (457) P= .511	-.1570 (457) P= .001	-.0196 (457) P= .676	-.0151 (457) P= .748
JELDPAR_	.0029 (457) P= .951	1.0000 (457) P= .	.0327 (457) P= .486	-.0170 (457) P= .717	.0654 (457) P= .163	.0798 (457) P= .088
KOTHREL_	.0308 (457) P= .511	.0327 (457) P= .486	1.0000 (457) P= .	-.1265 (457) P= .007	.0229 (457) P= .625	-.0483 (457) P= .303
LREDUND_	-.1570 (457) P= .001	-.0170 (457) P= .717	-.1265 (457) P= .007	1.0000 (457) P= .	-.0119 (457) P= .799	-.1458 (457) P= .002
MRETMNT_	-.0196 (457) P= .676	.0654 (457) P= .163	.0229 (457) P= .625	-.0119 (457) P= .799	1.0000 (457) P= .	.0972 (457) P= .038
NHEALTH	-.0151 (457) P= .748	.0798 (457) P= .088	-.0483 (457) P= .303	-.1458 (457) P= .002	.0972 (457) P= .038	1.0000 (457) P= .
OPAC	-.0312 (457) P= .505	-.0126 (457) P= .788	-.0194 (457) P= .679	-.0287 (457) P= .541	.2439 (457) P= .000	.0483 (457) P= .303
OTHTIC	-.1082 (457) P= .021	.0235 (457) P= .616	-.0918 (457) P= .050	-.0937 (457) P= .045	.0165 (457) P= .725	-.0082 (457) P= .861
AWKREL	OPAC -.0268 (457) P= .568	OTHTIC -.0605 (457) P= .197				
BWKORG	-.0298 (457) P= .525	-.0186 (457) P= .692				
CWKDOMCO	-.0275 (457) P= .558	-.0002 (457) P= .996				
DWKPERF	-.0263 (457) P= .575	.0098 (457) P= .835				

KEY:

AWKREL=Clr work relationships, BWKORG=Clr work organisation, CWKDOMCO=Clr work-domestic conflict, DWKPERF=Clr work performance, DWKPERF_ =Cli work performance, ESTRESS=Cli stress, FFINA\$72=Cli finance, GBERE\$73=Cli bereavement, HBOOZ\$74=Cli alcohol or drugs, IDIVSEP_ =Cli divorce/separation, JELDPAR_ =Cli elderly parents, KOTHREL_ =Cli other relationship, LREDUND_ =Cli redundancy/redeployment, MRETMNT_ =Cli retirement, NHEALTH=Cli health, OPAC=Cli pensions centre enquiry, OTHTIC=Cli other problem

	OPAC	OTHTIC
E1STRSEL	-.0532 (457) P= .256	-.0009 (457) P= .984
E2STOHS	-.0070 (457) P= .882	.0406 (457) P= .387
E3STGP	-.0099 (457) P= .833	-.0470 (457) P= .317
FFINANCE	-.0227 (457) P= .628	-.0576 (457) P= .219
GBERDIS	-.0031 (457) P= .947	-.0147 (457) P= .754
GBERDOP	. (457) P= .	. (457) P= .
GBEREAVE	-.0191 (457) P= .684	.0248 (457) P= .598
HBOOZEDR	-.0094 (457) P= .841	-.0445 (457) P= .343
IDIVSEP	-.0333 (457) P= .478	-.1003 (457) P= .032
JELDPAR	-.0088 (457) P= .850	.0165 (457) P= .725
KOTHREL	-.0248 (457) P= .597	-.0940 (457) P= .045
LREDUND	-.0245 (457) P= .601	.0015 (457) P= .974
MRETMNT	.4222 (457) P= .000	.0007 (457) P= .989
NMENTHLT	-.0188 (457) P= .689	.1152 (457) P= .014
NPHYSHLT	.0880 (457) P= .060	.0222 (457) P= .636
NSELFEST	-.0263 (457) P= .575	.0321 (457) P= .493
QPAC	. (457) P= .	. (457) P= .

KEY:

E1STRSEL=Clr self/manager referred stress, E2STOHS=Clr Occupational health referred stress, E3STGP=Clr GP referred stress, FFINANCE=Clr finance, GBERDIS=Clr death in service, GBERDOP=Clr death of pensioner, GBEREAVE=Clr bereavement(other), HBOOZEDR=Clr alcohol or drugs, IDIVSEP=Clr divorce/separation, JELDPAR=Clr Elderly relation, KOTHREL=Clr other relationship, LREDUND=Clr redundancy/redeployment, MRETMNT=Clr retirement, NMENTHLT=Clr mental health, NPHYSHLT=Clr physical health, NSELFEST=Clr self esteem, QPAC=Clr pension centre enquiry, ROTHTIC=Clr other problem, OPAC=Clr pensions centre enquiry, OTHTIC=Clr other problem

	OPAC	OTHTIC
ROTH TIC	-.0287 (457) P= .541	.0954 (457) P= .041
AWKREL_1	-.0263 (457) P= .575	-.0573 (457) P= .222
BWKORK	-.0268 (457) P= .568	-.0384 (457) P= .412
CWKDO\$69	-.0315 (457) P= .502	-.0304 (457) P= .517
DWKPERF_	-.0265 (457) P= .572	-.0367 (457) P= .434
ESTRESS	-.0676 (457) P= .149	-.0445 (457) P= .343
FFINA\$72	-.0243 (457) P= .605	-.0912 (457) P= .051
GBERE\$73	-.0197 (457) P= .675	-.0651 (457) P= .165
HBOOZ\$74	-.0104 (457) P= .824	-.0493 (457) P= .293
IDIVSEP_	-.0312 (457) P= .505	-.1082 (457) P= .021
JELDPAR_	-.0126 (457) P= .788	.0235 (457) P= .616
KOTHREL_	-.0194 (457) P= .679	-.0918 (457) P= .050
LREDUND_	-.0287 (457) P= .541	-.0937 (457) P= .045
MRETMNT_	.2439 (457) P= .000	.0165 (457) P= .725
NHEALTH	.0483 (457) P= .303	-.0082 (457) P= .861
OPAC	1.0000 (457) P= .	.0952 (457) P= .042
OTHTIC	.0952 (457) P= .042	1.0000 (457) P= .

KEY:

AWKREL_1=Cli work relationships, BWKORK=Cli work organisation, CWKDO\$69=Cli work domestic conflict, DWKPERF_=Cli work performance, ESTRESS=Cli stress, FFINA\$72=Cli finance, GBERE\$73=Cli bereavement, HBOOZ\$74=Cli alcohol or drugs, IDIVSEP_=Cli divorce/separation, JELDPAR_=Cli elderly parents, KOTHREL_=Cli other relationship, Lredund_=Cli redundancy/redeployment, MRETMNT_=Cli retirement, NHEALTH=Cli health, OPAC=Cli pensions centre enquiry, OTHTIC=Cli other problem

Tables 90-117 Significant results for problem type by problem type - Counsellor data

Table 90 Work Relationships CLR by BWKORG Work Organisation CLR
BWKORG Page 1 of 1

	Count	"			
	Exp Val	"NOT prob Work Org			
		"lem anisatio	Row		
		" .00" 1.00" Total			
AWKREL	*****	*****	*****		
	.00	" 336 " 57 "	393		
NOT problem		" 326.8 " 66.2 "	86.0%		

	1.00	" 44 " 20 "	64		
Work relationshi		" 53.2 " 10.8 "	14.0%		

Column	380	77	457		
Total	83.2%	16.8%	100.0%		

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	11.01656	1	.00090
Continuity Correction	9.85369	1	.00169
Likelihood Ratio	9.57757	1	.00197
Mantel-Haenszel test for linear association	10.99246	1	.00091
Minimum Expected Frequency -	10.783		
Number of Missing Observations:	0		

Table 91 Work Relationships CLR by E1STRSEL Stress self manager referral
E1STRSEL Page 1 of 1

	Count	"			
	Exp Val	"NOT prob Stress S			
		"lem elf refe	Row		
		" .00" 1.00" Total			
AWKREL	*****	*****	*****		
	.00	" 253 " 140 "	393		
NOT problem		" 239.1 " 153.9 "	86.0%		

	1.00	" 25 " 39 "	64		
Work relationshi		" 38.9 " 25.1 "	14.0%		

Column	278	179	457		
Total	60.8%	39.2%	100.0%		

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	14.80183	1	.00012
Continuity Correction	13.75848	1	.00021
Likelihood Ratio	14.42433	1	.00015
Mantel-Haenszel test for linear association	14.76945	1	.00012
Minimum Expected Frequency -	25.068		

Number of Missing Observations: 0

Table 92 Work Relationships CLR by IDIVSEP Div sep CLR

		IDIVSEP		Page 1 of 1	
Count	"				
Exp Val	"Not prob Divorce				
	"lem	or Separ	Row		
	"	.00"	1.00"	Total	
AWKREL	,	,	,		
	.00	" 306	" 87	" 393	
NOT problem	" 313.9	" 79.1	" 86.0%		
	g.....,				
	1.00	" 59	" 5	" 64	
Work relationshi	" 51.1	" 12.9	" 14.0%		
	-.....□.....-				
Column	365	92	457		
Total	79.9%	20.1%	100.0%		

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	7.02411	1	.00804
Continuity Correction	6.16143	1	.01306
Likelihood Ratio	8.42096	1	.00371
Mantel-Haenszel test for linear association	7.00874	1	.00811
Minimum Expected Frequency -	12.884		
Number of Missing Observations:	0		

Table 93 Work Organisation CLR by DWKPERF Work perf CLR

		DWKPERF		Page 1 of 1	
Count	"				
Exp Val	"Not prob Work per				
	"lem	formance	Row		
	"	.00"	1.00"	Total	
BWKORG	""""""""	""""""""	""""""""	,	
	.00	" 338	" 42	" 380	
NOT problem		" 328.4	" 51.6	" 83.2%	
		g""""""""			
	1.00	" 57	" 20	" 77	
Work Organisatio		" 66.6	" 10.4	" 16.8%	
		-""""""""□""""""""-			
Column		395	62	457	
Total		86.4%	13.6%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	12.15684	1	.00049
Continuity Correction	10.91765	1	.00095
Likelihood Ratio	10.48042	1	.00121
Mantel-Haenszel test for linear association	12.13023	1	.00050
Minimum Expected Frequency -	10.446		
Number of Missing Observations:	0		

Table 94 Work Organisation CLR by ElSTRSEL Stress self manager referral

		ElSTRSEL		Page 1 of 1	
	Count	"			
	Exp Val	"NOT prob Stress S			
		"lem	elf refe	Row	
		"	.00"	1.00"	Total
BWKORG					
	.00	" 245	" 135	" 380	
NOT problem		" 231.2	" 148.8	" 83.2%	
		g.....			
	1.00	" 33	" 44	" 77	
Work Organisatio		" 46.8	" 30.2	" 16.8%	
		-.....□.....-			
	Column	278	179	457	
	Total	60.8%	39.2%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	12.55640	1	.00040
Continuity Correction	11.66555	1	.00064
Likelihood Ratio	12.26187	1	.00046
Mantel-Haenszel test for linear association	12.52892	1	.00040

Minimum Expected Frequency - 30.160
Number of Missing Observations: 0

Table 95 Work Organisation CLR by FFINANCE Finance CLR

		FFINANCE		Page 1 of 1	
Count "					
Exp Val "NOT prob Finance					
				Row	
				.00" 1.00" Total	
BWKORG	""""""""", """"""""", """"""""",				
	.00	" 335 "	45 "	380	
NOT problem		" 340.1 "	39.9 "	83.2%	
		g """"""""", """"""""",			
	1.00	" 74 "	3 "	77	
Work Organisatio		" 68.9 "	8.1 "	16.8%	
		- """"""""□ """"""""-			
Column		409	48	457	
Total		89.5%	10.5%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	4.30054	1	.03810
Continuity Correction	3.49677	1	.06149
Likelihood Ratio	5.29053	1	.02144
Mantel-Haenszel test for linear association	4.29113	1	.03831
Minimum Expected Frequency -	8.088		

Table 96 Work Organisation CLR by IDIVSEP Div sep CLR

		IDIVSEP		Page 1 of 1	
Count "					
Exp Val		"Not prob Divorce			
		"lem		or Separ Row	
		" .00"		1.00" Total	
BWKORG	""""""""	""""""""	""""""""	""""""""	
	.00	" 291	" 89	" 380	
NOT problem		" 303.5	" 76.5	" 83.2%	
		g """"""""			
	1.00	" 74	" 3	" 77	
Work Organisatio		" 61.5	" 15.5	" 16.8%	
		- """"""""□ """"""""-			
	Column	365	92	457	
	Total	79.9%	20.1%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	15.18062	1	.00010
Continuity Correction	13.99057	1	.00018
Likelihood Ratio	19.99499	1	.00001
Mantel-Haenszel test for linear association	15.14741	1	.00010
Minimum Expected Frequency -	15.501		

Table 97 Work Organisation CLR by ROTHTIC Other problem CLR

		ROTH TIC		Page 1 of 1	
Count	"				
Exp Val	"In anoth Other pr				
	"er categ oblem	Row			
	" .00"	1.00"	Total		
BWKORG	""""""""", """"""""", """"""""",				
	.00	" 312 "	68 "	380	
NOT problem	" 320.1 "	59.9 "	83.2%		
	g """"""""", """"""""",				
	1.00	" 73 "	4 "	77	
Work Organisatio	" 64.9 "	12.1 "	16.8%		
	- """"""""□ """"""""-				
Column	385	72	457		
Total	84.2%	15.8%	100.0%		

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	7.78037	1	.00528
Continuity Correction	6.85294	1	.00885
Likelihood Ratio	9.63161	1	.00191
Mantel-Haenszel test for linear association	7.76334	1	.00533
Minimum Expected Frequency -	12.131		

Number of Missing Observations: 0

Table 98 Work domestic CLR by JELDPAR Elderly rel CLR

Count "				
Exp Val "Not prob Elderly				
"lem relation Row				
" .00" 1.00" Total				
CWKDOMCO	,.....,.....,			
.00	" 386 "	4 "	390	
Not problem	" 383.2 "	6.8 "	85.3%	
	,			
1.00	" 63 "	4 "	67	
Work domestic co	" 65.8 "	1.2 "	14.7%	
				
Column	449	8	457	
Total	98.2%	1.8%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	8.12766	1	.00436
Continuity Correction	5.50700	1	.01894
Likelihood Ratio	5.68187	1	.01714
Mantel-Haenszel test for linear association	8.10987	1	.00440
Fisher's Exact Test:			
One-Tail			.01871
Two-Tail			.01871
Minimum Expected Frequency -	1.173		
This test is invalid:			
Cells with Expected Frequency < 5 -	1 OF	4 (25.0%)	

Table 99 Work perf CLR by E1STRSEL Stress self manager referral

Count "				
Exp Val "NOT prob Stress S				
"lem elf refe Row				
" .00" 1.00" Total				
DWKPERF	,.....,.....,			
.00	" 249 "	146 "	395	
Not problem	" 240.3 "	154.7 "	86.4%	
	,			
1.00	" 29 "	33 "	62	
Work performance	" 37.7 "	24.3 "	13.6%	
				
Column	278	179	457	
Total	60.8%	39.2%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	5.94909	1	.01472
Continuity Correction	5.28608	1	.02150
Likelihood Ratio	5.81208	1	.01592
Mantel-Haenszel test for linear association	5.93607	1	.01483
Minimum Expected Frequency -	24.		

Table 100 Work perf CLR by E3STGP Stress referred by GP

Count "				
Exp Val "Not prob Stress G				
"lem P referr Row				
" .00" 1.00" Total				
DWKPERF	,.....,.....,			
.00	" 389 "	6 "	395	
Not problem	" 386.4 "	8.6 "	86.4%	
	,			
1.00	" 58 "	4 "	62	
Work performance	" 60.6 "	1.4 "	13.6%	
				
Column	447	10	457	
Total	97.8%	2.2%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	6.09191	1	.01358
Continuity Correction	4.00524	1	.04536
Likelihood Ratio	4.40470	1	.03584
Mantel-Haenszel test for linear association	6.07858	1	.01368
Fisher's Exact Test:			
One-Tail			.03434
Two-Tail			.03434
Minimum Expected Frequency -	1.357		
This test is invalid:			
Cells with Expected Frequency < 5 -	1 OF	4 (25.0%)	

Table 101 Work perf CLR by LREDUND Redep redund CLR
LREDUND Page 1 of 1

Count				
Exp Val	"Not prob Redundan			
	"lem	cy or re	Row	
	"	.00"	1.00"	Total
DWKPERF	".....,.....,.....,			
	.00	" 341 "	54 "	395
Not problem	" 347.5 "	47.5 "	86.4%	
	g.....,.....,			
	1.00	" 61 "	1 "	62
Work performance	" 54.5 "	7.5 "	13.6%	
	-.....□.....-			
Column	402	55	457	
Total	88.0%	12.0%	100.0%	

Chi-Square	Value	DF	Significance

Pearson	7.35979	1	.00667
Continuity Correction	6.26487	1	.01232
Likelihood Ratio	10.60281	1	.00113
Mantel-Haenszel test for	7.34369	1	.00673
linear association			
Minimum Expected Frequency -	7.462		

Table 102 Stress self manager referral by LREDUND Redep redund CLR
LREDUND Page 1 of 1

Count				
Exp Val	"Not prob Redundan			
	"lem	cy or re	Row	
	"	.00"	1.00"	Total
E1STRSEL	".....,.....,.....,			
	.00	" 236 "	42 "	278
NOT problem	" 244.5 "	33.5 "	60.8%	
	g.....,.....,			
	1.00	" 166 "	13 "	179
Stress Self refe	" 157.5 "	21.5 "	39.2%	
	-.....□.....-			
Column	402	55	457	
Total	88.0%	12.0%	100.0%	

Chi-Square	Value	DF	Significance

Pearson	6.33066	1	.01187
Continuity Correction	5.61129	1	.01785
Likelihood Ratio	6.72652	1	.00950
Mantel-Haenszel test for	6.31681	1	.01196
linear association			
Minimum Expected Frequency -	21.543		

Table 103 Stress self manager referral by MRETMNT Retirement CLR
MRETMNT Page 1 of 1

Count				
Exp Val	"Not prob Retireme			
	"lem	nt	Row	
	"	.00"	1.00"	Total
E1STRSEL	".....,.....,.....,			
	.00	" 267 "	11 "	278
NOT problem	" 271.3 "	6.7 "	60.8%	
	g.....,.....,			
	1.00	" 179 "	0 "	179
Stress Self refe	" 174.7 "	4.3 "	39.2%	
	-.....□.....-			
Column	446	11	457	
Total	97.6%	2.4%	100.0%	

Chi-Square	Value	DF	Significance

Pearson	7.25742	1	.00706
Continuity Correction	5.67073	1	.01725
Likelihood Ratio	11.10956	1	.00086
Mantel-Haenszel test for	7.24154	1	.00712
linear association			
Fisher's Exact Test:			
One-Tail			.00390
Two-Tail			.00442
Minimum Expected Frequency -	4.309		
This test is invalid:			
Cells with Expected Frequency < 5 -	1 OF	4 (25.0%)	

Table 104 Stress self manager referral by NSELFEST Self esteem

		NSELFEST		Page 1 of 1	
Count "					
Exp Val "Not prob Self est					
		"lem eem		Row	
		" .00" 1.00"		Total	
E1STRSEL	,.....,.....,				
	.00	" 253 "	25 "	278	
NOT problem		" 240.3 "	37.7 "	60.8%	
		,.....,			
	1.00	" 142 "	37 "	179	
Stress Self refe		" 154.7 "	24.3 "	39.2%	
		,.....,			
Column		395	62	457	
Total		86.4%	13.6%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	12.66285	1	.00037
Continuity Correction	11.68657	1	.00063
Likelihood Ratio	12.33643	1	.00044
Mantel-Haenszel test for linear association	12.63514	1	.00038
Minimum Expected Frequency - 24.284			

Table 105 Stress self manager referral by ROTH TIC Other problem CLR

		ROTH TIC		Page 1 of 1	
Count "					
Exp Val "In anoth Other pr					
		"er categ oblem		Row	
		" .00" 1.00"		Total	
E1STRSEL	,.....,.....,				
	.00	" 220 "	58 "	278	
NOT problem		" 234.2 "	43.8 "	60.8%	
		,.....,			
	1.00	" 165 "	14 "	179	
Stress Self refe		" 150.8 "	28.2 "	39.2%	
		,.....,			
Column		385	72	457	
Total		84.2%	15.8%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	13.95451	1	.00019
Continuity Correction	12.98919	1	.00031
Likelihood Ratio	15.14499	1	.00010
Mantel-Haenszel test for linear association	13.92397	1	.00019
Minimum Expected Frequency - 28.201			

Table 106 Finance CLR by IDIVSEP Div sep CLR

		IDIVSEP		Page 1 of 1	
Count "					
Exp Val "Not prob Divorce					
		"lem or Separ		Row	
		" .00" 1.00"		Total	
FFINANCE	,.....,.....,				
	.00	" 333 "	76 "	409	
NOT prob		" 326.7 "	82.3 "	89.5%	
		,.....,			
	1.00	" 32 "	16 "	48	
Finance		" 38.3 "	9.7 "	10.5%	
		,.....,			
Column		365	92	457	
Total		79.9%	20.1%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	5.81391	1	.01590
Continuity Correction	4.93264	1	.02635
Likelihood Ratio	5.19646	1	.02263
Mantel-Haenszel test for linear association	5.80119	1	.01602
Minimum Expected Frequency - 9.663			

Number of Missing Observations: 0

Table 107 Finance CLR by LREDUND Redep redund CLR
LREDUND Page 1 of 1

Count	"				
Exp Val	"Not prob Redundan				
	"lem		cy or re	Row	
	"	.00"	1.00"	Total	
FFINANCE	""	""	""	""	""
	.00	" 354 "	55 "	409	
NOT prob		" 359.8 "	49.2 "	89.5%	
		g""	""	""	""
	1.00	" 48 "	0 "	48	
Finance		" 42.2 "	5.8 "	10.5%	
		-""	""	""	""
Column		402	55	457	
Total		88.0%	12.0%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	7.33788	1	.00675
Continuity Correction	6.12262	1	.01335
Likelihood Ratio	13.05636	1	.00030
Mantel-Haenszel test for linear association	7.32183	1	.00681
Minimum Expected Frequency -	5.777		

Table 108 Finance CLR by ROTHTIC Other problem CLR
ROTHTIC Page 1 of 1

Count	"				
Exp Val	"In anoth Other pr				
	"er categ oblem			Row	
	"	.00"	1.00"	Total	
FFINANCE	""	""	""	""	""
	.00	" 338 "	71 "	409	
NOT prob		" 344.6 "	64.4 "	89.5%	
		g""	""	""	""
	1.00	" 47 "	1 "	48	
Finance		" 40.4 "	7.6 "	10.5%	
		-""	""	""	""
Column		385	72	457	
Total		84.2%	15.8%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	7.55286	1	.00599
Continuity Correction	6.44577	1	.01112
Likelihood Ratio	10.86248	1	.00098
Mantel-Haenszel test for linear association	7.53633	1	.00605
Minimum Expected Frequency -	7.562		

Table 109 Bereavement other by KOTHREL Oth Relationship CLR
KOTHREL Page 1 of 1

Count	"				
Exp Val	"Not prob Other re				
	"lem		lationsh	Row	
	"	.00"	1.00"	Total	
GBEREAVE	""	""	""	""	""
	.00	" 374 "	48 "	422	
Not problem		" 370.3 "	51.7 "	92.3%	
		g""	""	""	""
	1.00	" 27 "	8 "	35	
Bereavement othe		" 30.7 "	4.3 "	7.7%	
		-""	""	""	""
Column		401	56	457	
Total		87.7%	12.3%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	3.96328	1	.04650
Continuity Correction	2.96729	1	.08496
Likelihood Ratio	3.33020	1	.06802
Mantel-Haenszel test for linear association	3.95461	1	.04674
Fisher's Exact Test:			
One-Tail			.05015
Two-Tail			.05866
Minimum Expected Frequency -	4.289		
This test is invalid:			
Cells with Expected Frequency < 5 -	1 OF	4 (25.0%)	

Table 110 Bereavement other by NSELFEST Self esteem

NSELFEST Page 1 of 1

Count	"			
Exp Val	"Not prob Self est			
	"lem	eem	Row	
	"	.00"	1.00"	Total
GBEREAVE	".....",			
	.00	" 370	" 52	" 422
Not problem	" 364.7	" 57.3	" 92.3%	
	g.....",			
	1.00	" 25	" 10	" 35
Bereavement othe	" 30.3	" 4.7	" 7.7%	
	-.....~			
Column	395	62	457	
Total	86.4%	13.6%	100.0%	

Chi-Square	Value	DF	Significance

Pearson	7.27729	1	.00698
Continuity Correction	5.95753	1	.01465
Likelihood Ratio	5.93442	1	.01485
Mantel-Haenszel test for linear association	7.26136	1	.00705
Fisher's Exact Test:			
One-Tail			.01181
Two-Tail			.01670
Minimum Expected Frequency -	4.748		
Cells with Expected Frequency < 5 -	1 OF	4 (25.0%)	

Table 111 Div sep CLR by LREDUND Redep redund CLR

LREDUND Page 1 of 1

Count	"			
Exp Val	"Not prob Redundan			
	"lem	cy or re	Row	
	"	.00"	1.00"	Total
IDIVSEP	".....",			
	.00	" 312	" 53	" 365
Not problem	" 321.1	" 43.9	" 79.9%	
	g.....",			
	1.00	" 90	" 2	" 92
Divorce or Separ	" 80.9	" 11.1	" 20.1%	
	-.....~			
Column	402	55	457	
Total	88.0%	12.0%	100.0%	

Chi-Square	Value	DF	Significance

Pearson	10.58048	1	.00114
Continuity Correction	9.44637	1	.00212
Likelihood Ratio	14.29558	1	.00016
Mantel-Haenszel test for linear association	10.55733	1	.00116
Minimum Expected Frequency -	11.072		

Table 112 Div sep CLR by NPHYSHLT Physical health

NPHYSHLT Page 1 of 1

Count	"			
Exp Val	"Not prob Physical			
	"lem	health	Row	
	"	.00"	1.00"	Total
IDIVSEP	".....",			
	.00	" 322	" 43	" 365
Not problem	" 328.3	" 36.7	" 79.9%	
	g.....",			
	1.00	" 89	" 3	" 92
Divorce or Separ	" 82.7	" 9.3	" 20.1%	
	-.....~			
Column	411	46	457	
Total	89.9%	10.1%	100.0%	

Chi-Square	Value	DF	Significance

Pearson	5.89212	1	.01521
Continuity Correction	4.98853	1	.02552
Likelihood Ratio	7.35118	1	.00670
Mantel-Haenszel test for linear association	5.87923	1	.01532
Minimum Expected Frequency -	9.260		

Table 113 Div sep CLR by ROTHTIC Other problem CLR
ROTHTIC Page 1 of 1

Count "		Exp Val "In anoth Other pr		"er categ oblem		Row
				.00" 1.00"		Total
IDIVSEP	,.....,.....,					
	.00	" 298	" 67	" 365		
Not problem		" 307.5	" 57.5	" 79.9%		
		,				
	1.00	" 87	" 5	" 92		
Divorce or Separ		" 77.5	" 14.5	" 20.1%		
						
Column		385	72	457		
Total		84.2%	15.8%	100.0%		

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	9.24318	1	.00236
Continuity Correction	8.29529	1	.00397
Likelihood Ratio	11.24809	1	.00080
Mantel-Haenszel test for linear association	9.22296	1	.00239
Minimum Expected Frequency -	14.495		

Table 114 Oth Relationship CLR by LREDUND Redep redund CLR
LREDUND Page 1 of 1

Count "		Exp Val "Not prob Redundan		"lem cy or re		Row
				.00" 1.00"		Total
KOTHREL	,.....,.....,					
	.00	" 347	" 54	" 401		
Not problem		" 352.7	" 48.3	" 87.7%		
		,				
	1.00	" 55	" 1	" 56		
Other relationsh		" 49.3	" 6.7	" 12.3%		
						
Column		402	55	457		
Total		88.0%	12.0%	100.0%		

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	6.33274	1	.01185
Continuity Correction	5.27746	1	.02160
Likelihood Ratio	9.05836	1	.00261
Mantel-Haenszel test for linear association	6.31888	1	.01195
Minimum Expected Frequency -	6.740		

Table 115 Oth Relationship CLR by NSELFEST Self esteem
NSELFEST Page 1 of 1

Count "		Exp Val "Not prob Self est		"lem eem		Row
				.00" 1.00"		Total
KOTHREL	,.....,.....,					
	.00	" 355	" 46	" 401		
Not problem		" 346.6	" 54.4	" 87.7%		
		,				
	1.00	" 40	" 16	" 56		
Other relationsh		" 48.4	" 7.6	" 12.3%		
						
Column		395	62	457		
Total		86.4%	13.6%	100.0%		

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	12.25342	1	.00046
Continuity Correction	10.83853	1	.00099
Likelihood Ratio	10.15158	1	.00144
Mantel-Haenszel test for linear association	12.22661	1	.00047
Minimum Expected Frequency -	7.597		

Number of Missing Observations: 0

Table 116 Retirement CLR by NPHYSHLT Physical health

		NPHYSHLT		Page 1 of 1	
	Count	"			
	Exp Val	"Not prob Physical			
		"lem health		Row	
		"		Total	
		.00"		1.00"	
MRETMNT	""""""	, """"""		,	
	.00	" 408	" 38	"	446
Not problem		" 401.1	" 44.9	"	97.6%
		§ """"""		,	
	1.00	" 3	" 8	"	11
Retirement		" 9.9	" 1.1	"	2.4%
		- """"""		□ """"""	
	Column	411		46	
	Total	89.9%		10.1%	
				100.0%	

Chi-Square	Value	DF	Significance

Pearson	48.88888	1	.00000
Continuity Correction	42.05337	1	.00000
Likelihood Ratio	25.71709	1	.00000
Mantel-Haenszel test for linear association	48.78190	1	.00000
Fisher's Exact Test:			
One-Tail			.00000
Two-Tail			.00000
Minimum Expected Frequency -	1.107		
Cells with Expected Frequency < 5 -	1 OF	4 (25.0%)	

Table 117 Physical health by ROTH TIC Other problem CLR

		ROTH TIC		Page 1 of 1
	Count	"		
	Exp Val	"In anoth Other pr		
		"er categ oblem		Row
		" .00"	1.00"	Total
NPHYSHLT	""""""""	""""""""	""""""""	,
	.00	" 341	" 70	" 411
Not problem		" 346.2	" 64.8	" 89.9%
		§""""""""	""""""""	,
	1.00	" 44	" 2	" 46
Physical health		" 38.8	" 7.2	" 10.1%
		-""""""""	□""""""""	-
	Column	385	72	457
	Total	84.2%	15.8%	100.0%

Chi-Square	Value	DF	Significance

Pearson	5.01443	1	.02514
Continuity Correction	4.10433	1	.04277
Likelihood Ratio	6.51916	1	.01067
Mantel-Haenszel test for linear association	5.00346	1	.02530
Minimum Expected Frequency -	7.247		

Tables 118- 145 Significant results for problem type by problem type - Client data

Table 118 CT Work Relationships by BWKORK CT Work Organisation

		BWKORK		Page 1 of 1	
		Count			
		Exp Val	"NOT prob Work Org		
			"lem	anisation	Row
			"	.00"	1.00"
					Total
AWKREL_1	Count	347	48		395
	Exp Val	339.7	55.3		86.4%
NOT problem	Count	46	16		62
	Exp Val	53.3	8.7		13.6%
Work Relationshi	Column	393	64		457
	Total	86.0%	14.0%		100.0%

Chi-Square	Value	DF	Significance
Pearson	8.29636	1	.00397
Continuity Correction	7.20129	1	.00728
Likelihood Ratio	7.14935	1	.00750
Mantel-Haenszel test for linear association	8.27820	1	.00401

Minimum Expected Frequency - 8.683

Table 119 CT Work Relationships by CWKDO\$69 CT Work dom conflict

		CWKDO\$69		Page 1 of 1	
		Count			
		Exp Val	"Not prob Work dom		
			"lem	estic co	Row
			"	.00"	1.00"
					Total
AWKREL_1	Count	331	64		395
	Exp Val	322.4	72.6		86.4%
NOT problem	Count	42	20		62
	Exp Val	50.6	11.4		13.6%
Work Relationshi	Column	373	84		457
	Total	81.6%	18.4%		100.0%

Chi-Square	Value	DF	Significance
Pearson	9.20802	1	.00241
Continuity Correction	8.16891	1	.00426
Likelihood Ratio	8.13442	1	.00434
Mantel-Haenszel test for linear association	9.18787	1	.00244

Minimum Expected Frequency - 11.396

Table 120 CT Work Relationships by ESTRESS CT Stress

		ESTRESS		Page 1 of 1	
		Count			
		Exp Val	"NOT prob Stress		
			"lem		Row
			"	.00"	1.00"
					Total
AWKREL_1	Count	210	185		395
	Exp Val	193.6	201.4		86.4%
NOT problem	Count	14	48		62
	Exp Val	30.4	31.6		13.6%
Work Relationshi	Column	224	233		457
	Total	49.0%	51.0%		100.0%

Chi-Square	Value	DF	Significance
Pearson	20.05798	1	.00001
Continuity Correction	18.85281	1	.00001
Likelihood Ratio	21.12057	1	.00000
Mantel-Haenszel test for linear association	20.01409	1	.00001

Minimum Expected Frequency - 30.389

Table 121 CT Work Relationships by IDIVSEP_ CT Divorce separation

		IDIVSEP_	Page 1 of 1		
	Count	"			
	Exp Val	"Not prob Divorce			
		"lem	or Separ	Row	
		"	.00"	1.00"	Total
AWKREL_1	""""""""	""""""""	""""""""	""""""""	
	.00	" 317 "	" 78 "	" 395	
NOT problem		" 323.3 "	" 71.7 "	" 86.4%	
		g""""""""	""""""""		
	1.00	" 57 "	" 5 "	" 62	
Work Relationshi		" 50.7 "	" 11.3 "	" 13.6%	
		-""""""""	□""""""""		
	Column	374	83	457	
	Total	81.8%	18.2%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	4.92055	1	.02654
Continuity Correction	4.16595	1	.04124
Likelihood Ratio	5.79785	1	.01605
Mantel-Haenszel test for linear association	4.90978	1	.02671

Minimum Expected Frequency - 11.260

Number of Missing Observations: 0

Table 122 CT Work Organisation by DWKPERF_ CT Work performance

		DWKPERF_		Page 1 of 1	
Count		"			
Exp Val		"Not prob Work per		lem	
		formance		Row	
		" .00"		1.00"	
				Total	
BWKORK	""""""""	""""""""	""""""""	""""""""	""""""""
	.00	" 345	" 48	" 393	
NOT problem		" 338.8	" 54.2	" 86.0%	
		\$""""""""			
	1.00	" 49	" 15	" 64	
Work Organisatio		" 55.2	" 8.8	" 14.0%	
		_""""""""□""""""""~			
	Column	394	63	457	
	Total	86.2%	13.8%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	5.83349	1	.01572
Continuity Correction	4.92736	1	.02643
Likelihood Ratio	5.13058	1	.02351
Mantel-Haenszel test for linear association	5.82073	1	.01584

Minimum Expected Frequency - 8.823

Table 123 CT Work Organisation by ESTRESS CT Stress

		ESTRESS		Page 1 of 1	
Count		"			
Exp Val		"NOT prob Stress			
		"lem		Row	
		" .00"		1.00"	
				Total	
BWKORK	0.00	209	184	393	
NOT problem	192.6	200.4	86.0%		
	1.00	15	49	64	
Work Organisatio	31.4	32.6	14.0%		
Column	224	233	457		
Total	49.0%	51.0%	100.0%		

Chi-Square	Value	DF	Significance
Pearson	19.48314	1	.00001
Continuity Correction	18.31113	1	.00002
Likelihood Ratio	20.43985	1	.00001
Mantel-Haenszel test for linear association	19.44051	1	.00001

Minimum Expected Frequency - 31.370

Table 124 CT Work Organisation by IDIVSEP_ CT Divorce separation

IDIVSEP_ Page 1 of 1

Count	"			
Exp Val	"Not prob Divorce			
	"lem	or Separ	Row	
	"	.00"	1.00"	Total
BWKORK	,.....,.....,			
	.00	" 313 "	80 "	393
NOT problem	" 321.6 "	71.4 "	86.0%	
	,.....,			
	1.00	" 61 "	3 "	64
Work Organisatio	" 52.4 "	11.6 "	14.0%	
	,.....,			
Column	374	83	457	
Total	81.8%	18.2%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	9.09090	1	.00257
Continuity Correction	8.06728	1	.00451
Likelihood Ratio	11.70410	1	.00062
Mantel-Haenszel test for linear association	9.07101	1	.00260

Minimum Expected Frequency - 11.624

Number of Missing Observations: 0

Table 125 CT Work Organisation by LREDUND_ CT redundancy redeployment

LREDUND_ Page 1 of 1

Count	"			
Exp Val	"Not prob Redundan			
	"lem	cy or re	Row	
	"	.00"	1.00"	Total
BWKORK	,.....,.....,			
	.00	" 325 "	68 "	393
NOT problem	" 331.1 "	61.9 "	86.0%	
	,.....,			
	1.00	" 60 "	4 "	64
Work Organisatio	" 53.9 "	10.1 "	14.0%	
	,.....,			
Column	385	72	457	
Total	84.2%	15.8%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	5.06571	1	.02440
Continuity Correction	4.26719	1	.03886
Likelihood Ratio	6.12306	1	.01334
Mantel-Haenszel test for linear association	5.05462	1	.02456

Minimum Expected Frequency - 10.083

Table 126 CT Work dom conflict by DWKPERF_ CT Work performance

DWKPERF_ Page 1 of 1

Count	"			
Exp Val	"Not prob Work per			
	"lem	formance	Row	
	"	.00"	1.00"	Total
CWKDO\$69	,.....,.....,			
	.00	" 328 "	45 "	373
Not problem	" 321.6 "	51.4 "	81.6%	
	,.....,			
	1.00	" 66 "	18 "	84
Work domestic co	" 72.4 "	11.6 "	18.4%	
	,.....,			
Column	394	63	457	
Total	86.2%	13.8%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	5.05838	1	.02451
Continuity Correction	4.30117	1	.03809
Likelihood Ratio	4.59076	1	.03214
Mantel-Haenszel test for linear association	5.04731	1	.02466

Minimum Expected Frequency - 11.580

Table 127 CT Work dom conflict by ESTRESS CT Stress

		ESTRESS		Page 1 of 1	
Count "					
Exp Val "NOT prob Stress					
"lem					
		.00"	1.00"	Row	
				Total	
CWKDO\$69	""""""""	""""""""	""""""""		
	.00	" 203	" 170	"	373
Not problem		" 182.8	" 190.2	"	81.6%
		g""""""""			
	1.00	" 21	" 63	"	84
Work domestic co		" 41.2	" 42.8	"	18.4%
		-""""""""			
	Column	224	233	457	
	Total	49.0%	51.0%	100.0%	

Chi-Square	Value	DF	Significance

Pearson	23.75154	1	.00000
Continuity Correction	22.58873	1	.00000
Likelihood Ratio	24.72256	1	.00000
Mantel-Haenszel test for linear association	23.69957	1	.00000
Minimum Expected Frequency -	41.173		

Table 128 CT Work dom conflict by FFINA\$72 CT Finance

		FFINA\$72		Page 1 of 1	
	Count	"			
	Exp Val	"Not prob Finance			
		"lem			
		.00"		1.00"	
				Row	
				Total	
CWKDO\$69	""""""""	""""""""		""""""""	
	.00	"	338	"	35
Not problem		"	328.9	"	44.1
		g""""""""		""""""""	
	1.00	"	65	"	19
Work domestic co		"	74.1	"	9.9
		-""""""""		□""""""""	
	Column	403		54	
	Total	88.2%		11.8%	
				457	
				100.0%	

Chi-Square	Value	DF	Significance

Pearson	11.52650	1	.00069
Continuity Correction	10.29127	1	.00134
Likelihood Ratio	9.94517	1	.00161
Mantel-Haenszel test for linear association	11.50128	1	.00070
Minimum Expected Frequency -	9.926		

Table 129 CT Work dom conflict by JELDPAR_ CT Elderly relation

		JELDPAR_		Page 1 of 1	
Count	"				
Exp Val	"Not prob Elderly				
	"lem	relation	Row		
	"	.00"	1.00"	Total	
CWKDO\$69	""""""""	""""""""	""""""""	""""""""	
	.00	" 363	" 10	" 373	
Not problem	" 359.9	" 13.1	" 81.6%		
	g""""""""	""""""""			
	1.00	" 78	" 6	" 84	
Work domestic co	" 81.1	" 2.9	" 18.4%		
	-""""""""	□""""""""			
Column	441	16	457		
Total	96.5%	3.5%	100.0%		

Chi-Square	Value	DF	Significance

Pearson	4.04002	1	.04443
Continuity Correction	2.82729	1	.09267
Likelihood Ratio	3.36133	1	.06674
Mantel-Haenszel test for linear association	4.03118	1	.04467
Fisher's Exact Test:			
One-Tail			.05435
Two-Tail			.09085
Minimum Expected Frequency -	2.941		
Cells with Expected Frequency < 5 -	1 OF	4 (25.0%)	

Table 130 CT Work performance by ESTRESS CT Stress

	Count	"				
	Exp Val	"NOT prob Stress				
		"lem				Row
		"	.00"	1.00"		Total
DWKPERF_	Count	"	206	188		394
	.00	"	193.1	200.9	"	86.2%
Not problem		"	18	45	"	63
	1.00	"	30.9	32.1	"	13.8%
Work performance		"				
	Column		224	233		457
	Total		49.0%	51.0%		100.0%

Chi-Square	Value	DF	Significance
Pearson	12.22126	1	.00047
Continuity Correction	11.29080	1	.00078
Likelihood Ratio	12.59994	1	.00039
Mantel-Haenszel test for linear association	12.19452	1	.00048

Minimum Expected Frequency - 30.880

Table 131 CT Work performance by LREDUND CT redundancy redeployment

	Count	"			
	Exp Val	"Not prob Redundan			
		"lem cy or re			Row
		" .00" 1.00"			Total
DWKPERF_	Count	"	"	"	"
	.00	" 326	" 68	" 394	
Not problem		" 331.9	" 62.1	" 86.2%	
	1.00	" 59	" 4	" 63	
Work performance		" 53.1	" 9.9	" 13.8%	
		"	"	"	
	Column	385	72	457	
	Total	84.2%	15.8%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	4.87061	1	.02732
Continuity Correction	4.08333	1	.04331
Likelihood Ratio	5.87375	1	.01537
Mantel-Haenszel test for linear association	4.85995	1	.02749

Minimum Expected Frequency - 9.926

Table 132 CT Work performance by NHEALTH CT health

	Count	"NOT prob Health			Row
	Exp Val	"lem			Total
		.00"	1.00"		
DWKPERF_	Count	" " " " " "			
	.00	" 324	" 70	" 394	
Not problem		" 313.0	" 81.0	" 86.2%	
	1.00	" 39	" 24	" 63	
Work performance		" 50.0	" 13.0	" 13.8%	
		" " " " " "			
	Column	363	94	457	
	Total	79.4%	20.6%	100.0%	

Chi-Square	Value	DF	Significance
Pearson	13.73850	1	.00021
Continuity Correction	12.52242	1	.00040
Likelihood Ratio	12.10077	1	.00050
Mantel-Haenszel test for linear association	13.70844	1	.00021

Minimum Expected Frequency - 12.958

Table 133 CT Stress by LREDUND_ CT redundancy redeployment

		LREDUND_		Page 1 of 1	
Count "					
Exp Val "Not prob Redundan					
		"lem		cy or re	
				Row	
		" .00"		1.00"	
				Total	
ESTRESS	*****	*****	*****	*****	*****
	.00	" 171	" 53	" 224	
NOT problem		" 188.7	" 35.3	" 49.0%	
		*****	*****	*****	*****
	1.00	" 214	" 19	" 233	
Stress		" 196.3	" 36.7	" 51.0%	
		*****	*****	*****	*****
Column		385	72	457	
Total		84.2%	15.8%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	20.68893	1	.00001
Continuity Correction	19.53715	1	.00001
Likelihood Ratio	21.34827	1	.00000
Mantel-Haenszel test for linear association	20.64366	1	.00001

Minimum Expected Frequency - 35.291

Number of Missing Observations: 0

Table 134 CT Finance by IDIVSEP_ CT Divorce separation

		IDIVSEP_		Page 1 of 1	
Count "					
Exp Val "Not prob Divorce					
		"lem		or Separ	
				Row	
		" .00"		1.00"	
				Total	
FFINA\$72	*****	*****	*****	*****	*****
	.00	" 339	" 64	" 403	
Not problem		" 329.8	" 73.2	" 88.2%	
		*****	*****	*****	*****
	1.00	" 35	" 19	" 54	
Finance		" 44.2	" 9.8	" 11.8%	
		*****	*****	*****	*****
Column		374	83	457	
Total		81.8%	18.2%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	11.93914	1	.00055
Continuity Correction	10.67568	1	.00109
Likelihood Ratio	10.26475	1	.00136
Mantel-Haenszel test for linear association	11.91302	1	.00056

Minimum Expected Frequency - 9.807

Table 135 CT Finance by LREDUND_ CT redundancy redeployment

		LREDUND_		Page 1 of 1	
Count "					
Exp Val "Not prob Redundan					
		"lem		cy or re	
				Row	
		" .00"		1.00"	
				Total	
FFINA\$72	*****	*****	*****	*****	*****
	.00	" 333	" 70	" 403	
Not problem		" 339.5	" 63.5	" 88.2%	
		*****	*****	*****	*****
	1.00	" 52	" 2	" 54	
Finance		" 45.5	" 8.5	" 11.8%	
		*****	*****	*****	*****
Column		385	72	457	
Total		84.2%	15.8%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	6.70048	1	.00964
Continuity Correction	5.71041	1	.01686
Likelihood Ratio	8.88435	1	.00288
Mantel-Haenszel test for linear association	6.68582	1	.00972

Minimum Expected Frequency - 8.508

Table 136 CT Alcohol or drugs by IDIVSEP CT Divorce separation
IDIVSEP_ Page 1 of 1

Count	"		"		
Exp Val	"Not prob Divorce		"		
	"lem		or Separ		Row
	"		.00"		1.00" Total
HBOOZ\$74	" 368		" 78		" 446
Not problem	" 365.0		" 81.0		" 97.6%
	" 6		" 5		" 11
Alcohol or drugs	" 9.0		" 2.0		" 2.4%
Column	374		83		457
Total	81.8%		18.2%		100.0%

Chi-Square	Value	DF	Significance
Pearson	5.64868	1	.01747
Continuity Correction	3.92384	1	.04761
Likelihood Ratio	4.44265	1	.03505
Mantel-Haenszel test for linear association	5.63632	1	.01759
Fisher's Exact Test:			
One-Tail			.03278
Two-Tail			.03278

Minimum Expected Frequency - 1.998
Cells with Expected Frequency < 5 - 1 OF 4 (25.0%)

Table 137 CT Divorce separation by LREDUND CT redundancy redeployment
LREDUND_ Page 1 of 1

Count	"		"		
Exp Val	"Not prob Redundan		"		
	"lem		cy or re		Row
	"		.00"		1.00" Total
IDIVSEP_	" 305		" 69		" 374
Not problem	" 315.1		" 58.9		" 81.8%
	" 80		" 3		" 83
Divorce or Separ	" 69.9		" 13.1		" 18.2%
Column	385		72		457
Total	84.2%		15.8%		100.0%

Chi-Square	Value	DF	Significance
Pearson	11.26244	1	.00079
Continuity Correction	10.17249	1	.00143
Likelihood Ratio	14.66527	1	.00013
Mantel-Haenszel test for linear association	11.23780	1	.00080
Minimum Expected Frequency -	13.077		

Table 138 CT Divorce separation by OTHTIC CT Other problem
OTHTIC Page 1 of 1

Count	"		"		
Exp Val	"In anoth Other pr		"		
	"er categ oblem		"		Row
	"		.00"		1.00" Total
IDIVSEP_	" 335		" 39		" 374
Not problem	" 340.4		" 33.6		" 81.8%
	" 81		" 2		" 83
Divorce or Separ	" 75.6		" 7.4		" 18.2%
Column	416		41		457
Total	91.0%		9.0%		100.0%

Chi-Square	Value	DF	Significance
Pearson	5.34736	1	.02075
Continuity Correction	4.41061	1	.03572
Likelihood Ratio	6.94531	1	.00840
Mantel-Haenszel test for linear association	5.33566	1	.02089
Minimum Expected Frequency -	7.446		

Table 139 CT Other relationship by LREDUND_ CT redundancy redeployment

LREDUND_		Page 1 of 1	
Count	"		
Exp Val	"Not prob Redundan		
	"lem	cy or re	Row
	"	.00"	1.00"
			Total
KOTHREL_	,.....,.....,		
	.00	" 349 "	72 " 421
Not problem	" 354.7 "	66.3 "	92.1%
	,.....,		
	1.00	" 36 "	0 " 36
Other relationsh	" 30.3 "	5.7 "	7.9%
	,.....,		
Column	385	72	457
Total	84.2%	15.8%	100.0%

Chi-Square	Value	DF	Significance
Pearson	7.30817	1	.00686
Continuity Correction	6.07645	1	.01370
Likelihood Ratio	12.90661	1	.00033
Mantel-Haenszel test for linear association	7.29217	1	.00693
Minimum Expected Frequency -	5.672		

Table 140 CT Other relationship by OTHTIC CT Other problem

OTHTIC		Page 1 of 1	
Count	"		
Exp Val	"In anoth Other pr		
	"er categ oblem		Row
	"	.00"	1.00"
			Total
KOTHREL_	,.....,.....,		
	.00	" 380 "	41 " 421
Not problem	" 383.2 "	37.8 "	92.1%
	,.....,		
	1.00	" 36 "	0 " 36
Other relationsh	" 32.8 "	3.2 "	7.9%
	,.....,		
Column	416	41	457
Total	91.0%	9.0%	100.0%

Chi-Square	Value	DF	Significance
Pearson	3.85148	1	.04970
Continuity Correction	2.75128	1	.09718
Likelihood Ratio	7.06379	1	.00787
Mantel-Haenszel test for linear association	3.84305	1	.04995
Fisher's Exact Test:			
One-Tail			.02937
Two-Tail			.06152
Minimum Expected Frequency -	3.230		
Cells with Expected Frequency < 5 -	1 OF	4 (25.0%)	

Table 141 CT redundancy redeployment by NHEALTH CT health

NHEALTH		Page 1 of 1	
Count	"		
Exp Val	"NOT prob Health		
	"lem		Row
	"	.00"	1.00"
			Total
LREDUND_	,.....,.....,		
	.00	" 296 "	89 " 385
Not problem	" 305.8 "	79.2 "	84.2%
	,.....,		
	1.00	" 67 "	5 " 72
Redundancy or re	" 57.2 "	14.8 "	15.8%
	,.....,		
Column	363	94	457
Total	79.4%	20.6%	100.0%

Chi-Square	Value	DF	Significance
Pearson	9.71015	1	.00183
Continuity Correction	8.74552	1	.00310
Likelihood Ratio	11.84071	1	.00058
Mantel-Haenszel test for linear association	9.68890	1	.00185
Minimum Expected Frequency -	14.810		

Table 142 CT redundancy redeployment by OTH TIC CT Other problem

Count "				
Exp Val "In anoth Other pr				
"er categ oblem				
" .00" 1.00" Row				
Total				
LREDUND_	,.....,.....,			
.00	" 346 "	39 "	385	
Not problem	" 350.5 "	34.5 "	84.2%	
	g.....,.....,			
1.00	" 70 "	2 "	72	
Redundancy or re	" 65.5 "	6.5 "	15.8%	
	-.....-.....-			
Column	416	41	457	
Total	91.0%	9.0%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	4.01471	1	.04511
Continuity Correction	3.16492	1	.07524
Likelihood Ratio	5.13565	1	.02344
Mantel-Haenszel test for	4.00592	1	.04534
linear association			
Minimum Expected Frequency -	6.460		

Table 143 CT Retirement by NHEALTH CT health

NHEALTH Page 1 of 1				
Count "				
Exp Val "NOT prob Health				
"lem				
" .00" 1.00" Row				
Total				
MRETMNT_	,.....,.....,			
.00	" 359 "	90 "	449	
Not problem	" 356.6 "	92.4 "	98.2%	
	g.....,.....,			
1.00	" 4 "	4 "	8	
Retirement	" 6.4 "	1.6 "	1.8%	
	-.....-.....-			
Column	363	94	457	
Total	79.4%	20.6%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	4.31688	1	.03774
Continuity Correction	2.67809	1	.10174
Likelihood Ratio	3.47905	1	.06215
Mantel-Haenszel test for	4.30743	1	.03795
linear association			
Fisher's Exact Test:			
One-Tail			.05998
Two-Tail			.05998
Minimum Expected Frequency 1.646 Cells with Expected Frequency <5 - 1 OF 4 (25.0%)			

Table 144 CT Retirement by OPAC CT Pensions centre

OPAC Page 1 of 1				
Count "				
Exp Val "Not prob Pension				
"lem centre e				
" .00" 1.00" Row				
Total				
MRETMNT_	,.....,.....,			
.00	" 448 "	1 "	449	
Not problem	" 447.0 "	2.0 "	98.2%	
	g.....,.....,			
1.00	" 7 "	1 "	8	
Retirement	" 8.0 "	.0 "	1.8%	
	-.....-.....-			
Column	455	2	457	
Total	99.6%	.4%	100.0%	

Chi-Square	Value	DF	Significance
-----	-----	----	-----
Pearson	27.19040	1	.00000
Continuity Correction	6.31330	1	.01198
Likelihood Ratio	5.47724	1	.01927
Mantel-Haenszel test for	27.13091	1	.00000
linear association			
Fisher's Exact Test:			
One-Tail			.03474
Two-Tail			.03474
Minimum Expected Frequency -.035 Cells with Expected Frequency <5- 2 OF 4 (50.0%)			

Table 145 CT Pensions centre by OTHTIC CT Other problem

		OTHTIC		Page 1 of 1	
		Count			
		Exp Val	"In anoth	Other pr	
			"er categ	oblem	Row
			.00"	1.00"	Total
OPAC		,.....,.....,			
		.00	" 415	" 40	" 455
Not problem			" 414.2	" 40.8	" 99.6%
			,.....,		
		1.00	" 1	" 1	" 2
Pension centre e			" 1.8	" .2	" .4%
			,.....,		
		Column	416	41	457
		Total	91.0%	9.0%	100.0%
Chi-Square		Value		DF	Significance
-----		-----		----	-----
Pearson		4.14057		1	.04187
Continuity Correction		.63194		1	.42665
Likelihood Ratio		2.25586		1	.13311
Mantel-Haenszel test for linear association		4.13151		1	.04209
Fisher's Exact Test:					
One-Tail					.17156
Two-Tail					.17156
Minimum Expected Frequency -.179 Cells with Expected Frequency <5-2 OF 4 (50.0%)					

Table 146 Correlations between counsellor age, gender, experience and response rates

	RESRAT	CLRDOB	DYTOCLLG	CLRGEN
RESRAT	1.0000	.1126	-.0167	.2104
	(34)	(31)	(34)	(34)
	P= .	P= .546	P= .926	P= .232
CLRDOB	.1126	1.0000	.0078	.0854
	(31)	(37)	(37)	(37)
	P= .546	P= .	P= .963	P= .615
DYTOCLLG	-.0167	.0078	1.0000	-.4157
	(34)	(37)	(43)	(42)
	P= .926	P= .963	P= .	P= .006
CLRGEN	.2104	.0854	-.4157	1.0000
	(34)	(37)	(42)	(42)
	P= .232	P= .615	P= .006	P= .

Key: Resrat= Response rate in percent for each counsellor to 2 decimal places
(Client returns/total cases*100)

Clrdob= Counsellor age in years to 2 decimal places

Dytocllg=Years of counselling experience to 2 decimal places

Clrgen= Counsellor gender (coded as 0 or 1)

Appendix 3

Professional & Technical Competencies

Introduction

One of the most difficult aspects in assessing the performance of the Employee Counsellor's job is to "measure" the counselling role. However, to break down the role into a set of mechanically applied techniques would be clearly wrong. Counselling is, first and foremost, about the client and counsellor entering into a working relationship and each relationship is, by its very nature, different.

Probably the most important thing the counsellor can bring to the session is themselves. They cannot enter into the role effectively without bringing genuineness, being congruent and having the humility to leave issues of power outside. They need to be non-judgmental and to display the values and attitudes which Rogers talked of in 'The necessary and sufficient conditions of psychotherapeutic personality change' (Rogers, C. R., (1957) *Journal of Counselling Psychology* Vol. 21 pp. 95-103)

Therefore, to reduce the counselling endeavour to a list of behavioural criteria is oversimplifying what is a complex set of skills, values, attitudes and beliefs. However, in the context of skilled observers attempting to identify developmental areas with and for counsellors, some aspects of the relationship may be delineated. The indices which follow cannot be applied as a simple way of demarking the 'good' counsellor from the 'bad'. They cannot be used to make a 'bad' counsellor 'good' because counselling cannot be reduced to a simple tick list. They may, however, in a small way, be helpful to counsellors and supervisors in establishing some developmental aspects that might benefit from further inspection.

The competencies developed can be arranged under a group of eleven headings:

1. Demonstrates the ability to use appropriate introductions, managing the environment and session effectively.
2. Uses appropriate body language and responds effectively to client's body language.
3. Listens accurately and reflects feelings, behaviours and experiences.
4. Employs probing, advanced empathy and questions where appropriate.
5. Employs effective paraphrasing and summarising skills.
6. Uses silence effectively.
7. Demonstrates understanding of the importance of self-awareness and applies it accordingly.
8. Recognises opportunities for and applies immediacy appropriately.
9. Demonstrates the ability to ensure that clients have the opportunity to develop "Possible futures" and to generate and test their goals and strategies appropriately.
10. Demonstrates a theoretical and applied awareness of a range of approaches to counselling and is able to defend eclecticism or adherence to a given approach adopted after a period of development and experience in the role.
11. Utilises supervision in its many varieties as a means of self-development and personal / professional feedback and as a check on their practice.

Using the competencies in practice

Each of the above competencies has been broken down into behavioural indices that indicate application of the competencies in practice.

In the following pages, each competency is used as a page heading and is followed by a list of questions relating to observable behaviours. The observable behaviours may be taken as some evidence towards demonstration of the achievement of the competency.

Behavioural Indices

1. Demonstrates the ability to use appropriate introductions, managing the environment and session effectively.

Does the individual smile?

Does the individual address the client by appropriate first or surname?

Does the individual introduce him/herself to client by first name?

Does the individual use “small-talk” to relax client, if appropriate?

Does the individual use an appropriate starting question? (E.g. “How can I help you?”)

Does the individual manage the amount of time available and ensure adherence where appropriate?

Does the individual contract with the client and adhere appropriately?

Does the individual arrange a specific time, date & place for the next meeting where appropriate?

Does the individual ensure that the client remains the owner of the problem?

Does the individual treat the client as a unique person and not as just another case?

Does the individual conclude the interview appropriately?

Does the individual adhere to the code of ethics document?

Does the individual ensure that there will be no disturbance to the session? (engaged light/diverted telephones)

Does the individual ensure that the client is comfortable? (e.g. not facing the sun)

Does the individual ensure that the client is seated at the same height as themselves?

Does the individual sit in an appropriate position in relation to their client? (e.g. NOT interview across a desk)

Does the counsellor acknowledge his/her own limitations in terms of competency? (E.g. What sort of case would she / he refer?)

Does the counsellor maintain personal / professional boundaries within the session?

Does the counsellor facilitate the development of a working alliance with the client?

Criteria where only some of the above have been used:

If appropriate, ask individual:

1. What, specifically, stopped them from applying the criteria.
2. In what circumstances would they apply them.
3. To give an example of a case where they did apply criteria.

2. Uses appropriate body language and responds effectively to client's body language.

Does the individual sit 'squarely' facing client

Does the individual display an open posture?

Does the individual lean towards client?

Does the individual make appropriate eye contact with client?

Does the individual display a relaxed approach?

Does the individual use body language to indicate (s)he is listening to client? (e.g. head on one side/finger supporting inclined head)

Does the individual use appropriate body language to encourage an individual to self-probe?

Does the individual show awareness of client's changes in body language during the session, when this is discussed afterwards?

Does the individual show awareness of changes in their own body language during the session when this is discussed afterwards?

Does the individual use immediacy where appropriate in response to client body language?

Is the individual careful not to over-interpret body language?

Is the individual aware of signs of client stress or resistance, when this is discussed?

Does the individual show congruence between their words and non-verbal communication?

Criteria where only some of the above have been used:

If appropriate, ask individual:

1. What, specifically, stopped them from applying the criteria.
2. In what circumstances would they apply them.
3. To give an example of a case where they did apply criteria.

3. Listens accurately and reflects feelings, behaviours and experiences of the client.

Does the individual show awareness of the feelings mentioned by the client, when this is discussed afterwards?

Does the individual use accurate basic empathic reflections?

Does the individual use basic empathy in appropriate places in the session?

Does the individual show awareness of the experiences & behaviours mentioned by the client, when this is discussed afterwards?

Does the individual use accurate reflections/ paraphrasing?

Does the individual show awareness of underlying experiences & behaviours implied by the client, when this is discussed afterwards?

Does the individual use basic reflections in appropriate places in the session?

Does the individual respond to a correction on feelings from a client by using a basic empathic statement, where appropriate?

Criteria where only some of the above have been used:

If appropriate, ask individual:

1. What, specifically, stopped them from applying the criteria.
2. In what circumstances would they apply them.
3. To give an example of a case where they did apply criteria.

4. Employs probing, advanced empathy and questions where appropriate.

Does the individual use hunches in appropriate places in the session?

Does the individual display logic in reaching inaccurate hunches, when this is discussed afterwards?

During the session, does the individual acknowledge the fact that the client has indicated an advanced empathic statement was inaccurate?

During the session, does the individual acknowledge the fact that the client has indicated a hunch was inaccurate?

Does the individual use appropriate hunches in reflections/paraphrasing?

Does the individual use accurate advanced empathic reflections?

Does the individual limit the use of questions as far as possible?

Does the individual follow a question with a basic empathic response rather than another question?

Does the individual employ statements as an alternative to questions? (E.g. "I can see you're frightened, but I'm not sure why")

Does the individual use interjections as an alternative to questions? (E.g. by using last word or phrase client has used and adding a question mark)

Does the individual use open questions in preference to closed questions?

Does the individual ask questions that are directed to help the client? (I.e. not simply to amass information)

Does the individual try to elicit from clients their behaviours, experiences and feelings?

Does the individual use advanced empathy in appropriate places in the session?

Does the individual display logic in reaching inaccurate advanced empathic reflections, when this is discussed afterwards?

Does the individual show awareness of underlying feelings implied by the client, when this is discussed afterwards?

Criteria where only some of the above have been used:

If appropriate, ask individual:

1. What, specifically, stopped them from applying the criteria.
2. In what circumstances would they apply them.
3. To give an example of a case where they did apply criteria.

5. Employs effective paraphrasing and summarising skills.

Does the individual use summarising to help the client bring together scattered thoughts and feelings?

Does the individual use summarising to end discussion of a particular theme?

Does the individual use summarising to explore a theme more thoroughly?

Does the individual use summarising to prevent a session from going over the same ground?

Does the individual use summarising to help a client move on when they seem to have exhausted everything they have to say about a particular issue?

Does the individual invite the client to summarise in such cases?

Does the individual use paraphrasing appropriately?

Criteria where only some of the above have been used:

If appropriate, ask individual:

1. What, specifically, stopped them from applying the criteria.
2. In what circumstances would they apply them.
3. To give an example of a case where they did apply criteria.

6. Uses silence effectively.

Does the individual recognise that silence can only be used after a high degree of rapport exists in the relationship?

Does the individual allow silences to occur in a session without “filling” them unnecessarily?

Does the individual allow silence to occur in a session without this becoming excessive?

Criteria where only some of the above have been used:

If appropriate, ask individual:

1. What, specifically, stopped them from applying the criteria.
2. In what circumstances would they apply them.
3. To give an example of a case where they did apply criteria.

7. Demonstrates understanding of the importance of self awareness and applies it accordingly.

Does the individual acknowledge his/her own biases in discussion?

Does the individual recognise where biases might interfere?

Does the individual acknowledge his/her own values in discussion?

Does the individual recognise where his/her values might interfere?

Does the individual acknowledge his/her own attitudes in discussion?

Does the individual recognise where their own or the client's attitudes might interfere?

Does the individual avoid judgments? (e.g. where a client contradicts, exaggerates or holds back)

Does the individual recognise own strengths?

Does the individual recognise own development needs?

Does the individual show awareness of own general feelings about client?

Does the individual show awareness of own feelings at specific points in counselling session?

Does the individual demonstrate a willingness to work on self development as a matter of course?

Has the individual come to terms with their own life events?

Does the individual use self-sharing only where this is for the client?

Is counsellor aware of own issues and anxieties and able to cope with their own reactions to clients in such a way as not to harm the client or prevent them being taken seriously?

Criteria where only some of the above have been used:

If appropriate, ask individual:

1. What, specifically, stopped them from applying the criteria.
2. In what circumstances would they apply them.
3. To give an example of a case where they did apply criteria.

In many ways, this group of issues is extremely important and may involve considerable work with the counsellor. Not only should the counsellor recognise some of the above criteria but (s)he must also be prepared to embark on a programme to change deficiencies where these are recognised but have not previously been acted upon. These issues highlight the need for considerable sensitivity on the part of the 'assessor' and a willingness to enter into counselling the counsellor or arranging appropriate counselling with a third party. Recognising the difficulty in changing self-esteem, for example, indicates the scale of the potential problems in meeting some of these criteria.

8. Recognises opportunities for and applies immediacy appropriately.

Does the individual share his/her own feelings about the client where this would help? (E.g. support or challenge)

Does the individual use the counselling relationship as a contrast to the problem situation for the client where appropriate?

Where appropriate, does the individual use immediacy where trust or tension is an issue?

Where appropriate, does the individual use immediacy where attraction is an issue?

Where appropriate, does the individual use immediacy where dependency is an issue?

Does the individual use immediacy in challenging a client who has become withdrawn in their body language?

Criteria where only some of the above have been used:

If appropriate, ask individual:

1. What, specifically, stopped them from applying the criteria.
2. In what circumstances would they apply them.
3. To give an example of a case where they did apply criteria.

It is acknowledged that the use of some of the above criteria may be rare. The assessor should, however, ascertain that the individual is aware of appropriate and inappropriate use of immediacy.

9. Demonstrates the ability to ensure that clients have the opportunity to develop “Possible futures” and to generate and test their goals and strategies appropriately.

Is the individual prepared to work with his/her own imagination?

Does the individual recognise any problems within themselves which may prevent them from helping clients to work with their imaginations?

Does the individual use appropriate strategies to help the client to develop problem management techniques? (E.g. Models, reviewing better times, suggesting involvement in new experiences)

Is the individual willing to consider the possibility of using writing techniques?

Is the individual willing to consider the possibility of using fantasy or imagery?

Does the individual try to ensure that clients use divergent thinking?

Does the individual try to ensure that a reasonable number of possible futures are developed?

Does the individual try to ensure that clients set goals that are clear & specific?

Does the individual try to ensure that clients set goals that are in keeping with client's values?

Does the individual try to ensure that clients set goals that are realistic?

Does the individual try to ensure that clients set goals that are substantive?

Does the individual try to ensure that clients set goals that are stated as accomplishments?

Does the individual try to ensure that clients set goals that are set in a reasonable time frame?

Does the individual try to ensure that clients set goals that are measurable or verifiable?

Does the individual ensure that clients explore the consequences of any goals?

Does the individual help clients to explore any disincentives that stand in the way of full commitment to goals?

Does the individual try to ensure that clients use divergent thinking in producing strategies?

Does the individual try to ensure that strategies are clear and specific, in keeping with client values, realistic, substantive, stated as accomplishments, set in a reasonable time frame, measurable or verifiable & within the ability of the client?

Does the individual try to ensure that clients are aware of the costs & benefits for self & others in choosing strategies?

Does the individual try to ensure that clients develop contingency plans?

Criteria where only some of the above have been used:

If appropriate, ask individual:

1. What, specifically, stopped them from applying the criteria.
2. In what circumstances would they apply them.
3. To give an example of a case where they did apply criteria.

10. Demonstrates a theoretical and applied awareness of a range of approaches to counselling and is able to defend eclecticism or adherence to a given approach adopted after a period of development and experience in the role.

Does the counsellor follow an intervention plan?

Does the counsellor work with the client's issue rather than their interpretation of it?

Is the counsellor consistent in their approach? (I.e. they do not jump between different theoretical approaches without being able to justify in terms of serving the client)

Is the counsellor able to explain a range of theoretical approaches that might apply to the particular client and to particular interventions that they have made?

Does the counsellor apply interventions to the service of the client rather than in a mechanical fashion?

Is the counsellor able to explain their rationale for adopting particular theoretical approach(es) in a coherent and convincing manner?

Is the counsellor genuine in their dealings with the client?

11. Utilises supervision in its many varieties as a means of self development and personal / professional feedback and as a check on their practice

Is the counsellor able to explain what sources of supervision they have available?

Does the counsellor prepare for supervision sessions?

Does the counsellor regularly review supervision sessions with their supervisor?

Is the counsellor able to give examples of how they have used the various forms of supervision?

Is the counsellor able to give examples of where supervision has enabled them to work more effectively with a particular client?

Is the counsellor clear about their relationship to their supervisor(s)? (E.g. Collegial, parental, teacher-student, master craftsman-apprentice?)

Does the counsellor use information from client feedback to improve her / his practice?

Is the counsellor using process notes or journalling as a means of self-supervision?

Conclusion

The indices listed in this paper are just a selection of some of the possible indicators of competence. They are not definitive and should only be used as a means of facilitating development rather than as a means of assessing competence, per se.

The most important aspects of counselling cannot be isolated - rather like a good piece of music that often consists of many parts. Although the melody may be able to stand alone, the harmony may not. Together they commonly amount to much more than the sum of the parts.

The best counsellors lose themselves in the music.

Appendix 4

Extracts from Counsellor Notes

FB021 ... Lots of anger, resentment, feeling trapped and constrained... I understand his frustration at lack of control over his life - it's difficult for ETG's in the current environment.

XB001 ... Due to position and intelligence of client it felt a little like having a tiger by the tail. Added dimension was the lack of privacy that person has both in home and work life... Because of sensitivity of client I felt I was taking on too much of the work. However, as it is very difficult for the client to take any action without being snooped on it felt appropriate to undertake some of the tasks. A definite need to review interactions in case I become over committed.

XH030 Although presenting a "stress" problem, client was not open to ways to resolve. Only interested in resolving a conflict of information given to him re: mark time pay. I found session frustrating and client took away an action plan to...

DB026 ... discussed some possible options for him to start taking back some control. I felt that he "went along" with this politely but could not see himself doing anything about it.

GK016 ... Rather than launch straight into her CV I felt it would help my client to view/look at the future ... She seemed to grow in confidence as we covered this as she began to recognise how other colleagues had moved on and that it was possible... She had moved a long way in the hour and seemed much more positive about the future.

DA037 ... I could see his manner easing and when picking up on certain issues he was raising it became clear that there were further factors clouding the immediate problem ... he had not been able to talk of all of this before and thanked me for letting it all come out

DA041 ... Picked up on feelings - firstly anger, frustration - loss of confidence - fear for own future and that of kids. Talked through these slowly - addressing one then the other...

GJ028 ... Underneath, he is angry and frustrated and we worked with this...

GJ029 ... Allowed the client to express his frustrations, looked at his responsibilities and opportunities and offered the opportunity for more sessions to look at deeper reasons of feelings and responding in a somewhat negative way.

BA024 ... presenting problem was change in ... rota hours... Financial issues seem to be underlying problem. ... Challenged repeated figure ... Hunches - Client's position perhaps greater than reported. Client not happy with lack of family time together. Client's frustration on ability to control situation. Feels line management not listening ... Frustrations perhaps being vented in relationship. I feel that it will be hard to make changes in the short term. Client's longer term plans may be more successful.

GK017 ... seemed that when he understood the confidentiality pact of our contract that he was willing to share his feelings openly... He is feeling frustrated and concerned about his future after April '96 if he does not pick up one of the above jobs. His body language etc., showed this.

EJ039 ... let him express his feelings of hurt + confusion also fear of the future... Aspects of his personality : he doesn't like himself - time ran out to develop this in session properly but another appointment made.

GE014 ... Concentrated on looking at strengths and weaknesses and confidence boosting...

GH931 ... presented problem related to her husband's difficulty in adjusting to the loss of his children by his previous marriage and his refusal to accept help ... with probing she was able to identify other factors in his life that may be contributory.

EJ042 ... not really (sure) why he was here - immediacy revealed had been drunk at work prior to being on sick leave for depression and expecting some disciplinary action against him. He had been pushed into seeing me by his boss. Session quite productive though in helping him analyse what had been going on in his life that had put him under so much pressure.

FC051 ... expressed his feelings and responded to challenges made. He was able to focus on a way forward in keeping with his preferred option. Seemed to be a text book Egan case!

FC049 ... difficulty in getting client to open up, indicated that he was seeing me because he would be "seen to be doing something". After some probing and challenging, client seemed to become more aware of his feelings and useful responses followed. As counselling progressed client seemed to form a clearer understanding of what had been happening in his relationship ... and concluded that things could not remain as they are. This was interesting because he had indicated earlier that things did not have to change. ... session was hard work, client appeared to be dubious about counselling from the outset. However some change in his attitude was observed after ... session ...

XB002 ... even though I summarised on several occasions. It appeared to be difficult for them to move on until I had heard every aspect ... Counsellor Difficulty: Not challenging him enough. Need to summarise and focus more as client happy to fly off at tangents. Maybe taking on too much ...

DB028 ... discipline case is clouding all aspects for this client. ... Also made decision to seek counselling from Bereavement Counsellor via GP. I felt this would be beneficial in the first instance as my involvement with BT intrudes upon her need to deal solely with her bereavement. ... at that stage I am hopeful of the discipline aspects to have been dealt with. Client can then be in a position to make reasoned decisions as to continuing with NHS counsellor or myself.

HL019 ... other issues arose such as her dissatisfaction with how she is perceived and treated by her mother and some work colleagues. There was a linking of themes where she was perceived as "being a child" in such situations.

EJ043 ... session getting her to tell her story. Low self esteem common theme ... Some advanced empathy paid off ... keen to continue the counselling. Future sessions to look at self esteem in more depth but I sense there is more to come out yet in the story

HL022... also said that he felt able to talk to me. I felt good about this, as he initially seemed not quite trusting; this was demonstrated by some adaption in his body language and questions regarding my role within Personnel.

GK018 ... came looking for me to sort out the problem. ... seemed very reluctant to talk to his LM about this... Did not open up as to why. If the excess travelling time is resolved he sees it as the answer to all his prayers. When looking at options to try to resolve this, he looked to me to make his decisions. (which I didn't). ... issues at home I believe are bigger than just sorting his travel out

BA026 ... client now has sufficient trust in me ... rapport has built... working in a holding, reflective manner. ... feel comfortable working ... at this level. Mainly staying with reflection of feelings and experiences. ... Other work done with flip charts. Again client found this of use. Hunches are that there are some developmental problems. Following group supervision session, I feel more comfortable.

HC017 ... Session was very much a stage 1 meeting with little activity other than rapport building etc., which seemed to go well.

GD011 ... Not sure why client yawned after 50 mins and seemed anxious for me to hurry up (talking about the restrac CV). Was he bored, tired, felt I was explaining things he could easily have worked out for himself? Had not built up sufficient rapport that I felt I could challenge him on this.

GK020 ... I had to check what was happening - client couldn't think straight. ... client seemed relieved to understand she was not alone in the feelings ... To look at, very competent and dressed businesslike. Turmoil inside. ... seemed relieved and able to cope.

FA032 ... "practical" session also. The process I adopted was to deal initially with bereavement and let him talk about feelings ... then we addressed the practical issues ... then forward planning...

FA034 ... client has "blind spots" and is refusing to deal with the real problems ... I ... tried to make "connections" for him and he then seemed to acknowledge what was going on both connecting work and personal conflicts. ... I have reservations that he will proceed any further to my offer of assistance as he is only at present willing to work with the presenting problem and not underlying issues.

HF016 ... I challenged him as to how realistic this is because when he feels down he won't/can't express this...

NI009 ... I challenged his motive for doing this (This could be content)

GD013 ... My thoughts: I was apprehensive about seeing him due to the previous comments he had made. He seemed to think carefully about his responses, which were measured. I thought he might be trying to keep his anger in check. I did not want to bring out any anger at this stage until we'd built some sort of rapport. I did leave lots of silence to allow him to express himself if he liked, but he did not. I was glad of this. ... I was relieved as it meant we could look at the more practical aspects which I feel more comfortable with. ... I think if he did make another appointment I would feel more comfortable addressing the feelings as I would not feel threatened.

HF019 ... I felt he wants someone to champion his cause and make things better for him. I gave him Equal Ops. telephone number....

HL024 ... tended to "wink" (left eye only) during our session, which I found distracting and uncomfortable... we talked about this, and he said he wasn't aware of it but pleased to be told...

EJ046 ... Explored his feelings/concerns and how coming out in his behaviour - ... Session was superficial - I suspected he was there because his boss had sent him - later confirmed this was the case. He may want to see me again as to his surprise (I think) he got something out of the session.

EA007 ... He was lacking in confidence... but appeared to be fairly positive in his approach to...

FA036 ... It would appear that the client has not built anything around what she wants to do...

NI008 ... I tried hard to concentrate and help client but...

GD014 ... My feelings: Surprised by his mentioning reason for leaving. Undecided whether I should encourage him to talk more about this or to go on to CV. Let him talk on and he ... I think this was the right way of approaching it as I think he just wanted to let me know how he felt before going on to the practical side of things. Not 100% certain though.

EA008 ... I felt she had sufficient information to come to a decision on what to do - I emphasised it had to be her decision and not mine ... She had an important decision to make and I believe I was able to help her reach that decision.

GB003 ... getting too much "directive" advice, wanted to talk to ... discuss ... emotions + "unbiased" viewpoint. Appreciated opportunity to talk through his feelings.

EK001 ... I was nervous - my first "personal" case. Client very talkative - session lasted over 2 hours because I did not know how/want to stop her talking. Her initial hope was that I could do something about her work rotas - she made her own decision ultimately. She likes to be in control and BT has taken away her ability to be so in some respects. ... I was able to listen and empathise with the client. Several issues touched on me e.g. RTA, death of mother how she had to be tough with her mother-in-law, how BT makes one feel like a number rather than a person but I did not self-disclose, despite the temptation. ... would be better off letting go of some of her control - I doubt she will do so. Me - I have a long way to go. I must learn to control time for a start.

CD025 ... is very depressed, although not suicidal - I am concerned about him. (Arguably, content)

FC054 ... Encouraged him to share his feelings and concerns about future uncertainty. Signs that client had become detached from his feelings and was on "auto-pilot". Challenged about this. Indicated that it was true that events had caused him not to acknowledge his own feelings and needs. Clearly not easy for client to express himself but responded to encouragement and some progress made

EJ047 ... by using immediacy I was able to establish what she really wanted...

GB001 ... clear signs of anxiety. Counselling suggested he feels undervalued and isolated. (Arguably content)

DA046 ... When reflecting things back to individual it seemed to dawn on him that he had no respect or confidence in himself. (Arguably content)

DA048 ... tried to get beneath this and explored reasons why things happened as they did. Client mainly unwilling to accept any blame herself for happening ... I found this hard to accept and floundered somewhat - used challenging statement ... Client admitted to this but said she was addressing that within herself. Mindful of my blockages - prior associations. Although client came across genuinely I remained concerned that we were not getting to root cause. Client seemed very tunnelled and unwilling to accept any other view of looking at situation. She wished further contact to be left open but said she had found counselling beneficial. I remained sceptical.

DA049 ... Powerful and productive counselling. ... Using careful questioning and reflection, established that what he was telling me was not at all what he wanted ... He seemed to open up entirely ... We agreed and contracted for further sessions (open at 3). The man who walked out of my office seemed lighter and much less burdened.

HM032 ... The main object of this session was to establish rapport and trust, the client gave the impression that she will be happy to attend further sessions.

EE034 ... session was very painful for the client - lots of feelings coming out - very little story. Lots of empathy and understanding needed from me and hopefully given ... it was merely me staying with her pain.

BA030 ... As the session developed rapport seemed to be built up. ... Hunches about trust. Perhaps feeling pushed out? Topics for further sessions maybe. ... Effective use of empathy and probing during this session. My analysis is that the client is working through their feelings of pain - anger etc., at present, confused and still in shock, however indications given that thoughts are shifting to future. ... Client has ownership of their problems. Not looking to me for solutions. Seems to be in Egan stage 1... Happy with terms of contract and client understanding.

BA028 ... Client silent a number of times during session. Let this run. Client seemed OK with this. Checked out with her, on one occasion, what was going through her mind...

FA052 Client is very easy to work with. ... signs that she will be able to do this but may need to focus on specifics (rather than eventualities) in what she wants for the future.

GK025 ... He maintained eye contact, sometimes for too long. ... This opened up a whole range of issues and he seemed genuinely grateful...

HB060 ... I think he is being unrealistic in expectation of remaining with BT... I encouraged him to start to think about different futures and to take some action. ... Sounds like he is unsuited to job ...

HB076 ... This threw me initially as I was not expecting it. However, we settled down ... session mainly telling story and next session just with him may be more productive. Wife and him in agreement that he comes to see me on own - I felt relieved at this as otherwise sessions of limited value and main aim is to help client back to work.

HB077 ... making it quite hard going sometimes during session. ... I felt pleased at interview as he seemed to get a lot out of it, but also, frustrated as he was unwilling to fix follow up visit.

HL027 ... I had some difficulty keeping prior knowledge separate from some of her presenting problems. For example...

HB082 ... I felt pretty inadequate when he was crying for long periods - however it seemed to help him...

GH035 ... I had doubts that this was the case and felt that this could be inhibitive to her understanding of her feelings....

GH039 ... During the session I felt some frustration regarding the management style adopted by (her manager) ... Due to emotional state of client it was necessary to summarise regularly in order to move "her story" on.

GH040 ... Although my client was "verbally confident" this was not apparent in some aspects of his body language. (Arguably content)

GH042 ... found it easy to establish rapport with this client and I feel that this was a major contributor to his openness and eagerness to identify a way forward. However, following the session I felt that there may be more to his concern for job security than he had revealed - and similarly, probing had not revealed any great pressure upon the relationship with his wife.

GK024 ... Rapport good from early on. Tears in his eyes and very emotional - I just cannot understand how bad he is feeling.

GK022 ... He settled into the session slowly and appeared to relax as time went on. I had the feeling he was waiting for me to tell him to pull himself together (as others have done). ... Began to relax and open up towards the end of the session. At the review he asked for another appointment to help him to start planning how to cope in the future. A few silences through the session (okay).

XH039 ... There has been slow progress in some areas ... Some areas are hidden and it may not be for me to explore?

IA034 ... Her logic has overpowered her emotions up till recently, it now seems logic is regaining control hence her sense of not wanting to work. It is difficult to assess if movement will be possible. I believe long term work could be necessary.

HL029 ... had a referral ... to a psychiatrist (&) I was somewhat reluctant in terms of what I could or should do for this client.

HL030 ... felt I had listened (this client does talk very quickly and at length sometimes, so listening is very important - whilst maintaining a control on time etc.,)

EJ045 ... felt like a really good session. ... able to give quite long detailed summaries in quite complex areas which encouraged the client to go on and to go deeper. ... I could relate to the client very easily - he is articulate and has a good understanding of my role ... rapport seemed to build very easily and the hour went quite fast. At present we have only outlined the problem and it will take further sessions if the client is to progress things but I think he benefitted from talking it through.

HB083 ... Client was initially unwilling to face fact that she had some power in situation. Main part of interview was to ensure that she, as well as expressing emotions, took responsibility for her actions ... At end she had developed action plan with timescales to move forward. I liked client but am concerned that she may fall back into previous "victim" role ... had to work hard for her to come up with ways of achieving her preferred scenarios but she eventually she came up with some excellent ideas. I felt pleased as Egan model worked well.

HB084 ... session mainly telling story (a very long one!) but we managed to get some objectives by end eg., reduction in drinking and smoking.

HA018 ... Took more directive approach in helping her to identify action she could take.

GH045 ... at present has very little motivation to "move forward" (arguably content)

HL033 ... I found dealing with this client hard work. ... I found that his way of speaking was off putting. He tended to talk in a "staccato" manner as if he was stuttering - which I am positive isn't attributable to a disability; more a "developed" way of speaking. I found it irritating as it then became boring when he spoke. He also tended to speak either in bullet points style or long windedly... I felt that he lacked drive in "presenting" himself in a positive and confident light ... I did at times find myself "switching off" and had to work hard at attending. ... I also question my own effectiveness here e.g. feeling bored by this client.

HL034 ... At times I felt unsure about what she required of me. On probing I found that I could add nothing of value to the current programme of networking that she has undertaken in order to promote herself in the area of work she now wishes to move in to. I was able, however, to acknowledge this fact to her ... I felt at times that I was on "trial" as she said she had not known of our existence until recently. I therefore, felt at times that I had to try harder to make an impression.

EK004 ... I had to probe quite a lot. ... I could identify with a lot of his problems and found this a difficult case to deal with.

DA052 ... used reflection for him to expand on this ... He talked in some depth (arguably content)

GD018 ... I was apprehensive meeting her in case she spoke and I could not understand her. Also not sure how well pen and paper would work. When we met she used pen and paper straight away so it was OK. Sometimes she spoke but I looked puzzled so she wrote it down. We managed OK and I felt fine about it.

CD033 ... session involved a lot of reflective counselling, allowing him to express his anxieties ... There was also a fair amount of reassurance of the advice and guidance given by the consultant. This session covered the story telling and I feel that the client derived benefit from speaking to me.

FC066 ... most of the session was taken up telling the story and outlining her frustration about her increasing disability. It is expected that more focussed counselling will take place in future

FC064 ... and when challenged about this he acknowledged that this was so. A picture emerged of ... He gradually became noticeably more relaxed and forthcoming as the session progressed. By the end of the session he seemed to have a greater awareness of what was happening and what he needed to do.

HC026 ... I found myself pushing him to move on to make best use of time available.

HC027 ... Having previously discussed case at supervision I wanted to let the client use this session to get things off his chest and use it to build rapport. I had planned to look at what the stresses were and how he reacted to them and felt when they were happening and also to look at his "escape" routes i.e. leisure pursuits. ... I felt I had moved the client forward and that I had listened to him. I had hopefully enabled him to recognise that he had lost all his escape routes and that he needed to look at what he did for himself.

HC028 ... I felt confident that the client had moved forward during the session (arguably content)

HC029 ... Previous knowledge of the client told me she had recently been widowed and I think this has not completely been dealt with although it wasn't raised as an issue.

HC030 ... I feel the client moved forward in a number of areas (arguably content)

HB088 ... Hunch told me he felt guilty of getting so angry at wife, especially at moment. He agreed that was part of what he felt. ... I made efforts to make him feel comfortable - which eventually paid off. ... managed to pick up pointers he gave about main problems and got him to focus in on what is most important to him. I got him to think through different ways of achieving best environment for children. He was "good" client in that he accepted responsibility and seemed prepared to work to move forward.

HB089 ... Client initially nervous and this put me slightly on edge. However, as interview progressed this subsided and ended in a relaxed way... I feel he is being genuine ... I was pleased he relaxed in end. I think it helped that I took an interest in what he was doing... had mixed feelings after interview. I felt pleased and uplifted at the efforts client had made to take control of his life again but felt sad that his life had become such a nightmare.

DA054 ... pooled and shared ideas - almost giving it a "brain storming" episode... Felt some way forward was achieved.

DA055 ... suggested we use "Brief counselling" (DeShazer) ... pleased with this process and we seemed to make leaps and bounds.

HL035 ... inconvenienced myself by "fitting in" the client into a heavy work schedule and the Manager forgot to tell the client which didn't endear me to this case. However...

HL039 ... asked for another appointment - at which I will go through a relaxation exercise. I felt that I wanted to do more, but this is something I will have to address in myself.

EE035 ... expectations of EC which had to be carefully re-positioned. This resulted in some heavy bridge building from beginning of session. The client appeared to be initially wanting me to pick up on the "worst bits" and perhaps make a judgement as to what was most important. By careful positioning of control and me staying tight behind this approach the client was able to disclose some underlying issues. I found the session hard work. Given that the client ended up at a different destination to his anticipated one, I am unsure as to his feelings concerning "What's in it for me" at this stage. I feel the next session will be critical as to whether he buys in or not. At present it feels like he's still on the outside looking in.

EE040 ... I gave the client a safe environment to pursue own feelings. I overcame client's resistance to exploring options by challenging and working with existing positives. I could not take the client very far as the client had fixed idea of the distance he would allow himself to go. I feel the first session has given the client the opportunity to travel further at a later stage if he wished to do so.

HL044 ... I felt that my input was minimal although the client said he was satisfied.

GA901 ... feel that my role is that of a "listener", I will not "cure" him but will work through his anxieties. Feel there is conflict as he is outwardly "gentle/non-angry" but now feels needy of revenge.. Probably long term work - not weekly.

HC031 ... client benefitted from seeing me - it was interesting to watch the light dawn on her as to what was going wrong...

DA057 ... Settled client and gave attention to just letting him talk - which he did ... He talked, I listened intently - using reflection throughout to expand on pointers given. He seemed weighted down with the burdens he felt put upon him by his family ... He carries a measure of responsibility surrounding both deaths which he and I will expand upon at our next get together. Emotions ran high and this was allowed with my acknowledgement that this was quite ok. ... He said he felt refreshed at being able to air all he had and ... appeared lighter in manner as a consequence. It was a highly productive session.

GJ047 ... I empathised and supported her, reflecting back and clarifying the facts... suggested she may benefit from counselling help with a counsellor from CRUSE or another agency... I felt for both these ladies. I didn't get upset but felt their struggle to be normal when they didn't feel it in their confusion and forgetfulness etc.,

FB038 ... I felt there seemed to be something about her husband that the client was not referring to. A direct statement "Tell me about your husband!" revealed ... Client feels threatened by this but... I felt confused by this - shared this with client. ... Challenged client - "what does he get from them ..."
... She needs to tell her husband how she feels about this situation.

IA042 Client's self confidence & esteem is very low, it is difficult to gauge how he will respond to counselling, but I'm optimistic.

EE041 ... The session was all telling the story and me showing non-judgemental acceptance of her the person. She needed support ... by empowering her with the ability to trust her own vision, she has found confidence to know that she has choices etc., The session was heavy for me as the client mirrored some of my own childhood problems and legacies of the past.

EE044 ... careful positioning of the contract was essential. This paved the way for a more professional session. I found that I needed to seek clarity a lot and the client tended to think I would know "all about her". Challenging the client's "this is how it must be" theory provoked first fear and then hope. The client is going to use the time between now and next session to develop thoughts germinated in the first session. I was left with positive feelings at the end of the session -being previously acquainted with client was no bar to professionalism.

FB046 ... Discussion on this issue moved into his fears and concerns about his medical condition ... Allowed client to express these fears

EJ049 ... Client came over as very intelligent - found it quite challenging counselling her. I was able to summarise and demonstrate some advanced empathy which paid off ok and she relaxed more. ... it felt ok explaining my limitations as a workplace counsellor and it didn't prevent her going into very personal areas... glad she wanted to make another appointment and will take this case to supervision

CD037 ... During the 1st session (which lasted longer than 50 mins - but I felt this was OK) gave the client opportunity to "tell story". Reflected back his feelings and listened. Very much a "being with the client" session. His experiences with bereavement had left him questioning his faith in the Catholic Church and this was confusing him and I thought preventing him from dealing with his grief. (I stated I was not able to discuss the true meanings of the Catholic faith etc., because I was not informed enough). ... Challenged how his wife and daughters may react - he feels that they have already noticed the change in him ... acknowledged that he'd obviously done a lot of thinking and how he seemed better for coming to decisions. All this client needed was space and time to get his thoughts in order and I believe that most of that was stated in the first session.

DA061 ... soon developed an easy rapport... Gave scope for her to talk in depth of feelings of... picking up on some innocent comments made, (I) was able to establish with her that the present relationship lacked similar elements to her marriage.

DA063 ... was a little taken aback at this observation but passed it off lightly. Took me some while to settle this gent as he was agitated and a little suspicious of how I would view his dilemma. He noticeably eased as our contact continued ... Gave him time and patience with relaying his story but felt there was a particular concern or problem that he was unprepared to talk about.

HC035 ... Client didn't know which direction to move in and we used the session to explore the options ... a customer facing theme ran through all her preferences, which I highlighted. I wasn't particularly sure that I had helped the client "move on" and I checked this out with her... I felt that this issue wasn't affecting her work performance and home life, I felt if it continued it probably would.

GA001 ... client was coherent and open. The circumstances of the case were quite sad ... I felt sad for him... He is grieving for what is lost but there are other issues around. He avoids confrontation, but now I feel he will need to confront himself, it will be painful. He is trying to bridge the gap between himself and his parents. He has been the "pawn" for years and has now ended up minus his partner, I was able to put that to him.

DA060 ... rarely, needing to interject and gave full attention to listening... felt I was reaching into her, helping her to explore the feelings that overwhelmed her... I believe I re-instated belief in herself ... This was a powerful, productive meeting and I believe beneficial.

EJ050 ... had to work hard to build up the rapport. She relaxed well eventually. I used immediacy ... it seemed natural... Although I felt feelings of physical attractions to her I wasn't aware of this impacting on the counselling. I sensed she felt it had been a useful session but we had covered the ground quite fully and she may not need any further contact.

XH051 ... bereavement counselling session - no tears with me. Is she comfortable yet in talking to a stranger? ... next session may enable further exploration of feelings ...I felt comfortable although aware that her pain was transferring at times.

XH057 ... I am not sure of reason for visit and possibly I should have found out by a direct question... Little scope for counselling as client not co-operating... Not very satisfactory.

DB034 ... I felt and reflected back to client that his perceived concerns ... were his concerns and possibly unfounded ... Felt this a good example of "Brief Therapy"

HL046 ... I think she has hidden behind the projects she has been involved in hoping to have continued doing them without being "tumbled"... lost control of my time management of this session and allowed it to "run" for 2 hrs 20 minutes. On reflecting on this, I think I was trying to over compensate for the bad experience that she said she had experienced with the CRUSE counsellor... I asked her what was happening in this session ... she broke down... made me decide to just run with the situation as far as my time was concerned... another session (which I will keep to 50 mins max)

GK028 ... Feelings that it was out of my control... Phone rang - annoyed... Got back on track... Client seemed to accept me and spent ages relaying details to me. Summarised at points to keep on track. Client relaxing and then the tears came. Comfortable silence as ...client realised it was okay to cry and to talk about her feelings... major step forward was summarising then putting on paper the issues... Light had dawned - Good moment... client now being able to plan ahead.

GK029 ... client would not look at me during intro. - uncomfortable for me. When confidentiality covered - she seemed to relax a little... client cried whilst telling me the details - seemed a great relief to her and I was pleased that after a short space of time she had been able to do so. Confidentiality was the key... client told me she was lazy and not motivated and knew she had to do more... break through - something to work on.

AD033 ... Confused by this one not sure how much I helped or where this will go... Review what counselling can achieve... hunch ... was no support - (this was) correct (so) talked about role of support. Reasonable challenges re... Empathetic response to stress and isolation... some positive strokes. Possible future determined by client... For me concern at progress re emotional discharge after session. Client will do all possible to change situation. Client owned problems (perhaps over owns!) I'm happy with terms agreed between us... No issues with counselling style.

EJ048 ... found by giving her time to build up rapport ... she showed ... as someone very vulnerable. She came to understand more how other people could see her as intimidating ... went away with an action plan ... self esteem had been battered and I was able to give that a boost by looking at her strengths with her. Session seemed to go well and I felt she sensed my unconditional positive regard.

DA058 ... Allowed person to talk in depth ... Picked up on an issue of guilt ... gave space for the guilt to be aired and rationalised.

DA059 ... let her talk openly about the relationship using questioning on their early life together and commencement of partnership.

XH059 ... I felt his frustrations and could empathise strongly with him. Identified fears...

XH056 ... I felt swamped by the feelings and realised that GP intervention may be useful... Because of degree of trauma, I may not be best person to assist.

GA005 ... client seemed to "own" responsibility ... feel I established a good rapport...

IA040 ... crisis is touching deep feelings about himself. Changes are possible but to be meaningful I feel long term work is needed. I've made him aware of patterns already repeating in his life.

HF030 ... My thoughts: He has a desire to change his behaviour. He has started to discuss his feelings with his family... so if he could learn to accept himself and value himself (raise his self esteem) then the fear of interacting with other people would diminish...

BD033 ... Although presenting about work ...we managed great deal more in form of emotions/self worth/past victim/ in child (feelings/emotions)... Slow/hard progress if any...

EK007 ... How could I help? Client said I had by asking him what would be different if, on Monday say, he was no longer employed by BT but now a pensioner. Nothing? But..... I referred to the break up with his girlfriend some 18 months ago when he had felt a great release, although anticipating great sadness at end of 7 year relationship... found this session very emotionally draining - I felt great sympathy and empathy but also frustration with client for not making the obvious decision!

HF027 ... Level of violence was hard for me to get my head around. I felt quite anxious as he was describing what happened to him. Horrified that people could treat another person like this. He is a hard person himself. He said racial abuse doesn't bother him and I can believe him. I don't feel there was any movement on his part. Rapport was continually being built. He needs a safe environment to let his emotions out - frustration/anger and the soft side. He will fight to keep the soft/emotional side in. He was happy that I was a "young girl" because his anger wouldn't frighten me. I wanted to say you can be angry in here but you can not physically direct your anger onto me. I didn't because it was my need and I don't really think he would.

FC075 ... became clear that her main problems were a direct result of ... her high expectations of herself... (We) ... examined them ... seemed to help client to realise that... her expectations were unrealistic.

FC074 ... felt that client was unduly pessimistic and challenged him about this. Accepted this and opened up this aspect which appeared to be useful. Fears and concerns expressed, these were examined and perspective restored.

FC071 ... unable to reach her expectations. Very low self esteem/thoughts of suicide etc., Explored these feelings and possible reasons... Relationship with her parents seemed particularly relevant and areas of concern discussed... Options to improve current situation were explored, however, the low self esteem is of long standing and much work is required in this area. It was acknowledged that more specialist help may be required... It seems that a good foundation has been laid for future counselling on, what seems to be, a deep seated dislike of herself. Case taken to supervision.

FA058 ... used - immediacy - by stating (example) ... does not know what she wants for the future. Client admits to confusion about her marriage and where she wants to go within it... Client is easy to work with, accepts that she owns the problem and needs to sort out her own feelings and reactions before making a decision

FA057 ... easy to work with (reflection, introspection) Client has low self esteem. Blames himself for things that go wrong - even if outside of his control. (Reflected this but unable to self challenge) ... referred to a clinical psychologist. Therefore EC will not work with him whilst that is going on - he is aware of assistance and support I am prepared to give.

EE047 ... client was very open and able to be honest straight away. The client was anxious for a way out of her particular maze and very accepting of probing. The whole session felt like drawing back curtains and letting in light allowing the client to see a different view of the same picture. I found the session rewarding as it felt like the client had moved a long way in a short time.

HM050 ... that I forgot to talk about confidentiality... found this a very difficult session as the 4 month child wanted to join in the counselling session and got fractious if ignored. The client gave some personal details but on reflection I wonder if inconsciously or even conciously) the client used the child to deflect attention from herself.

FB047 ... Client's initial desire for practicality and facts seemed to be masking or hiding something. Challenged client by asking how things were at work. When she said "quite stressful" I asked how she dealt with it. My hunch was that there was a lot of internal pressure - client has nervous eczma around neck. Short reflective silence and then tears. ... Questioned whether it was her feelings or his request not to know - her feelings... initial view is that because she has not talked yet to anyone about how she feels this is adding to the perceived level of stress... I felt quite comfortable about the progress of this session and that the client accepted that she was in charge of her own emotions and was allowed to express them.

HM048 ... client and I developed a very strong rapport ... he is now able to ... and is confronting the issues with his wife.

FC076 ... encouraged to share her feelings... challenged client on the basis that some allegations were perhaps the result of an over sensitive attitude and assuming the worst. Response indicated some agreement...

NI019 ... I used scale technique which was very revealing as client said would be happy at a mid point on the scale and at present was just over 0.25 point.

EJ051 ... not really counselling more 'what was I going to do about this injustice'. I was able to get her to open up more and offer some empathy and then challenge. I was inhibited from challenging too much as I didn't feel the rapport was that good with her.

HC038 ... specific purpose of this session was interview guidance... I wasn't sure beforehand what benefit I would be to the client but I felt the session went well and there were questions that I asked that made the client think on the spot

NI016 ... Compounded by guilt feelings... This case raised feelings for me as my father died suddenly ... however I was able to empathise with client and remained with the client and his feelings throughout.

EC020 ... Used session to go beyond and discuss... ultimate implications. Good rapport... No restriction on talking... Felt session covered hidden factors... Dealing with someone who has a life threatening condition always makes me think of my longevity...

EC021 ... tried to encourage her talking about this relationship but...(wouldn't) I felt session went O.K. Client talkative... Good rapport.

DB035 ... First saw this client 15 months ago - stress related problems - stemmed from unresolved issues from previous active service with army in N. Ireland... very successful outcome... This time - different issues but raising old anxieties - similar feelings of stress and depression starting up... am conscious that this year's outcome for the client may not be so dramatically successful as previously

HB105 ... felt hot and sticky as very hot day and it was a home visit... challenged him on issues of smoking and drinking - explained about other coping mechanisms. He tends to bottle things up. Also, challenged excuses for not being open with GP - he accepted this.

HB095 ... He relaxed as interview went on I did best to reassure him and help him talk issues through. ... as a short session, we were unable to follow through with some issues which I found frustrating.

HM043 ... I feel that this client needs to please others he has demonstrated this in a number of ways with me - it became an issue I needed to take to supervision... sessions will be used to try to reach the core of this client in the mean general stress counselling.

FD001 ... I wonder if his reluctance to deal with his problems is now his way of changing his life style... All his problems seem to be caused by other people, as far as he is concerned... he showed resistance to considering ways that he might change them... He finds it difficult to communicate. I suspect that he had made decisions on his own and doesn't know how to cope when they are not accepted.

HC040 ... looked briefly into her relationship with other managers. I didn't pursue this on this occasion but feel there might be something there (I was on duty and was limited for time)... The client found the session more useful than I would have anticipated

EE054 ... client's expectations of the session appeared to be that I would give advice and tell her what to do. Some positioning of my role was needed and I sensed some disappointment from the client initially. I supported the client by helping her look at feelings, options and identify what was in her control...

EE049 ... Supported client by helping him look back over the relationship and examine behaviour patterns, expectations, disappointment etc., Allowed the client space to examine and understand what may have happened. Encouraged client to find ways of making what he sees as a journey through a state of limbo, more bearable and to lessen some of the immediate tension. No forward movement at this point. More exploration of self and relationship is needed.

XH054 ... story delivered from written sheets. Unloading in a large way... concentrated upon her and coping and positives and movement forward... Empathy required strongly and needed to concentrate upon understanding especially with the Indian culture playing a major part in the situation... I feel that I have done well and client has shown a good awareness of her coping and movement forward.

XH067 ... presented as nervous and concerned over work situation... allowed story, testing my understanding and reflecting his feelings... Identified that a number of life skills could be weak and in need of development. Tested out his coping mechanisms and how stress fit he is... Very much a session of assessment and developing our relationship. Good feedback from client at end...

XH072 ... Conflicting emotions. I found process difficult to deal with as uncertain as to where client wishes to go... Am I missing something or is it a simple case?

HL056 ... We explored options... Agreed lots of issues to work through... I feel this client is feeling drained and that her daughter wraps her around "her little finger" and controls her. But is frightened to do/say too much in case she re-attempts suicide or self damage. She needs to stop blaming herself for her daughter's actions.

HM055 ... Discussed the presenting problems with the client, tried to find out if there was any unfinished business around the death of his parents. Tried a stress/relaxation visualisation which was recorded so that client could take away to try in the quiet of his own home - client was also given a copy of the script. It might have been better to try this at a later session when the client had developed a stronger trust.

HM053 ... I decided that I should try a CISTD technique however the client's agenda did not allow for this. The client decided to discuss her childhood and relationship with her mother... The issues are deep and complex and I feel that I will only scratch the surface in the number of sessions available to me. I may have to write to the client's GP to get the client to a psychotherapist - however I will not take this action in the short term.

XH074 ... Mainly listening to story. I am finding it hard to relate as distress presented as not coping with grandparents' future deaths... Not helped as sitting facing in same direction, not helped to get in client FOR.(frame of reference)

GA004 ... It was not a challenging session, hopefully an empathic one, bearing in mind that my client had set the boundaries, i.e. non interference on personal issues.

EJ053 ... Issue of our grade differences did not arise and client seemed genuinely grateful for my help.

BC202 ... Feelings were being restrained - I felt that he was more upset than he was outwardly showing. In probing as to what he felt had changed, he felt some degree of guilt for not recognising the signs that all was not well... I felt that the legal advice would help them come to terms with the issues and until that decision was made then they would not be in a position to develop possible preferred scenarios.

EE055 ... I used supportive, encouraging empathy to draw out the story and the many facts - other issues surfaced and I gave the client the choice of issue to pursue. These in itself identified and the client felt he still had some control in his life - we looked at possible scenarios and I was able to challenge gently by using immediacy. The client was showing resistance to looking at the full range of his financial problems and appeared to be coping by avoidance.

EE057 ... The client had one solution in his mind and I worked hard to generate other solutions and get him to look at realistic possibilities, by getting him to describe perceived facts in terms of his feelings. I felt the client wanted me to solve the problem by "making things change ie. BT" and only began to see their part in the problem at the very end of the session. Hard work, little movement.

EE058 ... mainly telling the story and empathy and role clarity from myself. The client's expectations appeared to that of looking for a champion. The client's initial expectations were not realised. I was left uncertain as to how helpful ... support was for the client.

EJ055 ... Occasionally the session went deeper about his feelings but it mainly stayed at a superficial level. I sensed I was being "tried out" this time and he may come back

EK015 ... thought the client was very laid back about his problems - why did he want to see me? I could have given him the information he needed by phone and he did not really want counselling in a formal sense. I was worried that I might be embarrassed when he talked about sexual matters but was pleased that I could remain objective and sensitive without embarrassment.

EK013 ... challenged him to think about the potential problems

GA006 ... Probed reasons for distress - fear of being left alone. Client did not own this. Feels let down by the hospital, unable to trust. Perhaps the client needs to "blame" and is unable to own true feelings... The focus of the work, I feel, needs to be an ownership of feelings.

HL060 ... Hunches: The dominant people in his life appears to be or have been females e.g. deceased mother, wife, previous and current external counsellors. Feelings: Initially I was not sure what my role would be in this case...

BA032 ...: My feelings on the session was that the client has already done a fair amount of work on herself in terms of recognition of behaviour and is more aware perhaps of what she really needs. Rapport built easily and well. She responded well to smiles - I reflected her smiles as she talked about her experiences. Contract explained at length. Agreement of elements of contract etc - tape recording and use for supervision etc., Client has taken away thoughts of areas she would like to work on. Initial thoughts/hunches that self esteem will be the major element, behaviour linkage apparent with all elements.

BA036 ... Hunch that there are some financial issues below the surface. Tested this out and found there were. Also feel relationship issues here. Again this was tested out and again found there were. ... Session was a little strained. Feelings of anger and disbelief needed to be dealt with. Overall though session went OK...

BA037 ... client, has what I would describe as a very parental attitude to her husband. This shows in the very dismissive way she refers to him. ... I get a strong feel of immaturity within the relationship. ... Client speaks of their problems to everyone in her office... have a hunch that this is just protection of her feelings of hurt/pain and anger. Tested this hunch out and I feel by her reaction, maybe I touched something deep in her... agreed a contract of 4 sessions with the aim of her exploring how she feels at present, maybe finding what she wants to do. I'm happy with the contract. Happy with the session. I feel I must watch not being drawn into the way she lightens issues...

BA038 ... Initial nervousness eased. Session went well. Empathic responses and interventions worked very well. Non-judgemental of position - acceptance of client and his world... Acceptance of him is key to his self worth. The session went well perhaps because I had shown him acceptance etc., Empathy/reflections very powerful. Felt close to him very quickly. No barriers as session developed.

BA039 ... own reflections on the client were that she was feeling loss and was concerned over losing her father and the relationship between them - fear. My hunch seemed to be true. Client responded to my reflections by telling me she had only recently got to know her father.... was able to show her empathy and a deeper understanding of the way she felt. This was apparent from the way the session developed from the start being about the Manchester incident, to move into the areas around her relationships with her father... My hunch is that she feels very insecure at present. her world, one that has developed and changed, over the recent years, is being threatened by an outside force/event which she had no control over or knowledge of - potential further loss.

BA040 ... Found that the session worked well when I did not judge him on how he felt. Notice he gained in comfort and confidence. Was able to call on my own experiences of engineering planning offices to good effect and this seemed to lower barriers... Exploration of client's day highlighted how busy his day is. Little time for himself. I found he responded well to this "finding".

BA045 ... Session was mostly cathartic in nature. Pressures/feelings unable to be expressed at home. Client holds position of "strong person" in the family. Reflection worked well, in particular that underneath this strong exterior is a lot of pain and fear. This reflection seemed to really touch her awareness and enabled her to show how deeply upset she felt... Working with her feelings she was able to explore what she felt were the roots of the problem... No plans for a further session at this time and this feels OK. A good session with a good end.

BA047 ... session took form of debrief... focussed on happenings of the incident and what had happened since then.... Worked around putting incident into context with life and events. This seemed to work particularly well.

FC082 ... session was largely devoted to getting the story told and seeking to identify underlying problems. It was clear that client felt under considerable stress at work and the reasons for this were explored. Options were considered as well as ways of dealing with stress.

FB054 ... felt that client had got herself into a spiral of anxiety - loss of sleep - depression - anxiety that needs to be broken - irrespective of Release outcome.

BD042 ... Lots of avoidance,/confusion ... Underlying frustration/anger ... slow progress but beginnings of openness/frankness etc., - establishing trust/safer environment. Sense lots to work upon and ways forward but his agenda is not clear yet...

EE059 ... concentrated on the feelings resulting from his situation. Using the Egan model... identified the need for both stress counselling and practical help ... I felt that doing the 2 together would be uncomfortable for the client and arranged for him to see the local ECR for the "practicals and directives". This arrangement felt good for all those involved.

EE060 ... Acknowledged and empathised with... used immediacy to surface underlying feelings.... Feeding back to client on what was key and challenging apparent disparities brought out a better understanding of the situation for the client... client becoming more self aware.

GD020 ... enjoyed the session. I like to help and pass on my interview knowledge. I wondered if I should have pushed to get him to discuss his feelings about old job and staff. On reflection I think "no" as it was his agenda.

DB040 ... dealt in two parts - discussion ... re spouse's depression and ... their relationship and how that affected. Secondly how client was affected ... a difficult hesitant start, client was able to relax and showed more confidence in discussing all issues more openly... I felt not necessary at this stage to book second appointment.

HL063 ... think he feels inadequate at not being on top of current job - but also feels threatened by the "arrival" of a new "feared" manager to the division... future meetings ... will include ways of handling stress eg. airlocks, recovery periods - relaxation.

XG020 ... reflected that she seemed to want to reach 100% in her everyday life and was frustrated by not being able to. She agreed but also acknowledged that she knew her limitations. I pointed out the dichotomy of this and we looked around the differences between realistic goals and wishful thinking. I wasn't sure about what she wanted from Employee Counselling, so I asked her. She said she wanted support for when she felt really low but was unsure of any of her reasons.

XG021 ... reflected back to her a summary of what had been going on and how I saw her role in all this ... I could see that my client was quite emotional at this stage and used immediacy to check out her feelings... explored her support system... During our session, various members of the family were popping in to the room we were in... I felt this to be an intrusion but didn't feel I could ask them to leave... I decided that if Jean wanted us to be on our own she would have told the others to leave.

EH012 ... Client somewhat bitter at the start but became calmer and more positive as progressed. Seemed to appreciate somebody just initially giving him the change "to sound off".

BD050 ... She was confused and somewhat anxious, disliked dealing with her feelings, easier to avoid slight "ostrich sense" but much increased awareness in session - question now whether back on own she will follow through or revert to form.

DA070 ... Used reflection during story-telling to elaborate on some issues. This helped focus on his feelings of guilt and some jealousy. Concentrating on the jealousy and evaluating this feeling - he discovered for himself it was totally illogical. This proved to be very positive and helped him explore the larger feelings of guilt and the reasons for it.

FD013 ... I challenged her by mentioning the feelings I could hear in her statements. My hunch is that she has already suffered several major rejections and she is expecting more. Is she expecting me to reject her?

DA069 ... able to admit that her "assertive" manner maybe misconstrued as aggression. I honed in on this... she felt this possible... She introduced the words 'Win/Lose situations' on more than one occasion - challenged this - gave her a variation of ways of viewing some situations without that syndrome.

XC002 ... Client presented as quite nervous and had difficulty making eye contact or conversation. This made me rather uncomfortable but after a shaky start, where I seemed to be doing most of the work, he began to open-up. I asked for client's expectations before contracting... He seemed to warm to my reflections and summaries and began to become communicative. I had a hunch that there was a deeper underlying issue which led to the theft and we explored the rationale... sensed that he saw the "self" as a fixed quantity. He became more passive in his verbal responses and I challenged on what this was about. This felt risky... I felt he didn't accept the possibility of change and that this was what the passivity was about...

EK017 ... relationship problems with her gay partner. Pleased that I found this no problem to talk about... using empathy, looking at feelings and helping client to see the best and worse case scenarios

XB003 ... client appeared to be detaching thought from emotions as they told the story... first two thirds of session was listening, clarifying, entering her world (Asian/Western) and conveying empathy. She needed supporting a couple of times...and I did this by acknowledging her courage and intellectual ability... I challenged on discovering (key issue) and summarised a number of times for her to HEAR my understanding. I am comfortable with the session's direction.

FC083 ... Client... displaying signs of depression... Encouraged to share his feelings/, hesitant but empathetic responses helped to move him on... initial reluctance to see his GP diminished during the session... (Whilst) seeking to identify client's aims, feels that there is a missing dimension to his life... When challenged he mentioned things which suited others but not him. Further challenged concerning his negative approach ... which produced useful response... further progress anticipated...

GJ058 ... In terms of Egan it was Step 1 to Step 3, some appropriate interaction re Information and Catalytic with as much cathartic help that was possible. I believe that if he were to return for further help then TA would be very helpful to him in dealing with the very complex emotional family dynamic he has and still lives with.

GJ060 ... His tunnel ... vision lifted, it was then possible to apply the Egan Model to identify his real problems, what was needed to deal with them and a plan of action to try and resolve then set in place ... felt the session went successfully... During the session I was feeling his frustrations and panic... as he hadn't ... grasped the reality of his situation... very positive end made me feel good...

GJ059 ... felt that confronting his actions and behaviour allowed him to work at a slightly deeper level and to recognise his emotional self... to confirm where the problem lay.

HB102 ... had a feeling he was thinking of suicide - initially unspoken but then he explained his feelings fully after encouragement... I must admit to feeling at times judgemental with client because of previous contact with him... his choices ... not been thought through properly at time - despite encouragement from me to do so... now in same spiral... Despite challenges, he is unwilling/unable to take responsibility... I am unsure how much I can realistically help this client...

HB101 ... I recognised client but unable to place her - maybe we worked in same building or I was possibly involved in her recruitment. It did not interfere with interview... She spoke very movingly of her mother's death and the distress it caused. It made me think about my own parent's mortality which made me feel sad.

XG011 ... Tried to look at what he wanted but only managed what he didn't want... I was tempted to point out that his work situation was similar to that of ... 1000's of others ... but did not see this as being helpful to him at this stage... Client is exceptionally materialistic and finds it difficult to relate to emotions and feelings apart from much anger. Explored the angry areas and I was able to identify 3 significant ones... (Lists them & describes how each discussed) I felt that he wanted others ... to realise that his bad points were because of how he has been treated. I challenged him about his responsibilities for bad points and got him to explore what he could do differently

HH125 ... Since taking decision (to emigrate), he had become emotional/tearful. Discussed this in context of loss... Job... Contact with parents ... Familiar surroundings/stability Rationalised his fears/worries in session. Drew on positives that could arise. Client left feeling more confident /hopeful.

IA056 ... sense of holding client's hand, encouraging him to consider and explore. Balancing client's awareness and interest with possibility of becoming overwhelmed by his concerns.

HA034 ... felt some initial hostility towards this case because of it's nature but worked hard to ensure it did not interfere with my work with my client... Client presented well and I found myself warming to him -felt his reason for seeing me was genuine

EC035 ... Listening skills paramount in picking up messages

EE062 ... I believe EC support will alleviate the immediate pressing financial concerns but feel the underlying anxiety illness will be best dealt with by an outside agency due to the long term help required in this particular case.

EE065 ... Encouraged client to examine and understand his feelings before looking for solutions. Helped the client examine what they did know which helped defuse circle of panic... focus on things within their control. This aided confidence and helped with the decision process. The client perhaps has a better view of the wood now rather than just the trees.

GA016 ... taken aback at what came out of the session and it moved me , so much so that I was quite upset when the client had left. I actually shared my sadness with him... Perhaps I am feeling some of the client's frustration... strong feeling of imagery whilst he was explaining his beliefs, I could see pictures and as I am not particularly (visual) this puzzles me. Again, I shared my feelings and this reiterated that I had understood what my client was trying to tell me... wondering if I am picking up the client's sadness although on the surface he is quite "breezy"... need to look at why this client affected me in this way.

EF011 ... I found it difficult to set the contract and introduce myself properly because he kept interrupting to say how annoyed he was... I listened to the client and showed empathy. I also made it clear that I could not reverse the decision but that I would do my best to help him through it. This seemed to calm him... and as the session progressed I felt that his trust in me was increasing.

EF014 ... Once the client began his story, he had little difficulty in communicating. I know that I showed empathy in my responses... story told by the client disclosed many mixed feelings...I was able to explore some of these feelings and the scenarios leading to them... session was taken up with the client just telling the story. We ended ... by listing the various issues the client faced and by arranging a second meeting to pursue at least one of the issues... I considered that I had used empathy, advanced empathy and other challenging skills and had established a good rapport.

HL068 ... evident that talking about her issues, although she feels... (this is) necessary... still painful to her... Options explored with her...

IA058 ... My sense being drawn into a web of relationship problems. Client's guilt is strong, unclear if she can be objective.

XH078 ... an assessment of story, tried to understand and empathise, partially successful. Felt that some reserve (was) stopping sharing all emotions, but we made a start and arranged 2nd session.

CD042 ... session... difficult to begin with... kept jumping all over the place and was throwing snippets of info. in so quickly that it was hard to keep up... I eventually shared my thoughts with her. I said I found her hard to follow and wasn't sure I was able to grasp what her problems were... She said she was stressed but didn't know why. She slagged off the NHS counsellor... suggested I gathered a bit more chronological info. So the rest of the session was spent on paraphrasing, empathic responses + clarifying. She thought the session had gone well because I had listened and had demonstrated this...

EJ059 ... Client came with his mobile phone and wanted me to know he was... (a manager)... His sense of inadequacy transferred to me early on and I felt uncomfortable counselling him. I recognised it for what it was though and successfully managed it... first he would intellectualise his behaviour and experiences... then his feelings were given a chance to surface and ... he let go momentarily and cried. He didn't allow himself much relief though... summary at the end was received with... interest

EJ057 ... low self-esteem and lack of assertiveness revealed... By the end of the session she was fully engaging and able to express some anger... Further session arranged to look at stage 2 of Egan.

FD016 ... he needed someone to explain the changes to him clearly so that he could understand them. I suggested financial options to him. He made the choice. My hunch is that he needed to feel in control

IA060 ... is an awareness of feelings but difficulty in expressing them. Sense he is easily swayed/likes to please so emphasis on his ownership. A good chance for progress towards self control, not too sure if growth will take place.

FB060 ... got a very strong feeling of unfinished business between client and wife. He feels that he can't do much until he receives divorce petition so that he can see what she is citing (she won't tell him!). Talked a little about how he gains control of his future actions, rather than allowing her to make decisions. Felt a comfortable, productive session

HC047 ... explored a few avenues... The client had a "shopping list" of things he wanted from the session, and EC, most of which could be addressed by a workshop... Client had a particularly bad stammer which required me to concentrate very hard on what he was saying and not to step in and finish words/sentences.

FA061 ... client was not admitting to how she felt this had impacted on her role now as a wife and parent... tackled by asking the client if she felt this had impacted... she was not sure and therefore we discussed how she might find out for herself about this by asking them ... She felt uncomfortable at this suggestion but did not know why - but agreed to give it further consideration... prepared to own problems and work through her relationship(s) in the way that (she) reacts to them.

FA062 ... believe the client's agenda was something that was not achievable... wanted his old job back. Client was not willing to work with feelings... I guess would say that I did not understand his problem. Despite confirming several times to him and clarifying that I did understand the problem... I was "angry" that the client was abusing me to try to get something that he wanted which was not achievable, and point blank refusal from him to look at what this anger was doing and could this be addressed and dealt with. Client would not accept ownership of the problem... wanted me to sort it... don't feel over the moon about this case but accept that I did my best... discussed at supervision.

FA065 ... formed the impression that he wanted to ask deeper questions but was afraid to because his wife was present. Instead I answered general questions regarding pay, LDOS, completion of retirement forms, shares, incapacity benefit. I assured the client that if there were any other issues that he wanted to discuss in confidence I would be happy to do that.

FA066 ... hunch was that she played a support role to her husband who had lots of interests... and that as well as bereavement issues that still need to be addressed is the client's desire... to embark on a different role for herself that now does not involve her husband. At the first session the client appears to be reluctant and shows resistance to challenges when asked what she may do in the future - her focus is extremely narrow, almost agreeing whilst putting up excuses why she can't move forward. I feel that the client may move forward but it will be a long process. We need to take things along at a pace that is comfortable for the client, although there are signs that this will be slow and indeed she may never get there because of reluctance and resistance. But showed some positiveness in setting up and wanting to work with the contract.

FA068 ... Challenged and confirmed that these feelings are going on... wants wife back. But when challenged he does not know if he would change his behaviour ... "why should he?" ... Difficult for client to grasp that wife has moved on and this does not include him... does appear to want others to find solutions... therefore long term work will probably be needed in order to move client forward.

EE066 ... client appeared to find it difficult to verbalise his feelings and tended to stick to facts and smoke screening. Some probing was necessary to surface the result... using catastrophising was useful and gave me something tangible to work with.

EJ060 ... gave him opportunity to talk it through fully and by being non-judgemental helped him to get things back into perspective

FA063 ... Futures and options were discussed in some depth... hunch... that client is feeling on her own - confronted about this and confirmed by the client. Does not want to burden her family with her emotions and feelings because they will worry about her and this will make her feel worse. Effect on me - Quite happy to listen - does not want to hear suggestions - only thing that will make it better is securing a position in London. Refuses to contemplate either length of time this may take or fact she may not be able to secure and what other options does she have.

EK022 ... could identify with many of the problems client is experiencing but not sure how much I helped. he seemed to be well on the way to recovery, problems were beginning to be resolved but I felt there were deeper issues which I did not reach.

AD333 ... Only answered what he brought to the session... Not sure I opened it up enough... Suspect I met his need for now.

HH142 ... Client very hopeful of remission and recovery but illness quite advanced/mobility restricted... tried to encourage client to think of adaption to illness as problem solving, with him shifting emphasis onto difference interests according to illness so he could keep active.

GJ062 ... Even with the many traumatic experiences she has had, there was a sense of immaturity... She so far knows little about the disease and seems to still not be accepting it... I encouraged her to seek information from various sources... We have clearly been through stage 1 of Egan and am hoping she will become more active in dealing with the many practical issues in a proactive way.

FD011 ... seems to be unable to sort his problems - almost hanging on to them because that gives him contact with his wife and family... wonder how he can cope with his financial problems because it will mean letting go of parts of his old life. My hunch is that he will have to accept that problems can be looked at in another way... I stayed in stage 1 because he was so distressed.

GK035 ... We seemed to be at an early close so I summarised... using summaries as a primary tool and it worked. He was able to acknowledge the change his life is going through at present. He likes to be in control/plans... able to move forward when he has the financial advice.

EE068... client feels abandoned and let down... (by external therapist) ... I have firmly positioned our contract and we have discussed her expectations and my remit. The story is huge and endless, her feelings overpowering. A rapport is slowly building up, trust is a commodity in short supply for the client. My ability to remain unshocked and accepting has hopefully helped. I have no illusions that I can change this client's life but whatever I can do will be a bonus.

CE005 ... I get the hunch that he feels he is better than... (managers) are... I sensed a conflict within himself, fear of looking silly, setting himself up to be shot down... I reflected back and used some immediacy... (examples) ... I felt there was something else in the background and I asked him about family. Client made brief reference to an earlier issue for which he and his wife had received counselling. He was on a tight timescale which left me little opportunity to follow this up at this stage

XG013 ... was very aware of having 2 clients here. I involved them both, checking understanding, feelings and emotions... At this stage, the view of a way forward was blocked for the client until he heard that the case had been dropped (he saw no other alternative than this decision)... end of session, client was animated, responsive and articulate. Very different from start... came with wife to door to say goodbye to me and waved me off. I feel this to be a big step forward... Feelings displayed - Out of hiding. Exposure to external world (outside of front door).

EE070 ... client told her story and appeared to expect criticism. I felt she benefitted from the non-judgemental environment... Unless she finds the strength... to change her own behaviour nothing will change... her perception of where the responsibilities lie is out of balance at present... worked hard during the session to avoid giving advice, I feel the client has been given too much by others already - she needs to find her own path, even if it's a rocky one.

FB061 ... felt an initial "mask" from the client. Started to allow emotions to surface when she talked about... (lists) "Frightened" seemed to be the major lever point... a productive session and will hope to look at her feelings around her disease next time. Felt good rapport. Client starting to open up, and exploring issues other than initial wants (info. on Med. Ret.).

DA074 ... Let this guy talk freely of his frustration of being refused Release - firstly establishing with him that his feelings were "frustration" rather than "anger". We talked together of the logics of "where he is now"... Initially we gave time to going over the "perceived" problems, this was useful, as whilst he was going through them I was able to highlight that what he was telling me was a plus - a positive - he acknowledged that he hadn't given much consideration to that particular point

GA034 ... client was able to talk through the situation calmly and politely, very coherent. It felt like he was extremely well disciplined and had planned his life from an early age. In empathising with him, the conclusion seemed to be he had "loved too much". There were some silences and it felt like the client had "said his bit" and was now looking to me. I left a couple of silences and he did begin to talk again, but I took advantage of one to summarise. Pointed out to him that his "wants" were causing him distress, the reality is they are not being met. Hopefully, this may help move him on as he is STUCK and has been for six months. Reflecting back, maybe the silences were also causing me to feel STUCK.

GA031 ... It felt like some avoidance, he was fond of telling me how the Business was being run and my hunch was that things were not being said... client's wife was with us throughout the counselling and I felt OK with this...as session went on, however, it felt as if maybe she was a protection for him... Reflecting back, I wonder if her presence may impede the counselling, am I "laying blame" at her door. I need to be aware of this, it will prove uncomfortable if I avoid challenging to protect, I will be falling into the trap... I intend moving away from work issues and focusing on feelings, maybe taking a greater risk by using immediacy and sharing my feeling of protection.

GE034 ... Client was...from Stores. Luckily I was unaware of this...before he arrived, had I known it may have influenced my thinking prior to his arrival as he was nearly an hour late... I would have thought "typical" and labelled his behaviour as being what I expect from "warehouseman". As it was I was very understanding!... felt I wanted to go the extra mile for this client... only other tricky issue raised ... was when we discussed his outside interests. He is very involved in a ...support group ... and this took us into an area of potential conflict as he voiced the opinion that there were many support groups meeting womens' needs but not much for men. I'm afraid I attempted to justify why this was so, or maybe justify is too strong a word, I explained why this may be so although stopped short of voicing support for a particular viewpoint.

GA039... probed the reasons around his concerns... (perfectionism) ... Need to focus perhaps on his feelings around being confronted... left feeling aware that my client sees counselling perhaps as a "parent". A feeling of ... strong need to prove himself...

GA036 ... Used immediacy to acknowledge the blaming but challenged wife's role why did she not communicate her feelings to him. It felt like a "false" sense of blaming, something did not ring true... Strong feeling of me dealing with a child, reflecting back, I can maybe use this next time. "Woe is me syndrome"... client is a strong personality and my hunch is that if it does not suit him, he will not listen and I may feel impatient with him... My hunch is that he is extremely angry, his "mother" (wife) has left him. There is a need to say "Goodbye", I can help him with that... I need to be aware, also, that I am not another "mother", but I confess that I have no feelings maternally towards this client. I already feel myself becoming exasperated, I am anticipating him not using counselling, need to be aware of this.

HB112 ... she has come to point where she is feeling there is too much on plate. It made me wonder how I would cope in a similar situation... feel I would like to do more "constructive" things to help

XH085 ... very confused client who has been seeing a psychotherapist, some doubt as to whether this has helped or made worse. Tried to understand her feelings... only succeeded to a degree. Client constantly asking for "my opinion", seeking assurances and justification for actions/feelings. Confusing and not satisfactory.

XH086 ... Used all Egan in session, but little depth, only tackled presented problem. Scope for more work if client requires. Apparently satisfactory session but not certain if I was prepared to get inside client's F-O-R (frame of reference) to any degree

XH087 ... Client not ready to look at her situation in depth. Mainly "being there" and assuring her of my support.

DA075 ... went through ... contracting... in my mind so that all would be clear for her... We met and my mind was partially eased as we went over the initial preambles... As she talked of her dilemma - my recognition that I couldn't change this position for her created a cloud within myself but kept consciously to myself.

FD018 ... talks constantly. I feel this is to stop her emotions showing. She tries to be bright and cheery. I think there is a great deal of pain that she is running from... She is trying to make work her life. She is afraid to alter this. She has a great deal to be sad and angry about. She appears to be channeling all her energy into searching for a new job... I am not sure if she can change her present situation. She was not prepared to talk about her real problems. Only her work. I think the only feelings she allows herself go into are feelings about work. This obviously seems like a safer area to her. We stayed mainly in stage one. Next time I would like to gently challenge her on her feelings about her son.

FD023 ... My hunch is that he doesn't know who he is any more... He has come prepared to change his way of thinking. I was able to empathise with his loss being like a bereavement and the need to express his grief. This encouraged him to talk and feel understood.

FD019 ... Underneath I would imagine she must feel very frustrated. She's young, she has to rely on other people she can't do anything without thinking of the consequences... She has lost her independence... All the time she spoke she smiled. My hunch is that she is extremely unhappy and frustrated.

FD021 ... suspect there is guilt... (home/work balance) ... There is also guilt because they had IVF treatment - which he says is messing with nature and they now have 3 children instead of one. I tried to challenge his statement that he can cope with home as long as BT keeps him in his present post. I suggested that BT might be bearable if he was able to cope at home more... feels he... has to wait for other people to decide his future... prepared to accept ownership of his problems but it feels as if he is accepting retribution for something he did or didn't do earlier in the marriage.

GA042 ... client owned that she finds it difficult to say no, she is now at the "what about me" stage... It seemed towards the end of counselling that a "penny had dropped". In some instances when empathising, she did in fact contradict me, not in a nasty way.... So, it is odd that I feel as I do about the end of the session, that some insight had been gained... strong feeling that ... client will use counselling well. It was not appropriate at... (this) ...session to explore too deeply.

GA041 ... After listening to the client for quite a while, it felt like he wanted to be "good" and I shared this with him. He agreed that he strove to get things rights, there seemed to be no "grey" areas, very black and white... wondered about coping with stress before and noticed a plaque on wall depicting... client's marriage... Was this stressful?- he denied it. Part of me questions this and I now wonder why I did not challenge. It feels like I was being led away... client lost his own father in 1984 and my hunch is that there is some suppressed grieving, maybe it was brought back by the death of his stepfather... client did not want to arrange another visit, but agreed to contact me if necessary... left wondering about challenging, was I being led away and, if so, why did I allow it?

HF039 ... Asked him to take me through a typical day. No real recovery periods. He used to have them but has stopped, talked about reintroducing them... Spoke about his attack and the pressure it has put on his wife... Before we could begin our session together, I suggested a relaxation exercise to calm him down, he seemed quite agitated... My thoughts: Low self esteem. No eye contact - which seems to stem from nervousness.

AD334 ... Client recognised boundaries of counselling on further discussion... I am concerned she has not progressed... Client to consider value of PCT. Initial session defused her anger. Not sure where we go now. (To be discussed in supervision...)

GB013 ... I am having to work hard at keeping client going. He is quietly spoken and lacks any impact. Agrees with virtually anything said or suggested - seems unable at present to be capable of taking decisions. Using summaries, paraphrasing and reflections to try to get behind things he is saying. I feel he is hiding something emotionally.

FA073 ... This first session revolved around letting him vent feelings of anger ... feeling that it was an old record being replayed and that client did not want to change the record... I acknowledged that this was happening. What did this mean, could he change the situation - No! was reply; if not how did he feel he could cope with it... Initially the client could not own the problem, but neither did he feel that I could solve it and admitted that he may need to look at his coping and accepting the situation... therefore how was he going to deal with this. Agreed to contract to enable him to explore coping mechanisms etc., to make life easier for himself...

FA076 ... Connections made by me to her present concerns and how this ties in with "loss" of her father - this was confirmed by client... found the client immature and uncertain. The "immature" was not challenged by me, but the uncertainty was acknowledged and discussed openly

HF040 ... Talked about her manager's reaction to her situation - acknowledges what she's saying with a smile then changes the subject... thoughts: lacks confidence in herself

HF041 ... scared to make a stand and voice his needs... In case it upsets his wife. He is holding onto the possibility that she may end this relationship and in time go back to him... Unable to move forward because he is not ready to let go of the past. I challenged him on his perception of his behaviour.

EE071 ... double bereavement and still feeling huge waves of grief. This session mostly listening and staying with and acknowledging her pain and also giving affirmation that it's OK to feel the way she does and to try and accept that grief has no definitive timescales. Ongoing support offered in terms of listening and holding.

EE072 ... Listening, empathising and acknowledging that it was OK to talk to an EC about the issue helped the client considerably. Sorting out the practicable part of repaying the loan helped with the rest... Hopefully the session although not intense counselling really helped the client and gave some publicity and flag waving for the EC.

DD907 ... feel as if I understood the client's situation I don't think they will agree... He is angry at BT/and the system as a whole and see's me as BT. I challenged him as to why all of his anger is targetted at BT/and the system rather than individuals/local incidences. This I found to be a stumbling block. Due to this, I feel the client will think that I do not understand. At this point in time I think he will feel that he has not benefited from seeing me. I was aware of summarising /reflecting during the counselling session. Also helping the client to think about the positives and negatives of his current situation. I was conscious of holding back my ideas/suggestions + prompting the client for theirs.

GJ063 ... session was a time for her to clarify her thoughts and feelings. Hopefully this was done leaving her more able to help herself at the interview. Due to the disempowering nature of all that has happened to her she understandably felt weak and vulnerable, in fact guilty before the start. I felt that she had gained some strength, focus and balance and whatever the outcome there is much more work to be done in helping her recover from the trauma.

DD007 ... Made me feel guilty with own parental situation to which I can see no way of improving at present. I needed to put this to one side to help this client, to look objectively at her own life and future... Encouraged her to talk about what made her happy in her own world, what was she good at, what her ideal job would be. Was it achievable and what she could do to make things better for her. Challenged her to list her options and make an action plan to work through. She has accepted this challenge and will get in touch when ready. No contract made.

HF042 ... My thoughts: Tunnel vision. He wants to start work at 9.30 finish in time to pick children up from school. In return he will give up tea breaks/lunch breaks and SDO days. When you put an alternative to him he dismisses it and says he has already thought of that...

GK037 ... During the session I knew that I had heard all of this before and that there is no solution to all of the problems... Frustration here but not passed on to the client.

GK038 ... client advised me that they had seen an outside counsellor some time ago who had been useless, just kept saying it must be awful to work for BT. (unnerving for me - how good was this counsellor?). However, he seemed to gain confidence in me as I was able to summarise back to him, when he became lost in telling me his issues. Rapport was okay (he was very nervous to start with). I had to be honest with him about his choices of moving to another job in BT, with a poor sick record and possible APR of 5 on the horizon... He seemed relieved that I had not judged him in anyway (he's gay) and was able to be honest but supportive. He intends to ring for another appointment. I felt relieved at the end of the session considering his opening statement.

EJ072 ... appeared to be coping with her depression but I could sense she was very vulnerable. Gentle approach reassurance about me being there if she needs me. She is getting visits from the community practice nurse and sees her GP regularly

BA944 ... wanted to utilise myself to gain release from the company on personal issues... However, exploration ... did not put forward issues of a nature which would support his position. Reflected back to him his need to perhaps talk with his line management, about his feelings... My reflections on the session were that my position in the organisation was being tested out, perhaps in desperation. However, I am satisfied that my boundaries are reasonable in this area and that client's issues were offered the same respect as any other

BA048 ... Contract set for further two sessions, client goals to explore ways forward in her situation with outcome of action strategy... Session mainly cathartic. Lots of anger, bitterness. Self esteem low - sees self of little worth and value... hunch that communications in home have been a problem. Followed this up. Appears to have been unresolved issue for years. Also issues with children... Client shifting back all the time to solution. I had a feeling that I was being pressed for solutions... ended with focus on how she would facilitate her own move. What strengths/skills had she to offer

BA050 ... Hunch around client's need to feel in control. Possibly also what does she do for herself - who is she? Explored this. Feelings of being worthless, and letting people down. Guilt etc., I had a feeling of "super woman" here, pleasing everyone but not herself! I shared this feeling with her and it hit the spot. Hunch that much of this was from her values set. Explored this in conjunction with who is she? Again powerful interaction... have taken the case to supervision as I feel I have some of the client's behaviour in me, and I feel a need to explore my handling of the session... Contract set for 5 sessions. Client's expectation is to clarify what she wants from work and home. How then she achieves her goal.

BE001 ... session revealed several problem areas besides work. (Lists them) ... Further sessions planned and accepted by client. Felt she was quite shocked at what had been revealed in one session which (she) expressed when I summarised at end

BE002 ... Burned out?? I got the feeling early that he was keeping something back. However, did not feel it was the time to be congruent as it would have frightened him off... Very strong feeling of superiority from him. Tackled this by exposing some of his blind spots i.e. lack of knowledge of psychological effect of stress... Once we established the rapport the feelings were explored, guilt, fear, vulnerability etc., Wife joined us toward end. My invitation to make comment opened the dam. She berated her husband and then became extremely upset. It was not said but there appears to be a marital difficulty which I did not run away from, but the couple did not wish to pursue the matter at that time. Further appointment in 2 weeks.

EC040 ... extensive feelings to explore such as being helpless at his age... Tried to use his thoughts to reflect his condition in respect of medical retirement. Client asked to visualise fully the position he finds himself in and the enhanced terms on offer. That is, approx 10 & half years service (to go) and can he realistically give that length of service unbroken. Client responded he had not thought in those terms before. Through talking through the presenting problem the outlook in terms of "preferred scenario" changed and he was able to realistically focus on his long term position. Challenges used in respect of getting client to talk about how he could cope if he returned to work. What was happening for me was that I felt he had achieved so much by returning to work after his accident and surgery that he had lost sight of this achievement. It therefore needed reinforcing to support him.

GA044 ... TAPED SESSION - Discussed with Dave... client was coherent and very much "together" throughout the session. Towards the end, however, she became upset twice... felt like some avoidance and on one occasion defensiveness to work out why she went back. I feel that maybe I was too questioning too early. Did she feel pushed? I am also a little fearful that she may not come back as a result of my questions. I empathised and acknowledged her "inability to cope" summarising later in the session, bringing in the other things she had told me. My hunch is that my client does not want to look at why she has gone back and if so I must not get hooked into this... But maybe these things are my agenda, it really feels that I must stick to boundaries, if she is content to be a victim, I need to accept that... feels a very "professional" relationship... I like the client and was able to comfort her when she became upset by touching her gently on the knee. But, somehow, I do not feel "close". Maybe she is keeping me out and I am picking up the boundaries issue. Also, this may link to my anxiety that she will not come back.

GJ064 ... felt that future work would be easier if we based it upon a basis of understanding of Transactional Analysis so I gave her some basic information on this to read before our next session. Also one of the most pressing concerns is how her daughter is acting but due to lack of time was put off to the next session.

CD020 ... did not feel like a counselling session but once... procedures out of way client talked about her domestic situation. Lots of listening done with a few empathic responses to maintain rapport. Asked client how life could look a little better

CD021 ... felt that the client was embarrassed about her situation and shared this with her. She told me that she was very embarrassed and also felt guilty and ashamed. I reassured her that I wasn't there to judge but to help... suggested we look at how she had found herself in this situation. She described a life of always being "bailed out" by others either emotionally or financially. She was shocked when she realised this as she always considered herself independent.

CD023 ... Looked at what's different now and when did he start feeling "stressed"... Let him talk and talk - exercised all listening techniques and empathic responses. At the end of the session, client acknowledged that nothing had changed but he felt better. Further appointment to look at stress management.

CD031 ... Felt there was a lot going on for this client than she was letting on. Tried to "gently" probe. I wondered why she hadn't approached her manager about travelling difficulties. She inferred that she was intimidated by him, simply because he represented authority. I asked her what that was about. Eventually she told me that whilst at college she'd had an affair with her lecturer. She'd ended the relationship but he'd continued to harrass and follow her...

EF014 ... allowed him to follow his agenda (after the contracting) and he said that he would have contacted me anyway to submit a BTBF case on his behalf for assistance with the purchase of a wheelchair... All through the session I consciously reflected on his feelings as well as practical issues (something that I have identified as needing to be aware of and spend sufficient time on with clients). Although I understood all his feelings and difficulties I advised him that I believed BT would cease it's weekly payroll and I encouraged him to think of other options

CD036 ... not sure how the client felt about seeing me. I think he felt he had to. I found it hard to believe why he was so upset about his relationship splitting up. The way he told it the relationship sounded transient and trivial and only lasted about 3 months - he's obviously cut up about this or is there something else. I wondered with the client if it was more to do with "last hopes". He's 35 and wants to settle down and have children. He now feels this will never happen. Says he has financial difficulties but was very vague when challenged. May pursue this via next session as it seems to be important to him.

HB121 ... discussed his feelings and how he would like things to be. He had avoided talking about his children, but when he did, became very tearful. He agreed that he needs to take stronger role (step father apparently a problem) ... felt session went well as he was able to explore his feelings and made his own action plan.

HF046 ... My thoughts: She feels responsible and guilty that she can't make her father better. Therefore she feels she isn't doing enough. I tried to challenge her on this belief.

Appendix 5

Fictitious Counsellor Notes

Introduction

On the following pages are extracts from ten fictitious counsellor notes. Please help to verify and enhance the production of a scale designed to aid counsellor developmental process by marking each of the cases against each of the 14 criteria below. If a case shows evidence of an attribute please tick the appropriate box, otherwise mark 'neither' or 'don't know'. In other words, each category should have one response. Please don't discuss the exercise or your answers at this stage - There will be an opportunity to do this after the results have been analysed.

	<i>Type A notes</i>	<i>Type B notes</i>
Category 1	Report what occurred with no reference to evaluation or effect of skills use.	Evaluate impact of skills or core conditions in terms of within session outcome
Category 2	Describe physical or psychological features of self or client, feelings resulting from them, and their impact in the session	Describe physical or psychological features of self or client with no reference to the impact of them or the associated feelings
Category 3	Provide no reference to hunches held by counsellor or refer to hunches where counsellor withheld them from client.	Refer to counsellor hunches regarding the client, their problem situation or the likely outcome and justify where a hunch was not shared with the client
Category 4	Describe session in terms of development of case and refer to specific counsellor interventions which prompted development	Describe session in terms of linear development of case without referring to specific counsellor interventions which prompted development
Category 5	Focus on client with little or no reference to interventions	Focus on counsellor and refer to counsellor interventions with some evaluation of them
Category 6	Mention affective impact on client with little or no reference to interventions	Mention affective impact on counsellor and refer to counsellor interventions
Category 7	Mention cognitive impact on counsellor and refer to counsellor interventions	Mention cognitive impact on client with little or no reference to interventions
Category 8	Do not demonstrate awareness of breaches in personal boundaries or professional standards	Demonstrate awareness of breaches in personal boundaries or professional standards
Category 9	Take the form of counsellor observation on client or case	Take the form of counsellor describing initial impression of client, any intervention strategy followed, specific intervention leading to specific result, leading to specific intervention, result etc. etc.
Category 10	Refer to self or client development	Do not refer to self or client development
Category 11	Do not evaluate self or client development	Evaluate self or client development
Category 12	Do not mention referral of clients to more suitably qualified professionals or do so inappropriately	Mention referral to more suitably qualified professionals where appropriate
Category 13	Mention that 'client was taken to supervision' appropriately	Do not mention the 'taking of clients to supervision' or do so inappropriately
Category 14	Give little or no theoretical references	Refer to theory where appropriate which is consistent with practice.

Case 1

Although I was feeling tired and concerned about my ability to listen effectively, I agreed to see the client as I was due to go on leave that evening. On reflection, I don't believe that this affected my ability but I was aware, after the session that I would not be able to see any more clients that day and render them effective counselling.

The client was a tall man in his mid 30's with longish hair and tattoos on his lower arms. His nose, which was rather crooked, was pierced and I was having to work hard at first to not pre-judge him - I don't think I succeeded and when he told me he was up on drug charges for possessing 'H', I was not surprised. I began the session with the usual contract and 'How can I help you?' and he started by saying that he was concerned about the company finding out about him being charged. I re-iterated the contract and we discussed how he might handle the company as he accepted that they'd find out eventually from the papers and it was probably better to tell them himself.

I sensed that there was something he wasn't telling me from the way he was almost hesitant in giving replies - It felt like he was saying non-verbally ' yes... but this is why I really came...' After about 20 minutes of the session we had covered the practical's & I shared this hunch with him by saying 'Although we seem to have discussed what you came with, your hesitancy makes me feel like there is something else that's troubling you' and he broke down. I felt pleased in a way but his sobbing got to me and his pain was tangible. I touched the back of his hand to show I was there for him and he made eye contact briefly. I told him to take his time and tried to reassure him that it was OK to let go. In time he said that he'd not cried like that since he was a child and I felt almost privileged that he had felt able to cry with me. It also made me feel a little guilty about my earlier preconceptions and pleased that I'd recognised the potential danger of them. He told me that he had had a test for HIV and was expecting the result in a few days. He was due to see his NHS counsellor after the results and we therefore discussed what we saw as my future role with him (supportive only)

Although in terms of Egan, we were in stage 1, the sobbing and my touching his hand was straight out of TA (him child/me nurturing parent) and I'm sure that despite my early reservations both about my tiredness and preconceptions did not get in the way of me being there for him and being able to be congruent enough to share my hunches. A satisfying, if sad, way to end before annual leave.

Please tick each appropriate box using the scale on the first page

	Type A notes	Type B Notes	Neither Type A nor Type B	Don't Know
Category 1				
Category 2				
Category 3				
Category 4				
Category 5				
Category 6				
Category 7				
Category 8				
Category 9				
Category 10				
Category 11				
Category 12				
Category 13				
Category 14				

Case 2

The client arrived for the session ten minutes late and I was a bit annoyed as I'd travelled back to the office to see her as she'd said it was urgent.

She told me that she was about to be evicted from her mortgaged house and proceeded to pull the court papers from a scruffy looking envelope. There were many debts - power £260, gas £87, mortgage arrears £2700, council tax £396, Dixons: HIFI £145, Cooker £64 Comet: TV £238, Car loan (Ford Credit) £346 arrears £1700 outstanding, Catalogue (Kays) clothes & furnishings £238, Furniture Warehouse (settee) £ 452, PC World (computer) £743. The papers indicated that the building Soc. Had entered previous agreements which she'd broken and there seemed to be separate court orders from different courts for the mortgage, Ford credit and Furniture Warehouse. Referred her to Federated Credit.

Please tick each appropriate box using the scale on the first page

	Type A notes	Type B Notes	Neither Type A nor Type B	Don't Know
Category 1				
Category 2				
Category 3				
Category 4				
Category 5				
Category 6				
Category 7				
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Category 9				
Category 10				
Category 11				
Category 12				
Category 13				
Category 14				

Case 3

Lady advised to see me by her manager. Has had time off with ongoing health issue which I have advised her to talk through with OHS. Manager is to refer her on. She is also undergoing break-up of relationship - talked through her feelings of anger and we looked at a number of possible ways forward. She has a problem with accommodation due to the house sale and the ensuing financial split. She has her solicitor's support. She talked of the move from Preston and setting up home here with a new partner. Her support network remains in Preston. I Urged her to pursue something for herself and we looked at how she could develop a social life for herself.

We talked of her work companions and the support that they could give, emotionally. She told me she likes her job and considers it valuable. We talked of this with regard to her absences from work and she said that some days she just couldn't be bothered to come in.

Offered ongoing counselling/support - no appointment arranged.

Please tick each appropriate box using the scale on the first page

	Type A notes	Type B Notes	Neither Type A nor Type B	Don't Know
Category 1				
Category 2				
Category 3				
Category 4				
Category 5				
Category 6				
Category 7				
Category 8				
Category 9				
Category 10				
Category 11				
Category 12				
Category 13				
Category 14				

Case 4

Main problem was that he felt due consideration had not been shown to him by his manger in respect of his personal problems. He had been doing a job on a trial basis as a redeployee and he felt the training within the function had not been adequate. He had been told he wasn't suitable for the role and had been returned to his former post (as a redeployee). At present he is awaiting the outcome of an interview for another job. He feels in limbo and suffers with loss of self esteem. We worked on his self esteem and this helped to motivate and encourage him.

Counselled re personal issues: His daughter lives with his ex-wife in Exeter and he is concerned about his access to her. This is being pursued via the court and a social worker is involved. He is separated from his present partner but he didn't want to talk of this issue.

I suggested he speak with Equal Ops. if felt dealings unfair within his working environment.

I explained my role and asked if he wished us to have further meetings. He agreed to this but was disappointed that I had no influence to bring to bear to get him a job or to authorise time-out. I explained special leave facilities and that this was authorised by his manager on an case by case basis. Although I explained the criteria he wasn't clear in what he was asking for, so I didn't become any the wiser. Perhaps our next appointment will help clarify this.

Please tick each appropriate box using the scale on the first page

	Type A notes	Type B Notes	Neither Type A nor Type B	Don't Know
Category 1				
Category 2				
Category 3				
Category 4				
Category 5				
Category 6				
Category 7				
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Category 10				
Category 11				
Category 12				
Category 13				
Category 14				

Case 5

The client was encouraged to see me by her manager (who has also been a client)

She was unsure of the future but now she had realised that the unit would close and she agreed that she needed to be pro-active. Her self esteem had suffered since she took redeployment status but she knew that she wanted to update her CV.

Rather than deal with her CV, I felt it would help her to imagine the future and to understand the help and support that is available to her i.e. Employee Counselling, Line Manager, Mock Interviews at Kents Hill etc., She seemed to grow in confidence as we covered this as she began to recognise how other people had moved on.

She has an excellent APR and a reasonable 1st draft CV. Her manager is very helpful and supportive and with my help she was able to produce a plan of action. We intend to cover interviewing techniques at our next session in two weeks.

She had moved a long way in the hour and seemed much more positive about the future.

Please tick each appropriate box using the scale on the first page

	Type A notes	Type B Notes	Neither Type A nor Type B	Don't Know
Category 1				
Category 2				
Category 3				
Category 4				
Category 5				
Category 6				
Category 7				
Category 8				
Category 9				
Category 10				
Category 11				
Category 12				
Category 13				
Category 14				

Case 6

The client is on sick leave with depression. Although the doctor thinks this is work related, the client said other things are contributing.

The client feels unable to cope with the pressures that he thinks are placed on him by the company. He accepted that his expectations of himself may be causing his current state of health. I empathised with him about having to achieve and always do more. He accepted that he had always had to reach targets and always had "1s" & "2s" on his APRs.

It felt like some there was some avoidance of the truth was occurring as he seemed to be telling me how badly the business was being run over and over again and my hunch was that things were not being said.

The client's wife was with us throughout the counselling and I felt OK with this, she helped by being attentive but non-interfering. As the session went on, however, it felt as if maybe she was a sort of protection for him. She has cancer and she told me she was diagnosed in 1996. I asked how the couple had felt after being given the diagnosis and they were shocked, but they had coped by looking for a cure together.

On reflection, I wondered if her presence had impeded the counselling but by focusing on feelings and by using immediacy through sharing that I felt he was holding back the session was productive.

Please tick each appropriate box using the scale on the first page

	Type A notes	Type B Notes	Neither Type A nor Type B	Don't Know
Category 1				
Category 2				
Category 3				
Category 4				
Category 5				
Category 6				
Category 7				
Category 8				
Category 9				
Category 10				
Category 11				
Category 12				
Category 13				
Category 14				

Case 7

The client is on sick leave after having three epileptic fits in just over a year. It has been suggested by the GP that they are stress related.

After listening to the client for quite a while, it felt like he was trying to be a 'good client'. I shared this with him. He agreed that he strove to get things rights, there seemed to be no "grey" areas only stark black and white.

We talked through difficulties at work and I am not sure now if there was some resistance in him to discussing whether he also tried to be 'good' at everything.

The fits had all happened just before a stressful event (death of father, death of mother, moving house). I wondered about how he'd coped before the fits and asked him how he'd coped when he got married four years ago. He said it was fine and that there'd been no problems. Part of me questions this and I now wonder why I did not challenge because it feels like I was being led away from what for him was a frightening area.

The client did not want to arrange another visit, but agreed to contact me if necessary. I was quite surprised. Perhaps he feels a 'not good enough' client.

I am left wondering about challenging, was I being led away and if so why did I allow it?

Please tick each appropriate box using the scale on the first page

	Type A notes	Type B Notes	Neither Type A nor Type B	Don't Know
Category 1				
Category 2				
Category 3				
Category 4				
Category 5				
Category 6				
Category 7				
Category 8				
Category 9				
Category 10				
Category 11				
Category 12				
Category 13				
Category 14				

Case 8

Whilst I feel as if I understood the client's situation I don't think he would necessarily agree.

He see's counselling as part of the company which he is very angry at.

I challenged him as to why all of his anger is targeted at the organisation in general rather than some particular individuals or procedure within it. The client did not answer the question but proceeded to generalise by saying things like '...they're all tarred with the same brush...' and so on. Because of his anger and reluctance to look at the underlying issues, I think that the client will probably say that I did not understand him.

I was aware of summarising and reflecting things to him during the session, so I can't see what else I could have done. Although I tried to get him to look at the pro's and con's of his current redeployment situation, he repeatedly said that it wasn't his fault and it was up to the company to sort something out. However, he did accept that it was not all negatives and he has agreed to a 3 session contract to try to build a new scenario for himself.

We began some work on possible futures in the first session and I was conscious of holding back my ideas/suggestions + prompting him for his.

Please tick each appropriate box using the scale on the first page

	Type A notes	Type B Notes	Neither Type A nor Type B	Don't Know
Category 1				
Category 2				
Category 3				
Category 4				
Category 5				
Category 6				
Category 7				
Category 8				
Category 9				
Category 10				
Category 11				
Category 12				
Category 13				
Category 14				

Case 9

Client's presenting issues were around work. In particular his feelings about CSIP and works manager. Also we covered his feelings around the possible redundancy situation in his unit.

He presented as wanting to get me to support his application for release on the grounds of personal problems but, after discussing his situation, I had to tell him that there was nothing that he'd said that would help me to support his request. I suggested that his best line might be to speak to his manager about his feelings and so on.

During the session it felt like my position in the organisation was being tested out and it seemed that I was his 'last chance'. However, I am satisfied that my boundaries are reasonable in this area and that client's issues were offered the same respect as any other client.

Please tick each appropriate box using the scale on the first page

	Type A notes	Type B Notes	Neither Type A nor Type B	Don't Know
Category 1				
Category 2				
Category 3				
Category 4				
Category 5				
Category 6				
Category 7				
Category 8				
Category 9				
Category 10				
Category 11				
Category 12				
Category 13				
Category 14				

Case 10

Problems with badly broken leg following fall from bus. Litigation against bus company is going on and she is on long term sick leave. She wanted to know how BT might manage her situation and what, if any, her options were.

At first it didn't feel like a counselling session but once medical retirement procedures were out of the way the client began to talk about her domestic situation.

Told me that she is divorced, and receives very little support, financial or otherwise from her ex-husband. She has two daughters, one at university and largely self-supporting with no problems and one teenage daughter at home who is having major problems. The client told me that she's concerned for her younger daughter who suffers rejection constantly from the father. I listened well & made a few empathic responses to main rapport. I asked the client how life could look a little better and this seemed to open things up. She talked about financial problems and I agreed that a referral to the BTBF was appropriate.

Further appointment to be scheduled.

Please tick each appropriate box using the scale on the first page

	Type A notes	Type B Notes	Neither Type A nor Type B	Don't Know
Category 1				
Category 2				
Category 3				
Category 4				
Category 5				
Category 6				
Category 7				
Category 8				
Category 9				
Category 10				
Category 11				
Category 12				
Category 13				

Appendix 6

Locus of control measure sent to all counsellors at research site

The locus of control measures that follow are from Levenson's (1981) work designed to demonstrate the influence of internality, chance and powerful others. The second measure is a modified version for the specific research site where the first person has been replaced with the word 'client' and the tense amended accordingly.

The extract from the covering letter, which follows, shows the main text of the letter. The beginning was concerned with thanking counsellors for cards received during a prolonged sick-absence.

Extract from Covering Letter

"... As some of you will know, the work that I've been doing at Cranfield is concerned with the development of counsellors and it has already produced some interesting results. The next stage is concerned with how some of the answers on casework management relate to the way that clients and counsellors see the world.

I would be most grateful if you would take the time to complete the scales herewith and **return them direct to me**. All results will be treated in confidence and it will not be possible to identify an individual counsellor once the information has been analysed. The scales originally came from some fairly extensive research about the way people in general perceive the world and, as such, there are no right or wrong answers.

I am happy to provide feedback to anyone completing the measure after the data have been analysed. Please contact me by phone (01908 368689) if you would like feedback.

In order to process the data, it would be appreciated if completed forms could be posted to arrive no later than 25th April 1997. An addressed label is attached for your convenience.

Thank-you in anticipation

Dave Upton"

Please mark the extent to which you agree or disagree with each of the statements below using the following scale:

	-3	-2	-1	0	+1	+2	+3
	Strongly disagree	Disagree	Slightly disagree	Neither agree nor disagree	Slightly agree	Agree	Strongly agree
1. Whether or not I get to be a leader depends mostly on my ability.							1
2. To a great extent my life is controlled by accidental happenings.							2
3. I feel like what happens in my life is most determined by powerful people.							3
4. Whether or not I get into a car accident depends mostly on how good a driver I am.							4
5. When I make plans, I am almost certain to make them work.							5
6. Often there is no chance of protecting my personal interests from bad luck happenings.							6
7. When I get what I want, it's usually because I'm lucky.							7
8. Although I might have good ability, I will not be given leadership responsibility without appealing to those in positions of power.							8
9. How many friends I have depends on how nice a person I am.							9
10. I have often found that what is going to happen will happen.							10
11. My life is chiefly controlled by powerful others.							11
12. Whether or not I get into a car accident is mostly a matter of luck.							12
13. People like myself have very little chance of protecting our personal interests when they conflict with those of strong pressure groups.							13
14. It's not always wise for me to plan too far ahead because many things turn out to be a matter of good or bad fortune.							14
15. Getting what I want requires pleasing those people above me.							15
16. Whether or not I get to be a leader depends on whether I'm lucky enough to be in the right place at the right time.							16
17. If important people were to decide they didn't like me, I probably wouldn't make many friends.							17
18. I can pretty much determine what will happen in my life.							18
19. I am usually able to protect my personal interests.							19
20. Whether or not I get into a car accident depends mostly on the other driver.							20
21. When I get what I want, it's usually because I worked hard for it.							21
22. In order to have my plans work, I make sure that they fit in with the desires of people who have power over me.							22
23. My life is determined by my own actions.							23
24. It's chiefly a matter of fate whether or not I have a few or many friends							24

Please mark the extent to which you agree or disagree with each of the statements below using the following scale:

Please write the two letter code you use for casework management here..... (e.g BA)

	-3	-2	-1	0	+1	+2	+3
	Strongly disagree	Disagree	Slightly disagree	Neither agree nor disagree	Slightly agree	Agree	Strongly agree
1. Whether or not a client gets to be a leader depends mostly on ability.							1
2. To a great extent client's lives are controlled by accidental happenings.							2
3. What happens in client's lives is most determined by powerful people.							3
4. Whether or not a client gets into a car accident depends mostly on how good a driver they are.							4
5. When clients make plans, they are almost certain to make them work.							5
6. Often there is no chance of protecting client's personal interests from bad luck happenings.							6
7. When a client gets what they want, it's usually because they're lucky.							7
8. Although a client might have good ability, they will not be given leadership responsibility without appealing to those in positions of power.							8
9. How many friends a client has depends on how nice a person they are.							9
10. Clients often believe that what is going to happen will happen.							10
11. Client's lives are chiefly controlled by powerful others.							11
12. Whether or not a client gets into a car accident is mostly a matter of luck.							12
13. Clients have very little chance of protecting their personal interests when they conflict with those of strong pressure groups.							13
14. It's not always wise for clients to plan too far ahead because many things turn out to be a matter of good or bad fortune.							14
15. Getting what a client wants requires pleasing those people above them.							15
16. Whether or not a client gets to be a leader depends on whether they're lucky enough to be in the right place at the right time.							16
17. If important people were to decide they didn't like a client, they probably wouldn't make many friends.							17
18. Clients can pretty much determine what will happen in their lives.							18
19. Clients are usually able to protect their personal interests.							19
20. Whether or not a client gets into a car accident depends mostly on the other driver							20
21. When a client gets what they want, it's usually because they worked hard for it.							21
22. In order to have their plans work, clients should make sure that they fit in with the desires of people who have power over them.							22

Please mark the extent to which you agree or disagree with each of the statements below using the following scale:

-3	-2	-1	0	+1	+2	+3
Strongly disagree	Disagree	Slightly disagree	Neither agree nor disagree	Slightly agree	Agree	Strongly agree

23. Clients lives are determined by their own actions. 23

24. It's chiefly a matter of fate whether or not a client has a few or many friends24

Appendix 7

Casework management forms used in main study

The forms used as the basis for the casework management approach are shown on the following pages. The forms were printed onto coloured A3 card and folded to give a four sided document. The client form was printed on buff coloured card and the counsellor version on green card to facilitate the inputting of the data.

The client's covering letter took up the first side of the client form, whereas the counsellor questionnaire began on the first page, leaving two blank sides for counsellor notes.

In order to obtain the desired effect of making the questionnaire appear to be shorter than it was, typesetting was changed from normal document layout and the questions were fitted to the page so that in the majority of cases two questions appeared side by side. The possible variations available with modern desktop publishing systems enabled a considerable amount of experimentation with different typefaces as well as different page layouts and the typefaces chosen were aimed at providing visual clarity from both a respondent's and coder's point of view.

Inevitably, there were trade-offs between making the questions fit into the desired space and the visual impact that different type faces or layouts yielded and so the final product could be described as something of a compromise.

Finally, two points made in the main text are worth reiterating. First, the use of several pilot studies can seem as though a great deal of effort is being expended with very little to show for it. However, through a series of pilots, the forms on the following pages changed markedly. Changes to question wording, possible answer categories, layout and routing instructions on the final forms would not have been possible had the pilot studies not been used to improve the overall design. This is not to say that the forms could not be further improved. The issues regarding the way that numerous items were wrongly coded as 'other', mentioned in the main text, attests to the fact that the design still had a range of flaws even after the pilot studies had been carefully reviewed. However, the temptation to rush from design to getting the final data sampled is one that should be avoided at all costs, no matter how frustrating it may be.

Secondly, in the design and production stages it can seem that data analysis will be straightforward and so little attention is paid to it, particularly where 'mirror questionnaires' are being used. It can appear that there are enough problems in ensuring that the data are matched between the two forms or, at any rate that any differences are acknowledged. However, time given to considering the way that data might be analysed is not only the 'correct' way to proceed but also likely threats to the data can be assessed and considered. For example, in much counselling research, repeated measures issues are present and what can be a very serious threat to a whole study can be avoided or accounted for by giving due consideration at an early point in the work.

TEXT BOUND INTO THE SPINE

BT Employee Counselling Survey

The form you have been given by your counsellor is an important part of our service and not just another questionnaire aimed simply at producing statistics. Please take a few minutes to read this note and to complete the form. This note explains the background, how we will use the data and outlines the choice you can make about what happens to the form when you return it to us. **Even though you are not identifiable from the form, all individual answers are treated in confidence. No-one apart from your counsellor will be able to identify you.** The measures derived from the forms in the survey will be used to improve the service.

Background to the survey

Part of the role of a Counsellor is about making sure that they can see the world as the client sees it. This is very difficult to measure unless we ask the client (you!) and this is where the forms come in. Another aspect of the service where the forms can help, is to see if we are providing the level of service that people expect. Most of the questions on the form are aimed at finding out your opinions on these issues. The following items may help to clear up any questions or queries you have:

What happens to my form and what is it for?

Your counsellor should write a case number on the form before they give it to you. This number is made up of the last two letters of the counsellor's Occupational Unit Code (OUC) (Their duty reference) and then a three digit number that increases with every case with which the counsellor deals. The counsellor alone has your name and is able to work out how a case number relates to a particular person. No-one else is able to do this.

When you have completed the form, it should be posted in the pre-paid, addressed envelope provided for you by the counsellor. When it's received it is recorded by a dedicated Employee Counselling support person and the responses from all the forms are used to produce measures of client satisfaction.

What happens to the form itself, when you have taken the information from it?

If you do not wish your form to be returned to your counsellor, please mark the form accordingly. Otherwise, it will be returned to the originating counsellor after processing and kept with any other relevant casenotes. If you do not wish the counsellor to see your answers, and have said so on the form, then once the general information has been extracted from it, it will be shredded.

What will you do with the information from the forms?

We intend to act on the measures derived from all the forms in order to develop the service. For example, if no-one in a particular area had said that they learnt about the service through one of our posters (question 2 on the form), we might need to consider if enough posters were visible. If a lot of people said that they weren't able to get an appointment in a reasonable time, we would need to look into why there had been a delay, and so on.

The information on the forms is also used to try to ensure that counsellors receive the development and training that they need. The information on the types of problem that counsellors are dealing with can help us to arrange appropriate training and other answers are used to ensure that counsellors receive development. Counsellor training and development is an integral part of the job (whether in BT or private practice) and the survey is one way of ensuring that appropriate support is provided to enable effective counselling. We intend to develop our service to be the best that's available in an industrial setting and your completed form will help us to achieve this goal.

We realise that many organisations ask you to complete questionnaires and that it's easy to forget or to throw the form away, but your answers are important to us. Please spend a few minutes answering the questions and return the form in the pre-paid envelope provided.

☐ Please tick this box if you do not want your counsellor to see your answers

Thank-you in anticipation of your co-operation

BT Employee Counselling Client Form

Date: / / Case Number:
(Date and Casenumber to be completed by counsellor)

1. My Division..... (1st 3 digits of OUC)

{Please enter 'Pen' if you are a pensioner or the dependant of a pensioner. If you are the dependant of a BT Employee, please write 'Dep' as your division.)

2. I learnt about Employee Counselling through:
(Please Circle one only)

- | | |
|---------------|-----------------------------|
| 1) Poster | 6) A talk from a Counsellor |
| 2) BT Today | 7) A colleague/Friend |
| 3) Job News | 8) Occupational Health |
| 4) Connect | 9) Other * |
| 5) My Manager | *If "Other" please specify: |

3. Before Counselling my MAIN difficulties seemed to be:
(Please Circle any that apply)

- | | |
|---------------------------|-------------------------------|
| 1) Work relationships | 9) Divorce/Separation/Marital |
| 2) Work organisation | 10) Elderly Parents |
| 3) Work/domestic conflict | 11) Other relationship |
| 4) Work performance | 12) Finding job/CV/Interview |
| 5) Stress | 13) Retirement |
| 6) Financial problems | 14) Health |
| 7) Bereavement | 15) Pensions Centre enquiry |
| 8) Alcohol or drugs | 16) Other - Please Specify: |

4. I Contacted the counsellor :
(Please Circle one only)

- 1) Direct (Please go to question 8 after reading the text in the box below)
- 2) Via the Call Reception (0800 number)
(Please go to question 5)
- 3) Via someone else (E.g. Manager/Union)
(Please Go to question 8 after reading the text in the box below)

Please use the scales below to rate your responses to the next set of questions. Circle the number that most closely matches your opinion. For example, if you strongly agree that the reception staff were courteous and helpful, you would put a circle around 1. If you strongly disagree, you would circle the 7 and if you felt somewhere in between you would circle one of the other numbers.

EXAMPLE: The Call Reception staff were courteous and helpful

Strongly Agree							Strongly Disagree
1	2	3	4	5	6	7	

The circle round the figure 4 indicates that you neither agree nor disagree that the call reception staff were courteous and helpful. Now try these:

5. I found it easy to contact Employee Counselling

Strongly Agree						Strongly Disagree
1	2	3	4	5	6	7

Not applicable ☐ (E.g. Contacted direct)

6. If you answered question 5 by marking 5, 6 or 7, what problems did you have in contacting the service?
(Please tick any that apply)

- | | |
|-------------------------------------|------------------------------------|
| 1) Couldn't find phone number | 2) Line was always engaged |
| 3) Call not answered quickly enough | 4) Opening hours were inconvenient |
| 5) Other - Please specify: | 6) Not applicable |

7. The Call Reception staff were courteous and helpful 8. I was able to get an appointment in a reasonable time

Strongly Agree						Strongly Disagree
1	2	3	4	5	6	7

Not applicable ☐ (E.g. Contacted direct)

Strongly Agree						Strongly Disagree
1	2	3	4	5	6	7

Not applicable ☐ (E.g. Telephone Counselling)

9. My Counsellor explained that the session would be completely confidential unless there was a serious breach of the law or BT rules.

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

10. My Counsellor seemed to understand my problem(s)

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

11. My Counsellor seemed to understand my feelings

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

12. My Counsellor provided me with advice and or guidance

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

12i. If your counsellor provided advice or guidance, how effective was it?

Very effective 1 2 3 4 5 6 7 Not at all effective

12ii. If you were unhappy with any advice or guidance, please say what you were unhappy with:

13. My Counsellor accepted me as I am

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

14. My Counsellor encouraged me to make my own decisions

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

15. My Counsellor showed me respect

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

16. My problems were affecting my work performance

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

17. My problems were NOT affecting my home life

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

18. I feel that I have benefited from counselling

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

19. If I needed help in the future I would make another appointment

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

20. I would NOT recommend Employee Counselling to a colleague

Strongly Agree 1 2 3 4 5 6 7 Strongly Disagree

With questions 21 & 22 please circle the appropriate answer:

21. I have spoken to the Counsellor about this problem:

1) once 2) twice 3) three times
4) four times 5) five times 6) more than five times

22. Please tell us if you intend to make another appointment:

1) I have made or intend to make another appointment
2) I do not intend to make another appointment
3) Don't Know

23. Thank you for taking the time to complete this form. Your answers will help us to improve and maintain the service we provide. If you have any other comments, please use the space below.

Please post your completed form in the addressed, pre-paid envelope provided by the counsellor.

Employee Counselling Counsellor Form (Please circle the appropriate answer about the client/session)

a. Date: / / b. Casenumber: c. New / Ongoing d. Telephone / Face-Face

1. Age: 1) 21 or below 2) 22-30 3) 31-40 4) 41-50 5) 51-60 6) 61 or above 2. Gender: 1) Male 2) Female

3. Grade group 1) Engineering technical (T2b, T2a, T1, TO, ST, Labourer) 8) Sales non-manager
 2) Clerical (GA, CA, CO, Commo, TSL, Computing) 9) Operator grade
 3) MPG1-4 10) Photoprint grade
 4) PCG 11) Other Employee -GRADE:
 5) SMG 12) Pensioner
 6) Motor Transport 13) Dependant
 7) Sales Management 14) Other non-employee - Please specify:

4. Division: (1st 3 digits of OUC) _ _ _
 (For Pensioner or dependant of a pensioner enter 'pen'. For dependant of an employee enter 'dep' and for a non-employee who is neither enter 'non'.)

5. The clients MAIN difficulties seemed to be:
 (Please Circle any that apply)

1) Work relationships	7b) Death in Service	13) Retirement
2) Work organisation	7c) Death of pensioner	14a) Physical health
3) Work/domestic conflict	7a) Bereavement (other)	14b) Mental health
4) Work performance	8) Alcohol or drugs	14c) Self Esteem
5a) Stress self/mgr referral	9) Divorce/sep/marital	15) Pensions centre enquiry
5b) Stress OHS referral	10) Elderly Parents	16) Other - Please specify:
5c) Stress GP/Other referral	11) Other Relationship	
6) Financial problems	12) Redundancy/Redeployment	

Please use the scales below to rate your responses to the questions. Circle the number that most closely matches your opinion. For example, if you strongly agree that the reception staff were courteous and helpful, you would put a circle around 1. If you strongly disagree, you would circle the 7 and if you felt somewhere in between you would circle one of the other numbers.

EXAMPLE:

The Call Reception staff were courteous and helpful

Strongly Agree		Strongly Disagree
1	2 3 4 5 6 7	

The circle around the 4 indicates that you neither agree nor disagree that the CRU staff were courteous & helpful

Now try the questions below

6. The client was able to get an appointment in a reasonable amount of time.
 (Mark 1, if client seen immediately without appt.)

Strongly Agree		Strongly Disagree
1	2 3 4 5 6 7	

7. I explained that the session would be completely confidential unless there was a serious breach of the law or BT rules.

Strongly Agree		Strongly Disagree
1	2 3 4 5 6 7	

6.i Not applicable ☐ (E.g Telephone Counselling)

8. I understood the client's problem(s)

Strongly Agree Strongly Disagree
1 2 3 4 5 6 7

9. I understood the client's feelings

Strongly Agree Strongly Disagree
1 2 3 4 5 6 7

12. I provided the client with advice and or guidance

Strongly Agree Strongly Disagree
1 2 3 4 5 6 7

13. I found it hard to accept the client

Strongly Agree Strongly Disagree
1 2 3 4 5 6 7

14. I encouraged the client to make his/her own decisions

Strongly Agree Strongly Disagree
1 2 3 4 5 6 7

15. The client would say that I showed him/her respect

Strongly Agree Strongly Disagree
1 2 3 4 5 6 7

16. The client's problems were affecting work performance

Strongly Agree Strongly Disagree
1 2 3 4 5 6 7

17. The client's problems were NOT affecting their home life

Strongly Agree Strongly Disagree
1 2 3 4 5 6 7

18. The client benefited from talking to me

Strongly Agree Strongly Disagree
1 2 3 4 5 6 7

19. If the client needed help in the future they would make another appointment

Strongly Agree Strongly Disagree
1 2 3 4 5 6 7

20. The client would NOT recommend Employee Counselling to a colleague

Strongly Agree Strongly Disagree
2 3 4 5 6 7

21. I have spoken to this client on this issue:

1) Once 4) Four times
2) Twice 5) Five times
3) Three times 6) More than five times

22. The client has made or intends to make another appointment

1) Yes 2) No 3) Don't Know

23. If further appointments are expected, how many do you think will be needed?
(Only answer this if your answer to question 22 is 'yes')

1) one 2) two 3) three
4) four 5) five 6) more than five times

24. The client has been referred to another agency

1) GP 2) OHS 3) Other: (E.g. CAB/ Solicitor/ Relate) Please Specify.....

Question twenty five was titled 'Counsellor Notes' and two A4 sides were provided for this purpose.

Appendix 8 **Data from Process/Development notes trial**

Table 1. Correlation Coefficients between counsellors (counsellor 1 = var001)

	VAR001	VAR002	VAR003	VAR004	VAR005	VAR006
VAR001	1.0000 (190) P= .	.4633 (190) P= .000	.1191 (190) P= .102	.1128 (190) P= .121	.3604 (190) P= .000	.4426 (190) P= .000
VAR002	.4633 (190) P= .000	1.0000 (190) P= .	.1417 (190) P= .051	.1899 (190) P= .009	.3680 (190) P= .000	.2767 (190) P= .000
VAR003	.1191 (190) P= .102	.1417 (190) P= .051	1.0000 (190) P= .	.2967 (190) P= .000	.0946 (190) P= .194	.2824 (190) P= .000
VAR004	.1128 (190) P= .121	.1899 (190) P= .009	.2967 (190) P= .000	1.0000 (190) P= .	.1559 (190) P= .032	.0675 (190) P= .355
VAR005	.3604 (190) P= .000	.3680 (190) P= .000	.0946 (190) P= .194	.1559 (190) P= .032	1.0000 (190) P= .	.2283 (190) P= .002
VAR006	.4426 (190) P= .000	.2767 (190) P= .000	.2824 (190) P= .000	.0675 (190) P= .355	.2283 (190) P= .002	1.0000 (190) P= .
VAR007	.2561 (190) P= .000	.2677 (190) P= .000	.1637 (190) P= .024	.1515 (190) P= .037	.2658 (190) P= .000	.2587 (190) P= .000
VAR008	.2651 (190) P= .000	.2849 (190) P= .000	-.0981 (190) P= .178	.1849 (190) P= .011	.2357 (190) P= .001	.0411 (190) P= .573
VAR009	.1882 (190) P= .009	.1597 (190) P= .028	.0347 (190) P= .635	.0303 (190) P= .678	.2823 (190) P= .000	.1841 (190) P= .011
VAR010	.3308 (190) P= .000	.3123 (190) P= .000	.1682 (190) P= .020	.0566 (190) P= .438	.1658 (190) P= .022	.3534 (190) P= .000
VAR011	.4696 (190) P= .000	.3409 (190) P= .000	.1551 (190) P= .033	.0269 (190) P= .712	.3710 (190) P= .000	.3915 (190) P= .000
VAR012	.2592 (190) P= .000	.3275 (190) P= .000	.0515 (190) P= .480	.1780 (190) P= .014	.2108 (190) P= .004	.2497 (190) P= .001
VAR013	.1082 (190) P= .137	.1697 (190) P= .019	.1976 (190) P= .006	.1646 (190) P= .023	.2539 (190) P= .000	.2412 (190) P= .001
VAR014	.3407 (190) P= .000	.4444 (190) P= .000	.0625 (190) P= .392	.2094 (190) P= .004	.4137 (190) P= .000	.2629 (190) P= .000
VAR015	.2445 (190) P= .001	.2296 (190) P= .001	.0909 (190) P= .212	.2268 (190) P= .002	.3927 (190) P= .000	.2725 (190) P= .000
VAR016	.1423 (190) P= .050	.1198 (190) P= .100	.3666 (190) P= .000	.1275 (190) P= .080	.0720 (190) P= .324	.3178 (190) P= .000
VAR017	.2191 (190) P= .002	.1888 (190) P= .009	.2029 (190) P= .005	.0655 (190) P= .369	.1221 (190) P= .093	.3194 (190) P= .000
VAR018	.3323 (190) P= .000	.2926 (190) P= .000	.1839 (190) P= .011	.1775 (190) P= .014	.3619 (190) P= .000	.3309 (190) P= .000
VAR019	.1486 (190) P= .041	.1441 (190) P= .047	.1400 (190) P= .054	.0254 (190) P= .728	.1456 (190) P= .045	.1648 (190) P= .023

Table 1 continued

	VAR007	VAR008	VAR009	VAR010	VAR011	VAR012
VAR001	.2561 (190) P= .000	.2651 (190) P= .000	.1882 (190) P= .009	.3308 (190) P= .000	.4696 (190) P= .000	.2592 (190) P= .000
VAR002	.2677 (190) P= .000	.2849 (190) P= .000	.1597 (190) P= .028	.3123 (190) P= .000	.3409 (190) P= .000	.3275 (190) P= .000
VAR003	.1637 (190) P= .024	-.0981 (190) P= .178	.0347 (190) P= .635	.1682 (190) P= .020	.1551 (190) P= .033	.0515 (190) P= .480
VAR004	.1515 (190) P= .037	.1849 (190) P= .011	.0303 (190) P= .678	.0566 (190) P= .438	.0269 (190) P= .712	.1780 (190) P= .014
VAR005	.2658 (190) P= .000	.2357 (190) P= .001	.2823 (190) P= .000	.1658 (190) P= .022	.3710 (190) P= .000	.2108 (190) P= .004
VAR006	.2587 (190) P= .000	.0411 (190) P= .573	.1841 (190) P= .011	.3534 (190) P= .000	.3915 (190) P= .000	.2497 (190) P= .001
VAR007	1.0000 (190) P= .	.1584 (190) P= .029	.1663 (190) P= .022	.1981 (190) P= .006	.3097 (190) P= .000	.2328 (190) P= .001
VAR008	.1584 (190) P= .029	1.0000 (190) P= .	.1634 (190) P= .024	.1225 (190) P= .092	.2944 (190) P= .000	.2036 (190) P= .005
VAR009	.1663 (190) P= .022	.1634 (190) P= .024	1.0000 (190) P= .	.2266 (190) P= .002	.2561 (190) P= .000	.3722 (190) P= .000
VAR010	.1981 (190) P= .006	.1225 (190) P= .092	.2266 (190) P= .002	1.0000 (190) P= .	.3335 (190) P= .000	.3192 (190) P= .000
VAR011	.3097 (190) P= .000	.2944 (190) P= .000	.2561 (190) P= .000	.3335 (190) P= .000	1.0000 (190) P= .	.2475 (190) P= .001
VAR012	.2328 (190) P= .001	.2036 (190) P= .005	.3722 (190) P= .000	.3192 (190) P= .000	.2475 (190) P= .001	1.0000 (190) P= .
VAR013	.2529 (190) P= .000	.0818 (190) P= .262	.2439 (190) P= .001	.1154 (190) P= .113	.1136 (190) P= .119	.3724 (190) P= .000
VAR014	.3364 (190) P= .000	.2797 (190) P= .000	.2849 (190) P= .000	.3743 (190) P= .000	.3467 (190) P= .000	.4411 (190) P= .000
VAR015	.2579 (190) P= .000	.2154 (190) P= .003	.4089 (190) P= .000	.1907 (190) P= .008	.3534 (190) P= .000	.2990 (190) P= .000
VAR016	.1953 (190) P= .007	.0151 (190) P= .837	-.0147 (190) P= .841	.1628 (190) P= .025	.1148 (190) P= .115	.2469 (190) P= .001
VAR017	.3038 (190) P= .000	.2158 (190) P= .003	.1842 (190) P= .011	.2082 (190) P= .004	.2498 (190) P= .001	.2620 (190) P= .000
VAR018	.1865 (190) P= .010	.2201 (190) P= .002	.2078 (190) P= .004	.3220 (190) P= .000	.3516 (190) P= .000	.2258 (190) P= .002
VAR019	-.0280 (190) P= .701	.1496 (190) P= .039	.0843 (190) P= .248	.2020 (190) P= .005	.1601 (190) P= .027	.2148 (190) P= .003

(Coefficient / (Cases) / 2-tailed Significance)

Table 1 continued

	VAR013	VAR014	VAR015	VAR016	VAR017	VAR018
VAR001	.1082 (190) P= .137	.3407 (190) P= .000	.2445 (190) P= .001	.1423 (190) P= .050	.2191 (190) P= .002	.3323 (190) P= .000
VAR002	.1697 (190) P= .019	.4444 (190) P= .000	.2296 (190) P= .001	.1198 (190) P= .100	.1888 (190) P= .009	.2926 (190) P= .000
VAR003	.1976 (190) P= .006	.0625 (190) P= .392	.0909 (190) P= .212	.3666 (190) P= .000	.2029 (190) P= .005	.1839 (190) P= .011
VAR004	.1646 (190) P= .023	.2094 (190) P= .004	.2268 (190) P= .002	.1275 (190) P= .080	.0655 (190) P= .369	.1775 (190) P= .014
VAR005	.2539 (190) P= .000	.4137 (190) P= .000	.3927 (190) P= .000	.0720 (190) P= .324	.1221 (190) P= .093	.3619 (190) P= .000
VAR006	.2412 (190) P= .001	.2629 (190) P= .000	.2725 (190) P= .000	.3178 (190) P= .000	.3194 (190) P= .000	.3309 (190) P= .000
VAR007	.2529 (190) P= .000	.3364 (190) P= .000	.2579 (190) P= .000	.1953 (190) P= .007	.3038 (190) P= .000	.1865 (190) P= .010
VAR008	.0818 (190) P= .262	.2797 (190) P= .000	.2154 (190) P= .003	.0151 (190) P= .837	.2158 (190) P= .003	.2201 (190) P= .002
VAR009	.2439 (190) P= .001	.2849 (190) P= .000	.4089 (190) P= .000	-.0147 (190) P= .841	.1842 (190) P= .011	.2078 (190) P= .004
VAR010	.1154 (190) P= .113	.3743 (190) P= .000	.1907 (190) P= .008	.1628 (190) P= .025	.2082 (190) P= .004	.3220 (190) P= .000
VAR011	.1136 (190) P= .119	.3467 (190) P= .000	.3534 (190) P= .000	.1148 (190) P= .115	.2498 (190) P= .001	.3516 (190) P= .000
VAR012	.3724 (190) P= .000	.4411 (190) P= .000	.2990 (190) P= .000	.2469 (190) P= .001	.2620 (190) P= .000	.2258 (190) P= .002
VAR013	1.0000 (190) P= .	.2679 (190) P= .000	.1867 (190) P= .010	.1655 (190) P= .023	.2546 (190) P= .000	.1410 (190) P= .052
VAR014	.2679 (190) P= .000	1.0000 (190) P= .	.3435 (190) P= .000	.1400 (190) P= .054	.2541 (190) P= .000	.2992 (190) P= .000
VAR015	.1867 (190) P= .010	.3435 (190) P= .000	1.0000 (190) P= .	.0900 (190) P= .217	.1713 (190) P= .018	.2692 (190) P= .000
VAR016	.1655 (190) P= .023	.1400 (190) P= .054	.0900 (190) P= .217	1.0000 (190) P= .	.3061 (190) P= .000	.0621 (190) P= .394
VAR017	.2546 (190) P= .000	.2541 (190) P= .000	.1713 (190) P= .018	.3061 (190) P= .000	1.0000 (190) P= .	.2115 (190) P= .003
VAR018	.1410 (190) P= .052	.2992 (190) P= .000	.2692 (190) P= .000	.0621 (190) P= .394	.2115 (190) P= .003	1.0000 (190) P= .
VAR019	.2514 (190) P= .000	.2735 (190) P= .000	.0993 (190) P= .173	.0991 (190) P= .174	.0335 (190) P= .647	.3090 (190) P= .000
(Coefficient / (Cases) / 2-tailed Significance)						

Table 1 continued

VAR001	VAR019 .1486 (190) P= .041
VAR002	.1441 (190) P= .047
VAR003	.1400 (190) P= .054
VAR004	.0254 (190) P= .728
VAR005	.1456 (190) P= .045
VAR006	.1648 (190) P= .023
VAR007	-.0280 (190) P= .701
VAR008	.1496 (190) P= .039
VAR009	.0843 (190) P= .248
VAR010	.2020 (190) P= .005
VAR011	.1601 (190) P= .027
VAR012	.2148 (190) P= .003
VAR013	.2514 (190) P= .000
VAR014	.2735 (190) P= .000
VAR015	.0993 (190) P= .173
VAR016	.0991 (190) P= .174
VAR017	.0335 (190) P= .647
VAR018	.3090 (190) P= .000
VAR019	1.0000 (190) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Data from Process/Development notes trial. Correlations within each case between statement groups 1 – 14 (E.g. case1a1= case 1, statement group 1 & case 2a3= case 2 statement group 3 etc.)

Table 2: CASE 1

	CASE1A1	CASE1A2	CASE1A3	CASE1A4	CASE1A5	CASE1A6
CASE1A1	1.0000 (19) P= .	.0556 (19) P= .821	.1021 (19) P= .678	.0808 (19) P= .742	.0000 (19) P=1.000	.0000 (19) P=1.000
CASE1A2	.0556 (19) P= .821	1.0000 (19) P= .	-.1021 (19) P= .678	.6872 (19) P= .001	-.7265 (19) P= .000	-.7265 (19) P= .000
CASE1A3	.1021 (19) P= .678	-.1021 (19) P= .678	1.0000 (19) P= .	-.1485 (19) P= .544	.4449 (19) P= .056	.0000 (19) P=1.000
CASE1A4	.0808 (19) P= .742	.6872 (19) P= .001	-.1485 (19) P= .544	1.0000 (19) P= .	-.5286 (19) P= .020	-.5286 (19) P= .020
CASE1A5	.0000 (19) P=1.000	-.7265 (19) P= .000	.4449 (19) P= .056	-.5286 (19) P= .020	1.0000 (19) P= .	.5000 (19) P= .029
CASE1A6	.0000 (19) P=1.000	-.7265 (19) P= .000	.0000 (19) P=1.000	-.5286 (19) P= .020	.5000 (19) P= .029	1.0000 (19) P= .
CASE1A7	-.4358 (19) P= .062	.0415 (19) P= .866	.4384 (19) P= .060	-.0830 (19) P= .735	.2714 (19) P= .261	-.1357 (19) P= .580
CASE1A8	.0205 (19) P= .934	-.0205 (19) P= .934	-.2764 (19) P= .252	.2538 (19) P= .294	-.2683 (19) P= .267	.0000 (19) P=1.000
CASE1A9	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .
CASE1A10	.1910 (19) P= .434	.0358 (19) P= .884	-.3508 (19) P= .141	-.1129 (19) P= .645	-.1561 (19) P= .523	.1561 (19) P= .523
CASE1A11	.1074 (19) P= .662	-.1074 (19) P= .662	-.5543 (19) P= .014	-.1563 (19) P= .523	-.2006 (19) P= .410	.2006 (19) P= .410
CASE1A12	-.3294 (19) P= .169	-.4069 (19) P= .084	.1542 (19) P= .528	-.3242 (19) P= .176	.2534 (19) P= .295	.5067 (19) P= .027
CASE1A13	-.2845 (19) P= .238	-.1313 (19) P= .592	.2680 (19) P= .267	-.1911 (19) P= .433	.0000 (19) P=1.000	.2862 (19) P= .235
CASE1A14	-.0556 (19) P= .821	.0556 (19) P= .821	.1021 (19) P= .678	.0808 (19) P= .742	.0000 (19) P=1.000	.0000 (19) P=1.000

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 2 continued

	CASE1A7	CASE1A8	CASE1A9	CASE1A10	CASE1A11	CASE1A12
CASE1A1	-.4358 (19) P= .062	.0205 (19) P= .934	. (19) P= .	.1910 (19) P= .434	.1074 (19) P= .662	-.3294 (19) P= .169
CASE1A2	.0415 (19) P= .866	-.0205 (19) P= .934	. (19) P= .	.0358 (19) P= .884	-.1074 (19) P= .662	-.4069 (19) P= .084
CASE1A3	.4384 (19) P= .060	-.2764 (19) P= .252	. (19) P= .	-.3508 (19) P= .141	-.5543 (19) P= .014	.1542 (19) P= .528
CASE1A4	-.0830 (19) P= .735	.2538 (19) P= .294	. (19) P= .	-.1129 (19) P= .645	-.1563 (19) P= .523	-.3242 (19) P= .176
CASE1A5	.2714 (19) P= .261	-.2683 (19) P= .267	. (19) P= .	-.1561 (19) P= .523	-.2006 (19) P= .410	.2534 (19) P= .295
CASE1A6	-.1357 (19) P= .580	.0000 (19) P=1.000	. (19) P= .	.1561 (19) P= .523	.2006 (19) P= .410	.5067 (19) P= .027
CASE1A7	1.0000 (19) P= .	-.3487 (19) P= .143	. (19) P= .	-.4079 (19) P= .083	-.4098 (19) P= .081	.2352 (19) P= .332
CASE1A8	-.3487 (19) P= .143	1.0000 (19) P= .	. (19) P= .	.4319 (19) P= .065	.4986 (19) P= .030	.2576 (19) P= .287
CASE1A9	. (19) P= .	. (19) P= .	1.0000 (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .
CASE1A10	-.4079 (19) P= .083	.4319 (19) P= .065	. (19) P= .	1.0000 (19) P= .	.6329 (19) P= .004	.3413 (19) P= .153
CASE1A11	-.4098 (19) P= .081	.4986 (19) P= .030	. (19) P= .	.6329 (19) P= .004	1.0000 (19) P= .	.3317 (19) P= .165
CASE1A12	.2352 (19) P= .332	.2576 (19) P= .287	. (19) P= .	.3413 (19) P= .153	.3317 (19) P= .165	1.0000 (19) P= .
CASE1A13	.3311 (19) P= .166	.2586 (19) P= .285	. (19) P= .	-.0047 (19) P= .985	.0907 (19) P= .712	.4885 (19) P= .034
CASE1A14	.1556 (19) P= .525	.0205 (19) P= .934	. (19) P= .	-.2626 (19) P= .277	-.1841 (19) P= .451	.0387 (19) P= .875

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 2 continued

	CASE1A13	CASE1A14
CASE1A1	-.2845 (19) P= .238	-.0556 (19) P= .821
CASE1A2	-.1313 (19) P= .592	.0556 (19) P= .821
CASE1A3	.2680 (19) P= .267	.1021 (19) P= .678
CASE1A4	-.1911 (19) P= .433	.0808 (19) P= .742
CASE1A5	.0000 (19) P=1.000	.0000 (19) P=1.000
CASE1A6	.2862 (19) P= .235	.0000 (19) P=1.000
CASE1A7	.3311 (19) P= .166	.1556 (19) P= .525
CASE1A8	.2586 (19) P= .285	.0205 (19) P= .934
CASE1A9	. (19) P= .	. (19) P= .
CASE1A10	-.0047 (19) P= .985	-.2626 (19) P= .277
CASE1A11	.0907 (19) P= .712	-.1841 (19) P= .451
CASE1A12	.4885 (19) P= .034	.0387 (19) P= .875
CASE1A13	1.0000 (19) P= .	-.2845 (19) P= .238
CASE1A14	-.2845 (19) P= .238	1.0000 (19) P= .

Table 3: CASE 2

	CASE2A1	CASE2A2	CASE2A3	CASE2A4	CASE2A5	CASE2A6
CASE2A1	1.0000 (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .
CASE2A2	. (19) P= .	1.0000 (19) P= .	.3944 (19) P= .095	-.2236 (19) P= .357	-.1800 (19) P= .461	-.0872 (19) P= .723
CASE2A3	. (19) P= .	.3944 (19) P= .095	1.0000 (19) P= .	.1512 (19) P= .537	.2869 (19) P= .234	-.1160 (19) P= .636
CASE2A4	. (19) P= .	-.2236 (19) P= .357	.1512 (19) P= .537	1.0000 (19) P= .	.3680 (19) P= .121	-.2120 (19) P= .384
CASE2A5	. (19) P= .	-.1800 (19) P= .461	.2869 (19) P= .234	.3680 (19) P= .121	1.0000 (19) P= .	-.0908 (19) P= .712
CASE2A6	. (19) P= .	-.0872 (19) P= .723	-.1160 (19) P= .636	-.2120 (19) P= .384	-.0908 (19) P= .712	1.0000 (19) P= .
CASE2A7	. (19) P= .	-.0556 (19) P= .821	-.1409 (19) P= .565	-.2236 (19) P= .357	-.1800 (19) P= .461	.3269 (19) P= .172
CASE2A8	. (19) P= .	-.0762 (19) P= .756	.5413 (19) P= .017	.3410 (19) P= .153	.4236 (19) P= .071	.0935 (19) P= .704
CASE2A9	. (19) P= .	-.0911 (19) P= .711	.3276 (19) P= .171	.2667 (19) P= .270	.7246 (19) P= .000	-.0658 (19) P= .789
CASE2A10	. (19) P= .	.2160 (19) P= .374	.4571 (19) P= .049	.1512 (19) P= .537	.0391 (19) P= .874	.1989 (19) P= .414
CASE2A11	. (19) P= .	-.3144 (19) P= .190	.2777 (19) P= .250	.2858 (19) P= .236	.1409 (19) P= .565	.0358 (19) P= .884
CASE2A12	. (19) P= .	-.3968 (19) P= .093	.4467 (19) P= .055	.4259 (19) P= .069	.3196 (19) P= .182	.0280 (19) P= .909
CASE2A13	. (19) P= .	.0710 (19) P= .773	.2777 (19) P= .250	.2858 (19) P= .236	.1409 (19) P= .565	-.6445 (19) P= .003
CASE2A14	. (19) P= .	-.1021 (19) P= .678	.0690 (19) P= .779	.4564 (19) P= .049	-.0315 (19) P= .898	.0300 (19) P= .903

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 3 continued

	CASE2A7	CASE2A8	CASE2A9	CASE2A10	CASE2A11	CASE2A12
CASE2A1	(. 19) P= .	(. 19) P= .	(. 19) P= .	(. 19) P= .	(. 19) P= .	(. 19) P= .
CASE2A2	-.0556 (19) P= .821	-.0762 (19) P= .756	-.0911 (19) P= .711	.2160 (19) P= .374	-.3144 (19) P= .190	-.3968 (19) P= .093
CASE2A3	-.1409 (19) P= .565	.5413 (19) P= .017	.3276 (19) P= .171	.4571 (19) P= .049	.2777 (19) P= .250	.4467 (19) P= .055
CASE2A4	-.2236 (19) P= .357	.3410 (19) P= .153	.2667 (19) P= .270	.1512 (19) P= .537	.2858 (19) P= .236	.4259 (19) P= .069
CASE2A5	-.1800 (19) P= .461	.4236 (19) P= .071	.7246 (19) P= .000	.0391 (19) P= .874	.1409 (19) P= .565	.3196 (19) P= .182
CASE2A6	.3269 (19) P= .172	.0935 (19) P= .704	-.0658 (19) P= .789	.1989 (19) P= .414	.0358 (19) P= .884	.0280 (19) P= .909
CASE2A7	1.0000 (19) P= .	-.3177 (19) P= .185	-.2485 (19) P= .305	-.1409 (19) P= .565	-.1217 (19) P= .620	-.0952 (19) P= .698
CASE2A8	-.3177 (19) P= .185	1.0000 (19) P= .	.6308 (19) P= .004	.4189 (19) P= .074	.4942 (19) P= .031	.4902 (19) P= .033
CASE2A9	-.2485 (19) P= .305	.6308 (19) P= .004	1.0000 (19) P= .	.0882 (19) P= .720	.2313 (19) P= .341	.1810 (19) P= .458
CASE2A10	-.1409 (19) P= .565	.4189 (19) P= .074	.0882 (19) P= .720	1.0000 (19) P= .	.5709 (19) P= .011	.4467 (19) P= .055
CASE2A11	-.1217 (19) P= .620	.4942 (19) P= .031	.2313 (19) P= .341	.5709 (19) P= .011	1.0000 (19) P= .	.7825 (19) P= .000
CASE2A12	-.0952 (19) P= .698	.4902 (19) P= .033	.1810 (19) P= .458	.4467 (19) P= .055	.7825 (19) P= .000	1.0000 (19) P= .
CASE2A13	-.1217 (19) P= .620	.0974 (19) P= .691	-.0272 (19) P= .912	-.0154 (19) P= .950	.3667 (19) P= .123	.2869 (19) P= .234
CASE2A14	-.1021 (19) P= .678	.3035 (19) P= .207	.1217 (19) P= .620	.0690 (19) P= .779	.4845 (19) P= .036	.3791 (19) P= .109

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 3 continued

	CASE2A13	CASE2A14
CASE2A1	(. 19) P= .	(. 19) P= .
CASE2A2	.0710 (19) P= .773	-.1021 (19) P= .678
CASE2A3	.2777 (19) P= .250	.0690 (19) P= .779
CASE2A4	.2858 (19) P= .236	.4564 (19) P= .049
CASE2A5	.1409 (19) P= .565	-.0315 (19) P= .898
CASE2A6	-.6445 (19) P= .003	.0300 (19) P= .903
CASE2A7	-.1217 (19) P= .620	-.1021 (19) P= .678
CASE2A8	.0974 (19) P= .691	.3035 (19) P= .207
CASE2A9	-.0272 (19) P= .912	.1217 (19) P= .620
CASE2A10	-.0154 (19) P= .950	.0690 (19) P= .779
CASE2A11	.3667 (19) P= .123	.4845 (19) P= .036
CASE2A12	.2869 (19) P= .234	.3791 (19) P= .109
CASE2A13	1.0000 (19) P= .	.4845 (19) P= .036
CASE2A14	.4845 (19) P= .036	1.0000 (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 4: CASE 3

	CASE3A1	CASE3A2	CASE3A3	CASE3A4	CASE3A5	CASE3A6
CASE3A1	1.0000 (19) P= .	-.1984 (19) P= .415	.7750 (19) P= .000	-.3338 (19) P= .163	-.1151 (19) P= .639	.3119 (19) P= .194
CASE3A2	-.1984 (19) P= .415	1.0000 (19) P= .	.0766 (19) P= .755	-.2275 (19) P= .349	-.3510 (19) P= .141	-.0705 (19) P= .774
CASE3A3	.7750 (19) P= .000	.0766 (19) P= .755	1.0000 (19) P= .	-.1485 (19) P= .544	-.1485 (19) P= .544	.4024 (19) P= .088
CASE3A4	-.3338 (19) P= .163	-.2275 (19) P= .349	-.1485 (19) P= .544	1.0000 (19) P= .	.4412 (19) P= .059	.3188 (19) P= .183
CASE3A5	-.1151 (19) P= .639	-.3510 (19) P= .141	-.1485 (19) P= .544	.4412 (19) P= .059	1.0000 (19) P= .	.4781 (19) P= .038
CASE3A6	.3119 (19) P= .194	-.0705 (19) P= .774	.4024 (19) P= .088	.3188 (19) P= .183	.4781 (19) P= .038	1.0000 (19) P= .
CASE3A7	-.1195 (19) P= .626	-.0700 (19) P= .776	-.0095 (19) P= .969	.1357 (19) P= .580	.3506 (19) P= .141	.4289 (19) P= .067
CASE3A8	.1419 (19) P= .562	-.0458 (19) P= .852	.1831 (19) P= .453	-.0518 (19) P= .833	.1450 (19) P= .554	-.0561 (19) P= .819
CASE3A9	.1777 (19) P= .467	-.4831 (19) P= .036	.0478 (19) P= .846	.3974 (19) P= .092	.3974 (19) P= .092	.2307 (19) P= .342
CASE3A10	.4689 (19) P= .043	-.0499 (19) P= .839	.6051 (19) P= .006	-.0564 (19) P= .819	-.3242 (19) P= .176	.1528 (19) P= .532
CASE3A11	.7750 (19) P= .000	.0766 (19) P= .755	.6042 (19) P= .006	-.3837 (19) P= .105	-.1485 (19) P= .544	.4024 (19) P= .088
CASE3A12	.1840 (19) P= .451	.0193 (19) P= .937	.0276 (19) P= .911	-.0820 (19) P= .739	.2296 (19) P= .344	.3555 (19) P= .135
CASE3A13	.1560 (19) P= .524	.2153 (19) P= .376	.4845 (19) P= .036	.2435 (19) P= .315	.2435 (19) P= .315	.5999 (19) P= .007
CASE3A14	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 4 continued

	CASE3A7	CASE3A8	CASE3A9	CASE3A10	CASE3A11	CASE3A12
CASE3A1	-.1195 (19) P= .626	.1419 (19) P= .562	.1777 (19) P= .467	.4689 (19) P= .043	.7750 (19) P= .000	.1840 (19) P= .451
CASE3A2	-.0700 (19) P= .776	-.0458 (19) P= .852	-.4831 (19) P= .036	-.0499 (19) P= .839	.0766 (19) P= .755	.0193 (19) P= .937
CASE3A3	-.0095 (19) P= .969	.1831 (19) P= .453	.0478 (19) P= .846	.6051 (19) P= .006	.6042 (19) P= .006	.0276 (19) P= .911
CASE3A4	.1357 (19) P= .580	-.0518 (19) P= .833	.3974 (19) P= .092	-.0564 (19) P= .819	-.3837 (19) P= .105	-.0820 (19) P= .739
CASE3A5	.3506 (19) P= .141	.1450 (19) P= .554	.3974 (19) P= .092	-.3242 (19) P= .176	-.1485 (19) P= .544	.2296 (19) P= .344
CASE3A6	.4289 (19) P= .067	-.0561 (19) P= .819	.2307 (19) P= .342	.1528 (19) P= .532	.4024 (19) P= .088	.3555 (19) P= .135
CASE3A7	1.0000 (19) P= .	.1354 (19) P= .580	.2674 (19) P= .268	-.1409 (19) P= .565	-.1903 (19) P= .435	.6138 (19) P= .005
CASE3A8	.1354 (19) P= .580	1.0000 (19) P= .	.3650 (19) P= .124	-.0248 (19) P= .920	.1831 (19) P= .453	-.0270 (19) P= .913
CASE3A9	.2674 (19) P= .268	.3650 (19) P= .124	1.0000 (19) P= .	-.1973 (19) P= .418	.0478 (19) P= .846	.2269 (19) P= .350
CASE3A10	-.1409 (19) P= .565	-.0248 (19) P= .920	-.1973 (19) P= .418	1.0000 (19) P= .	.3797 (19) P= .109	.0105 (19) P= .966
CASE3A11	-.1903 (19) P= .435	.1831 (19) P= .453	.0478 (19) P= .846	.3797 (19) P= .109	1.0000 (19) P= .	.0276 (19) P= .911
CASE3A12	.6138 (19) P= .005	-.0270 (19) P= .913	.2269 (19) P= .350	.0105 (19) P= .966	.0276 (19) P= .911	1.0000 (19) P= .
CASE3A13	.2043 (19) P= .401	.2184 (19) P= .369	.1923 (19) P= .430	.3184 (19) P= .184	.4845 (19) P= .036	.0329 (19) P= .894
CASE3A14	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .	. (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 4 continued

	CASE3A13	CASE3A14
CASE3A1	.1560 (19) P= .524	. (19) P= .
CASE3A2	.2153 (19) P= .376	. (19) P= .
CASE3A3	.4845 (19) P= .036	. (19) P= .
CASE3A4	.2435 (19) P= .315	. (19) P= .
CASE3A5	.2435 (19) P= .315	. (19) P= .
CASE3A6	.5999 (19) P= .007	. (19) P= .
CASE3A7	.2043 (19) P= .401	. (19) P= .
CASE3A8	.2184 (19) P= .369	. (19) P= .
CASE3A9	.1923 (19) P= .430	. (19) P= .
CASE3A10	.3184 (19) P= .184	. (19) P= .
CASE3A11	.4845 (19) P= .036	. (19) P= .
CASE3A12	.0329 (19) P= .894	. (19) P= .
CASE3A13	1.0000 (19) P= .	. (19) P= .
CASE3A14	. (19) P= .	1.0000 (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 5: CASE 4

	CASE4A1	CASE4A2	CASE4A3	CASE4A4	CASE4A5	CASE4A6
CASE4A1	1.0000 (19) P= .	-.0698 (19) P= .777	.0949 (19) P= .699	-.6447 (19) P= .003	.0538 (19) P= .827	-.0415 (19) P= .866
CASE4A2	-.0698 (19) P= .777	1.0000 (19) P= .	.4461 (19) P= .056	.2117 (19) P= .384	.2605 (19) P= .281	.5213 (19) P= .022
CASE4A3	.0949 (19) P= .699	.4461 (19) P= .056	1.0000 (19) P= .	.2224 (19) P= .360	-.2505 (19) P= .301	.0154 (19) P= .950
CASE4A4	-.6447 (19) P= .003	.2117 (19) P= .384	.2224 (19) P= .360	1.0000 (19) P= .	-.0991 (19) P= .687	-.0824 (19) P= .737
CASE4A5	.0538 (19) P= .827	.2605 (19) P= .281	-.2505 (19) P= .301	-.0991 (19) P= .687	1.0000 (19) P= .	.3470 (19) P= .145
CASE4A6	-.0415 (19) P= .866	.5213 (19) P= .022	.0154 (19) P= .950	-.0824 (19) P= .737	.3470 (19) P= .145	1.0000 (19) P= .
CASE4A7	.1512 (19) P= .537	.2606 (19) P= .281	-.0228 (19) P= .926	.1218 (19) P= .619	-.2236 (19) P= .357	.2071 (19) P= .395
CASE4A8	-.1998 (19) P= .412	.0751 (19) P= .760	.2505 (19) P= .301	.1981 (19) P= .416	-.6074 (19) P= .006	.1100 (19) P= .654
CASE4A9	.4227 (19) P= .071	-.1190 (19) P= .628	-.1875 (19) P= .442	-.4449 (19) P= .056	-.0742 (19) P= .763	.1620 (19) P= .508
CASE4A10	-.0373 (19) P= .880	.1619 (19) P= .508	.3503 (19) P= .141	.2137 (19) P= .380	.2986 (19) P= .214	.0964 (19) P= .695
CASE4A11	.3646 (19) P= .125	-.0415 (19) P= .866	.3488 (19) P= .143	.1862 (19) P= .445	-.1243 (19) P= .612	-.2196 (19) P= .366
CASE4A12	-.0921 (19) P= .708	.3175 (19) P= .185	.0000 (19) P=1.000	.0000 (19) P=1.000	.3963 (19) P= .093	.6590 (19) P= .002
CASE4A13	-.3320 (19) P= .165	.0208 (19) P= .933	.1021 (19) P= .678	.1557 (19) P= .525	.0130 (19) P= .958	.0486 (19) P= .843
CASE4A14	-.1845 (19) P= .450	.3534 (19) P= .138	.7921 (19) P= .000	.2643 (19) P= .274	-.1984 (19) P= .415	.1283 (19) P= .601

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 5 continued

	CASE4A7	CASE4A8	CASE4A9	CASE4A10	CASE4A11	CASE4A12
CASE4A1	.1512 (19) P= .537	-.1998 (19) P= .412	.4227 (19) P= .071	-.0373 (19) P= .880	.3646 (19) P= .125	-.0921 (19) P= .708
CASE4A2	.2606 (19) P= .281	.0751 (19) P= .760	-.1190 (19) P= .628	.1619 (19) P= .508	-.0415 (19) P= .866	.3175 (19) P= .185
CASE4A3	-.0228 (19) P= .926	.2505 (19) P= .301	-.1875 (19) P= .442	.3503 (19) P= .141	.3488 (19) P= .143	.0000 (19) P=1.000
CASE4A4	.1218 (19) P= .619	.1981 (19) P= .416	-.4449 (19) P= .056	.2137 (19) P= .380	.1862 (19) P= .445	.0000 (19) P=1.000
CASE4A5	-.2236 (19) P= .357	-.6074 (19) P= .006	-.0742 (19) P= .763	.2986 (19) P= .214	-.1243 (19) P= .612	.3963 (19) P= .093
CASE4A6	.2071 (19) P= .395	.1100 (19) P= .654	.1620 (19) P= .508	.0964 (19) P= .695	-.2196 (19) P= .366	.6590 (19) P= .002
CASE4A7	1.0000 (19) P= .	.1270 (19) P= .604	.4108 (19) P= .081	-.0384 (19) P= .876	.3248 (19) P= .175	.1218 (19) P= .619
CASE4A8	.1270 (19) P= .604	1.0000 (19) P= .	-.2784 (19) P= .249	-.2139 (19) P= .379	.0505 (19) P= .837	.0000 (19) P=1.000
CASE4A9	.4108 (19) P= .081	-.2784 (19) P= .249	1.0000 (19) P= .	-.2202 (19) P= .365	.0174 (19) P= .944	.0000 (19) P=1.000
CASE4A10	-.0384 (19) P= .876	-.2139 (19) P= .379	-.2202 (19) P= .365	1.0000 (19) P= .	.2681 (19) P= .267	.1069 (19) P= .663
CASE4A11	.3248 (19) P= .175	.0505 (19) P= .837	.0174 (19) P= .944	.2681 (19) P= .267	1.0000 (19) P= .	-.1862 (19) P= .445
CASE4A12	.1218 (19) P= .619	.0000 (19) P=1.000	.0000 (19) P=1.000	.1069 (19) P= .663	-.1862 (19) P= .445	1.0000 (19) P= .
CASE4A13	-.3753 (19) P= .113	.1104 (19) P= .653	-.1750 (19) P= .474	-.2942 (19) P= .222	.0549 (19) P= .823	.3113 (19) P= .194
CASE4A14	-.1898 (19) P= .436	.1984 (19) P= .415	-.1485 (19) P= .544	.2022 (19) P= .407	.1450 (19) P= .554	.0000 (19) P=1.000

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 5 continued

	CASE4A13	CASE4A14
CASE4A1	-.3320 (19) P= .165	-.1845 (19) P= .450
CASE4A2	.0208 (19) P= .933	.3534 (19) P= .138
CASE4A3	.1021 (19) P= .678	.7921 (19) P= .000
CASE4A4	.1557 (19) P= .525	.2643 (19) P= .274
CASE4A5	.0130 (19) P= .958	-.1984 (19) P= .415
CASE4A6	.0486 (19) P= .843	.1283 (19) P= .601
CASE4A7	-.3753 (19) P= .113	-.1898 (19) P= .436
CASE4A8	.1104 (19) P= .653	.1984 (19) P= .415
CASE4A9	-.1750 (19) P= .474	-.1485 (19) P= .544
CASE4A10	-.2942 (19) P= .222	.2022 (19) P= .407
CASE4A11	.0549 (19) P= .823	.1450 (19) P= .554
CASE4A12	.3113 (19) P= .194	.0000 (19) P=1.000
CASE4A13	1.0000 (19) P= .	.1906 (19) P= .435
CASE4A14	.1906 (19) P= .435	1.0000 (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 6: CASE 5

	CASE5A1	CASE5A2	CASE5A3	CASE5A4	CASE5A5	CASE5A6
CASE5A1	1.0000 (19) P= .	-.4242 (19) P= .070	.2484 (19) P= .305	-.2944 (19) P= .221	.4647 (19) P= .045	.4885 (19) P= .034
CASE5A2	-.4242 (19) P= .070	1.0000 (19) P= .	-.3312 (19) P= .166	.3545 (19) P= .136	-.5421 (19) P= .016	-.3065 (19) P= .202
CASE5A3	.2484 (19) P= .305	-.3312 (19) P= .166	1.0000 (19) P= .	-.2076 (19) P= .394	.4009 (19) P= .089	.2512 (19) P= .299
CASE5A4	-.2944 (19) P= .221	.3545 (19) P= .136	-.2076 (19) P= .394	1.0000 (19) P= .	-.7766 (19) P= .000	-.4995 (19) P= .029
CASE5A5	.4647 (19) P= .045	-.5421 (19) P= .016	.4009 (19) P= .089	-.7766 (19) P= .000	1.0000 (19) P= .	.5875 (19) P= .008
CASE5A6	.4885 (19) P= .034	-.3065 (19) P= .202	.2512 (19) P= .299	-.4995 (19) P= .029	.5875 (19) P= .008	1.0000 (19) P= .
CASE5A7	.1809 (19) P= .459	-.3719 (19) P= .117	.0824 (19) P= .737	.0882 (19) P= .720	-.0771 (19) P= .754	-.1487 (19) P= .544
CASE5A8	.1767 (19) P= .469	-.1381 (19) P= .573	.1332 (19) P= .587	-.2445 (19) P= .313	.3115 (19) P= .194	.4038 (19) P= .086
CASE5A9	.4852 (19) P= .035	-.4294 (19) P= .067	.5785 (19) P= .009	-.2654 (19) P= .272	.5411 (19) P= .017	.4596 (19) P= .048
CASE5A10	-.3793 (19) P= .109	-.1303 (19) P= .595	-.3769 (19) P= .112	.3170 (19) P= .186	-.3525 (19) P= .139	-.2267 (19) P= .351
CASE5A11	.4928 (19) P= .032	-.4381 (19) P= .061	.2835 (19) P= .240	-.1373 (19) P= .575	.4419 (19) P= .058	.3324 (19) P= .164
CASE5A12	.1502 (19) P= .539	-.0143 (19) P= .954	-.1564 (19) P= .523	.1016 (19) P= .679	.1463 (19) P= .550	-.0289 (19) P= .906
CASE5A13	.2469 (19) P= .308	-.2469 (19) P= .308	.2076 (19) P= .394	.0952 (19) P= .698	.3883 (19) P= .100	.2306 (19) P= .342
CASE5A14	.4404 (19) P= .059	-.2661 (19) P= .271	.4512 (19) P= .053	-.3680 (19) P= .121	.5627 (19) P= .012	.1671 (19) P= .494

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 6 continued

	CASE5A7	CASE5A8	CASE5A9	CASE5A10	CASE5A11	CASE5A12
CASE5A1	.1809 (19) P= .459	.1767 (19) P= .469	.4852 (19) P= .035	-.3793 (19) P= .109	.4928 (19) P= .032	.1502 (19) P= .539
CASE5A2	-.3719 (19) P= .117	-.1381 (19) P= .573	-.4294 (19) P= .067	-.1303 (19) P= .595	-.4381 (19) P= .061	-.0143 (19) P= .954
CASE5A3	.0824 (19) P= .737	.1332 (19) P= .587	.5785 (19) P= .009	-.3769 (19) P= .112	.2835 (19) P= .240	-.1564 (19) P= .523
CASE5A4	.0882 (19) P= .720	-.2445 (19) P= .313	-.2654 (19) P= .272	.3170 (19) P= .186	-.1373 (19) P= .575	.1016 (19) P= .679
CASE5A5	-.0771 (19) P= .754	.3115 (19) P= .194	.5411 (19) P= .017	-.3525 (19) P= .139	.4419 (19) P= .058	.1463 (19) P= .550
CASE5A6	-.1487 (19) P= .544	.4038 (19) P= .086	.4596 (19) P= .048	-.2267 (19) P= .351	.3324 (19) P= .164	-.0289 (19) P= .906
CASE5A7	1.0000 (19) P= .	.0808 (19) P= .742	.0878 (19) P= .721	-.0686 (19) P= .780	.3269 (19) P= .172	.0190 (19) P= .939
CASE5A8	.0808 (19) P= .742	1.0000 (19) P= .	.0520 (19) P= .832	.2404 (19) P= .321	.0881 (19) P= .720	.1036 (19) P= .673
CASE5A9	.0878 (19) P= .721	.0520 (19) P= .832	1.0000 (19) P= .	-.3748 (19) P= .114	.6377 (19) P= .003	.1389 (19) P= .571
CASE5A10	-.0686 (19) P= .780	.2404 (19) P= .321	-.3748 (19) P= .114	1.0000 (19) P= .	-.1662 (19) P= .497	-.2461 (19) P= .310
CASE5A11	.3269 (19) P= .172	.0881 (19) P= .720	.6377 (19) P= .003	-.1662 (19) P= .497	1.0000 (19) P= .	.0000 (19) P=1.000
CASE5A12	.0190 (19) P= .939	.1036 (19) P= .673	.1389 (19) P= .571	-.2461 (19) P= .310	.0000 (19) P=1.000	1.0000 (19) P= .
CASE5A13	.0882 (19) P= .720	.3361 (19) P= .159	.1548 (19) P= .527	-.0480 (19) P= .845	.1373 (19) P= .575	.4425 (19) P= .058
CASE5A14	.0639 (19) P= .795	.3838 (19) P= .105	.4167 (19) P= .076	-.1671 (19) P= .494	.3979 (19) P= .092	.1560 (19) P= .524

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 6 continued

	CASE5A13	CASE5A14
CASE5A1	.2469 (19) P= .308	.4404 (19) P= .059
CASE5A2	-.2469 (19) P= .308	-.2661 (19) P= .271
CASE5A3	.2076 (19) P= .394	.4512 (19) P= .053
CASE5A4	.0952 (19) P= .698	-.3680 (19) P= .121
CASE5A5	.3883 (19) P= .100	.5627 (19) P= .012
CASE5A6	.2306 (19) P= .342	.1671 (19) P= .494
CASE5A7	.0882 (19) P= .720	.0639 (19) P= .795
CASE5A8	.3361 (19) P= .159	.3838 (19) P= .105
CASE5A9	.1548 (19) P= .527	.4167 (19) P= .076
CASE5A10	-.0480 (19) P= .845	-.1671 (19) P= .494
CASE5A11	.1373 (19) P= .575	.3979 (19) P= .092
CASE5A12	.4425 (19) P= .058	.1560 (19) P= .524
CASE5A13	1.0000 (19) P= .	.2875 (19) P= .233
CASE5A14	.2875 (19) P= .233	1.0000 (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 7: CASE 6

	CASE6A1	CASE6A2	CASE6A3	CASE6A4	CASE6A5	CASE6A6
CASE6A1	1.0000 (19) P= .	.1386 (19) P= .572	.6642 (19) P= .002	-.1115 (19) P= .650	.1906 (19) P= .435	.0808 (19) P= .742
CASE6A2	.1386 (19) P= .572	1.0000 (19) P= .	-.0391 (19) P= .874	-.0469 (19) P= .849	-.0306 (19) P= .901	.5079 (19) P= .026
CASE6A3	.6642 (19) P= .002	-.0391 (19) P= .874	1.0000 (19) P= .	-.3956 (19) P= .094	.2869 (19) P= .234	-.2637 (19) P= .275
CASE6A4	-.1115 (19) P= .650	-.0469 (19) P= .849	-.3956 (19) P= .094	1.0000 (19) P= .	-.4877 (19) P= .034	.2845 (19) P= .238
CASE6A5	.1906 (19) P= .435	-.0306 (19) P= .901	.2869 (19) P= .234	-.4877 (19) P= .034	1.0000 (19) P= .	-.0556 (19) P= .821
CASE6A6	.0808 (19) P= .742	.5079 (19) P= .026	-.2637 (19) P= .275	.2845 (19) P= .238	-.0556 (19) P= .821	1.0000 (19) P= .
CASE6A7	.2205 (19) P= .364	-.0130 (19) P= .958	.1743 (19) P= .475	.2089 (19) P= .391	-.4805 (19) P= .037	.0404 (19) P= .870
CASE6A8	.4140 (19) P= .078	.2251 (19) P= .354	.3956 (19) P= .094	-.0172 (19) P= .944	-.0469 (19) P= .849	.2699 (19) P= .264
CASE6A9	-.0728 (19) P= .767	-.1857 (19) P= .447	.2373 (19) P= .328	-.1313 (19) P= .592	.4571 (19) P= .049	.2611 (19) P= .280
CASE6A10	.2263 (19) P= .352	.1939 (19) P= .426	.3407 (19) P= .153	.0557 (19) P= .821	-.4241 (19) P= .070	-.0660 (19) P= .788
CASE6A11	.4140 (19) P= .078	-.1313 (19) P= .592	.6233 (19) P= .004	-.5086 (19) P= .026	.1313 (19) P= .592	-.1459 (19) P= .551
CASE6A12	.0894 (19) P= .716	-.2165 (19) P= .373	-.1496 (19) P= .541	.2635 (19) P= .276	-.4506 (19) P= .053	-.1912 (19) P= .433
CASE6A13	-.1906 (19) P= .435	-.1633 (19) P= .504	-.2869 (19) P= .234	.4877 (19) P= .034	-.6122 (19) P= .005	-.0952 (19) P= .698
CASE6A14	.1563 (19) P= .523	-.1841 (19) P= .451	.2353 (19) P= .332	-.0242 (19) P= .922	-.0658 (19) P= .789	-.3017 (19) P= .209

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 7 continued

	CASE6A7	CASE6A8	CASE6A9	CASE6A10	CASE6A11	CASE6A12
CASE6A1	.2205 (19) P= .364	.4140 (19) P= .078	-.0728 (19) P= .767	.2263 (19) P= .352	.4140 (19) P= .078	.0894 (19) P= .716
CASE6A2	-.0130 (19) P= .958	.2251 (19) P= .354	-.1857 (19) P= .447	.1939 (19) P= .426	-.1313 (19) P= .592	-.2165 (19) P= .373
CASE6A3	.1743 (19) P= .475	.3956 (19) P= .094	.2373 (19) P= .328	.3407 (19) P= .153	.6233 (19) P= .004	-.1496 (19) P= .541
CASE6A4	.2089 (19) P= .391	-.0172 (19) P= .944	-.1313 (19) P= .592	.0557 (19) P= .821	-.5086 (19) P= .026	.2635 (19) P= .276
CASE6A5	-.4805 (19) P= .037	-.0469 (19) P= .849	.4571 (19) P= .049	-.4241 (19) P= .070	.1313 (19) P= .592	-.4506 (19) P= .053
CASE6A6	.0404 (19) P= .870	.2699 (19) P= .264	.2611 (19) P= .280	-.0660 (19) P= .788	-.1459 (19) P= .551	-.1912 (19) P= .433
CASE6A7	1.0000 (19) P= .	.2447 (19) P= .313	-.2091 (19) P= .390	.6014 (19) P= .006	.2447 (19) P= .313	.0447 (19) P= .856
CASE6A8	.2447 (19) P= .313	1.0000 (19) P= .	.2560 (19) P= .290	.1559 (19) P= .524	.1810 (19) P= .458	.2474 (19) P= .307
CASE6A9	-.2091 (19) P= .390	.2560 (19) P= .290	1.0000 (19) P= .	-.0212 (19) P= .931	.2560 (19) P= .290	-.2949 (19) P= .220
CASE6A10	.6014 (19) P= .006	.1559 (19) P= .524	-.0212 (19) P= .931	1.0000 (19) P= .	.3675 (19) P= .122	-.0069 (19) P= .977
CASE6A11	.2447 (19) P= .313	.1810 (19) P= .458	.2560 (19) P= .290	.3675 (19) P= .122	1.0000 (19) P= .	-.1614 (19) P= .509
CASE6A12	.0447 (19) P= .856	.2474 (19) P= .307	-.2949 (19) P= .220	-.0069 (19) P= .977	-.1614 (19) P= .509	1.0000 (19) P= .
CASE6A13	.2338 (19) P= .335	-.1313 (19) P= .592	-.0500 (19) P= .839	.4241 (19) P= .070	-.1313 (19) P= .592	.4506 (19) P= .053
CASE6A14	-.1339 (19) P= .585	.1390 (19) P= .570	.0092 (19) P= .970	.1445 (19) P= .555	.2538 (19) P= .294	.3469 (19) P= .146

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 7 continued

	CASE6A13	CASE6A14
CASE6A1	-.1906 (19) P= .435	.1563 (19) P= .523
CASE6A2	-.1633 (19) P= .504	-.1841 (19) P= .451
CASE6A3	-.2869 (19) P= .234	.2353 (19) P= .332
CASE6A4	.4877 (19) P= .034	-.0242 (19) P= .922
CASE6A5	-.6122 (19) P= .005	-.0658 (19) P= .789
CASE6A6	-.0952 (19) P= .698	-.3017 (19) P= .209
CASE6A7	.2338 (19) P= .335	-.1339 (19) P= .585
CASE6A8	-.1313 (19) P= .592	.1390 (19) P= .570
CASE6A9	-.0500 (19) P= .839	.0092 (19) P= .970
CASE6A10	.4241 (19) P= .070	.1445 (19) P= .555
CASE6A11	-.1313 (19) P= .592	.2538 (19) P= .294
CASE6A12	.4506 (19) P= .053	.3469 (19) P= .146
CASE6A13	1.0000 (19) P= .	.1907 (19) P= .434
CASE6A14	.1907 (19) P= .434	1.0000 (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 8: CASE 7

	CASE7A1	CASE7A2	CASE7A3	CASE7A4	CASE7A5	CASE7A6
CASE7A1	1.0000 (19) P= .	-.5286 (19) P= .020	.0000 (19) P=1.000	.1728 (19) P= .479	.8238 (19) P= .000	.0000 (19) P=1.000
CASE7A2	-.5286 (19) P= .020	1.0000 (19) P= .	-.2435 (19) P= .315	.5386 (19) P= .017	-.4813 (19) P= .037	.1430 (19) P= .559
CASE7A3	.0000 (19) P=1.000	-.2435 (19) P= .315	1.0000 (19) P= .	-.3982 (19) P= .091	.0690 (19) P= .779	-.0294 (19) P= .905
CASE7A4	.1728 (19) P= .479	.5386 (19) P= .017	-.3982 (19) P= .091	1.0000 (19) P= .	.0674 (19) P= .784	.3954 (19) P= .094
CASE7A5	.8238 (19) P= .000	-.4813 (19) P= .037	.0690 (19) P= .779	.0674 (19) P= .784	1.0000 (19) P= .	-.0405 (19) P= .869
CASE7A6	.0000 (19) P=1.000	.1430 (19) P= .559	-.0294 (19) P= .905	.3954 (19) P= .094	-.0405 (19) P= .869	1.0000 (19) P= .
CASE7A7	.0000 (19) P=1.000	-.1646 (19) P= .501	.2478 (19) P= .306	-.2052 (19) P= .399	.2404 (19) P= .321	.2001 (19) P= .412
CASE7A8	.0000 (19) P=1.000	-.1115 (19) P= .650	-.2877 (19) P= .232	.0156 (19) P= .949	.0744 (19) P= .762	-.3660 (19) P= .123
CASE7A9	-.2768 (19) P= .251	-.2002 (19) P= .411	.3014 (19) P= .210	-.6144 (19) P= .005	-.1920 (19) P= .431	-.3064 (19) P= .202
CASE7A10	.3684 (19) P= .121	-.0102 (19) P= .967	-.2777 (19) P= .250	.6837 (19) P= .001	.3753 (19) P= .113	.5074 (19) P= .027
CASE7A11	.5365 (19) P= .018	-.2538 (19) P= .294	-.0449 (19) P= .855	-.1367 (19) P= .577	.2326 (19) P= .338	.0264 (19) P= .915
CASE7A12	.0000 (19) P=1.000	.0000 (19) P=1.000	-.4799 (19) P= .038	.0000 (19) P=1.000	-.1242 (19) P= .612	-.2114 (19) P= .385
CASE7A13	-.2966 (19) P= .218	.1485 (19) P= .544	-.4596 (19) P= .048	-.0648 (19) P= .792	-.3086 (19) P= .199	-.1459 (19) P= .551
CASE7A14	.0000 (19) P=1.000	-.2174 (19) P= .371	.1052 (19) P= .668	-.3554 (19) P= .135	-.0847 (19) P= .730	-.1922 (19) P= .431

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 8 continued

	CASE7A7	CASE7A8	CASE7A9	CASE7A10	CASE7A11	CASE7A12
CASE7A1	.0000 (19) P=1.000	.0000 (19) P=1.000	-.2768 (19) P= .251	.3684 (19) P= .121	.5365 (19) P= .018	.0000 (19) P=1.000
CASE7A2	-.1646 (19) P= .501	-.1115 (19) P= .650	-.2002 (19) P= .411	-.0102 (19) P= .967	-.2538 (19) P= .294	.0000 (19) P=1.000
CASE7A3	.2478 (19) P= .306	-.2877 (19) P= .232	.3014 (19) P= .210	-.2777 (19) P= .250	-.0449 (19) P= .855	-.4799 (19) P= .038
CASE7A4	-.2052 (19) P= .399	.0156 (19) P= .949	-.6144 (19) P= .005	.6837 (19) P= .001	-.1367 (19) P= .577	.0000 (19) P=1.000
CASE7A5	.2404 (19) P= .321	.0744 (19) P= .762	-.1920 (19) P= .431	.3753 (19) P= .113	.2326 (19) P= .338	-.1242 (19) P= .612
CASE7A6	.2001 (19) P= .412	-.3660 (19) P= .123	-.3064 (19) P= .202	.5074 (19) P= .027	.0264 (19) P= .915	-.2114 (19) P= .385
CASE7A7	1.0000 (19) P= .	-.2617 (19) P= .279	.0269 (19) P= .913	-.0824 (19) P= .737	-.2558 (19) P= .291	-.4459 (19) P= .056
CASE7A8	-.2617 (19) P= .279	1.0000 (19) P= .	.1668 (19) P= .495	.2275 (19) P= .349	.1051 (19) P= .669	.3451 (19) P= .148
CASE7A9	.0269 (19) P= .913	.1668 (19) P= .495	1.0000 (19) P= .	-.4508 (19) P= .053	.1251 (19) P= .610	.1669 (19) P= .495
CASE7A10	-.0824 (19) P= .737	.2275 (19) P= .349	-.4508 (19) P= .053	1.0000 (19) P= .	.0520 (19) P= .833	.1111 (19) P= .651
CASE7A11	-.2558 (19) P= .291	.1051 (19) P= .669	.1251 (19) P= .610	.0520 (19) P= .833	1.0000 (19) P= .	.2427 (19) P= .317
CASE7A12	-.4459 (19) P= .056	.3451 (19) P= .148	.1669 (19) P= .495	.1111 (19) P= .651	.2427 (19) P= .317	1.0000 (19) P= .
CASE7A13	-.5598 (19) P= .013	.0983 (19) P= .689	.1296 (19) P= .597	.0403 (19) P= .870	.0419 (19) P= .865	.7154 (19) P= .001
CASE7A14	.0054 (19) P= .982	.0336 (19) P= .891	.1707 (19) P= .485	-.1731 (19) P= .478	.2049 (19) P= .400	.2524 (19) P= .297

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 8 continued

	CASE7A13	CASE7A14
CASE7A1	-.2966 (19) P= .218	.0000 (19) P=1.000
CASE7A2	.1485 (19) P= .544	-.2174 (19) P= .371
CASE7A3	-.4596 (19) P= .048	.1052 (19) P= .668
CASE7A4	-.0648 (19) P= .792	-.3554 (19) P= .135
CASE7A5	-.3086 (19) P= .199	-.0847 (19) P= .730
CASE7A6	-.1459 (19) P= .551	-.1922 (19) P= .431
CASE7A7	-.5598 (19) P= .013	.0054 (19) P= .982
CASE7A8	.0983 (19) P= .689	.0336 (19) P= .891
CASE7A9	.1296 (19) P= .597	.1707 (19) P= .485
CASE7A10	.0403 (19) P= .870	-.1731 (19) P= .478
CASE7A11	.0419 (19) P= .865	.2049 (19) P= .400
CASE7A12	.7154 (19) P= .001	.2524 (19) P= .297
CASE7A13	1.0000 (19) P= .	.1917 (19) P= .432
CASE7A14	.1917 (19) P= .432	1.0000 (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)
" . " is printed if a coefficient cannot be computed

Table 9: CASE 8

	CASE8A1	CASE8A2	CASE8A3	CASE8A4	CASE8A5	CASE8A6
CASE8A1	1.0000 (19) P= .	-.5197 (19) P= .023	-.0936 (19) P= .703	.0362 (19) P= .883	.1485 (19) P= .544	.4281 (19) P= .067
CASE8A2	-.5197 (19) P= .023	1.0000 (19) P= .	-.0992 (19) P= .686	-.1777 (19) P= .467	-.1750 (19) P= .474	-.2381 (19) P= .326
CASE8A3	-.0936 (19) P= .703	-.0992 (19) P= .686	1.0000 (19) P= .	.3570 (19) P= .134	-.1811 (19) P= .458	-.2345 (19) P= .334
CASE8A4	.0362 (19) P= .883	-.1777 (19) P= .467	.3570 (19) P= .134	1.0000 (19) P= .	.4367 (19) P= .062	.1464 (19) P= .550
CASE8A5	.1485 (19) P= .544	-.1750 (19) P= .474	-.1811 (19) P= .458	.4367 (19) P= .062	1.0000 (19) P= .	.7906 (19) P= .000
CASE8A6	.4281 (19) P= .067	-.2381 (19) P= .326	-.2345 (19) P= .334	.1464 (19) P= .550	.7906 (19) P= .000	1.0000 (19) P= .
CASE8A7	.1636 (19) P= .503	-.1927 (19) P= .429	.2949 (19) P= .220	.4102 (19) P= .081	.2295 (19) P= .345	.1029 (19) P= .675
CASE8A8	.3218 (19) P= .179	-.1021 (19) P= .678	.0315 (19) P= .898	.1422 (19) P= .561	.1875 (19) P= .442	.0651 (19) P= .791
CASE8A9	.4412 (19) P= .059	-.5197 (19) P= .023	-.0936 (19) P= .703	.2655 (19) P= .272	.3837 (19) P= .105	.3151 (19) P= .189
CASE8A10	-.1485 (19) P= .544	.3596 (19) P= .130	.0315 (19) P= .898	.0135 (19) P= .956	.3194 (19) P= .182	.1601 (19) P= .513
CASE8A11	.3254 (19) P= .174	-.3833 (19) P= .105	.5046 (19) P= .028	.2169 (19) P= .372	.2396 (19) P= .323	.1699 (19) P= .487
CASE8A12	-.0548 (19) P= .824	.2692 (19) P= .265	.3431 (19) P= .150	.0525 (19) P= .831	-.0769 (19) P= .754	-.2217 (19) P= .362
CASE8A13	-.1359 (19) P= .579	.3774 (19) P= .111	.1853 (19) P= .448	-.0717 (19) P= .771	.0163 (19) P= .947	-.2512 (19) P= .300
CASE8A14	.1911 (19) P= .433	-.2251 (19) P= .354	-.3292 (19) P= .169	.0653 (19) P= .790	.2680 (19) P= .267	.1609 (19) P= .510

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 9 continued

	CASE8A7	CASE8A8	CASE8A9	CASE8A10	CASE8A11	CASE8A12
CASE8A1	.1636 (19) P= .503	.3218 (19) P= .179	.4412 (19) P= .059	-.1485 (19) P= .544	.3254 (19) P= .174	-.0548 (19) P= .824
CASE8A2	-.1927 (19) P= .429	-.1021 (19) P= .678	-.5197 (19) P= .023	.3596 (19) P= .130	-.3833 (19) P= .105	.2692 (19) P= .265
CASE8A3	.2949 (19) P= .220	.0315 (19) P= .898	-.0936 (19) P= .703	.0315 (19) P= .898	.5046 (19) P= .028	.3431 (19) P= .150
CASE8A4	.4102 (19) P= .081	.1422 (19) P= .561	.2655 (19) P= .272	.0135 (19) P= .956	.2169 (19) P= .372	.0525 (19) P= .831
CASE8A5	.2295 (19) P= .345	.1875 (19) P= .442	.3837 (19) P= .105	.3194 (19) P= .182	.2396 (19) P= .323	-.0769 (19) P= .754
CASE8A6	.1029 (19) P= .675	.0651 (19) P= .791	.3151 (19) P= .189	.1601 (19) P= .513	.1699 (19) P= .487	-.2217 (19) P= .362
CASE8A7	1.0000 (19) P= .	.2065 (19) P= .396	.3363 (19) P= .159	-.2295 (19) P= .345	.1048 (19) P= .670	-.4068 (19) P= .084
CASE8A8	.2065 (19) P= .396	1.0000 (19) P= .	.3218 (19) P= .179	-.0556 (19) P= .821	.1940 (19) P= .426	-.0692 (19) P= .778
CASE8A9	.3363 (19) P= .159	.3218 (19) P= .179	1.0000 (19) P= .	-.3053 (19) P= .204	-.0610 (19) P= .804	-.2285 (19) P= .347
CASE8A10	-.2295 (19) P= .345	-.0556 (19) P= .821	-.3053 (19) P= .204	1.0000 (19) P= .	.1217 (19) P= .620	.3693 (19) P= .120
CASE8A11	.1048 (19) P= .670	.1940 (19) P= .426	-.0610 (19) P= .804	.1217 (19) P= .620	1.0000 (19) P= .	.3118 (19) P= .194
CASE8A12	-.4068 (19) P= .084	-.0692 (19) P= .778	-.2285 (19) P= .347	.3693 (19) P= .120	.3118 (19) P= .194	1.0000 (19) P= .
CASE8A13	-.3241 (19) P= .176	-.0163 (19) P= .947	-.3204 (19) P= .181	.5012 (19) P= .029	.3760 (19) P= .113	.7966 (19) P= .000
CASE8A14	-.1722 (19) P= .481	-.0134 (19) P= .957	.1911 (19) P= .433	.0715 (19) P= .771	.1688 (19) P= .490	.2771 (19) P= .251

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 9 continued

	CASE8A13	CASE8A14
CASE8A1	-.1359 (19) P= .579	.1911 (19) P= .433
CASE8A2	.3774 (19) P= .111	-.2251 (19) P= .354
CASE8A3	.1853 (19) P= .448	-.3292 (19) P= .169
CASE8A4	-.0717 (19) P= .771	.0653 (19) P= .790
CASE8A5	.0163 (19) P= .947	.2680 (19) P= .267
CASE8A6	-.2512 (19) P= .300	.1609 (19) P= .510
CASE8A7	-.3241 (19) P= .176	-.1722 (19) P= .481
CASE8A8	-.0163 (19) P= .947	-.0134 (19) P= .957
CASE8A9	-.3204 (19) P= .181	.1911 (19) P= .433
CASE8A10	.5012 (19) P= .029	.0715 (19) P= .771
CASE8A11	.3760 (19) P= .113	.1688 (19) P= .490
CASE8A12	.7966 (19) P= .000	.2771 (19) P= .251
CASE8A13	1.0000 (19) P= .	.2208 (19) P= .364
CASE8A14	.2208 (19) P= .364	1.0000 (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 10: CASE 9

	CASE9A1	CASE9A2	CASE9A3	CASE9A4	CASE9A5	CASE9A6
CASE9A1	1.0000 (19) P= .	-.0849 (19) P= .730	.0566 (19) P= .818	-.1875 (19) P= .442	-.1008 (19) P= .682	.2012 (19) P= .409
CASE9A2	-.0849 (19) P= .730	1.0000 (19) P= .	-.1791 (19) P= .463	.4192 (19) P= .074	-.4199 (19) P= .073	.1092 (19) P= .656
CASE9A3	.0566 (19) P= .818	-.1791 (19) P= .463	1.0000 (19) P= .	-.0412 (19) P= .867	.4412 (19) P= .059	.0092 (19) P= .970
CASE9A4	-.1875 (19) P= .442	.4192 (19) P= .074	-.0412 (19) P= .867	1.0000 (19) P= .	.0733 (19) P= .766	.3075 (19) P= .200
CASE9A5	-.1008 (19) P= .682	-.4199 (19) P= .073	.4412 (19) P= .059	.0733 (19) P= .766	1.0000 (19) P= .	.2949 (19) P= .220
CASE9A6	.2012 (19) P= .409	.1092 (19) P= .656	.0092 (19) P= .970	.3075 (19) P= .200	.2949 (19) P= .220	1.0000 (19) P= .
CASE9A7	-.3521 (19) P= .139	.2141 (19) P= .379	.0666 (19) P= .786	.5520 (19) P= .014	.4115 (19) P= .080	.2809 (19) P= .244
CASE9A8	.3069 (19) P= .201	-.1086 (19) P= .658	.2808 (19) P= .244	.1449 (19) P= .554	.4498 (19) P= .053	.3660 (19) P= .123
CASE9A9	.3581 (19) P= .132	-.0105 (19) P= .966	.4778 (19) P= .039	-.3457 (19) P= .147	.0090 (19) P= .971	-.2374 (19) P= .328
CASE9A10	.1407 (19) P= .566	-.5972 (19) P= .007	.1158 (19) P= .637	.1407 (19) P= .566	.5154 (19) P= .024	.1258 (19) P= .608
CASE9A11	.1226 (19) P= .617	-.3494 (19) P= .143	.0361 (19) P= .884	.0394 (19) P= .873	.2406 (19) P= .321	-.1018 (19) P= .678
CASE9A12	.1076 (19) P= .661	.0653 (19) P= .791	.4726 (19) P= .041	.2050 (19) P= .400	.2291 (19) P= .346	-.0458 (19) P= .852
CASE9A13	-.0919 (19) P= .708	.1560 (19) P= .524	.3950 (19) P= .094	.4899 (19) P= .033	.5758 (19) P= .010	.2373 (19) P= .328
CASE9A14	.0159 (19) P= .948	-.2838 (19) P= .239	-.0961 (19) P= .695	.0159 (19) P= .948	.0233 (19) P= .924	-.1614 (19) P= .509

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 10 continued

	CASE9A7	CASE9A8	CASE9A9	CASE9A10	CASE9A11	CASE9A12
CASE9A1	-.3521 (19) P= .139	.3069 (19) P= .201	.3581 (19) P= .132	.1407 (19) P= .566	.1226 (19) P= .617	.1076 (19) P= .661
CASE9A2	.2141 (19) P= .379	-.1086 (19) P= .658	-.0105 (19) P= .966	-.5972 (19) P= .007	-.3494 (19) P= .143	.0653 (19) P= .791
CASE9A3	.0666 (19) P= .786	.2808 (19) P= .244	.4778 (19) P= .039	.1158 (19) P= .637	.0361 (19) P= .884	.4726 (19) P= .041
CASE9A4	.5520 (19) P= .014	.1449 (19) P= .554	-.3457 (19) P= .147	.1407 (19) P= .566	.0394 (19) P= .873	.2050 (19) P= .400
CASE9A5	.4115 (19) P= .080	.4498 (19) P= .053	.0090 (19) P= .971	.5154 (19) P= .024	.2406 (19) P= .321	.2291 (19) P= .346
CASE9A6	.2809 (19) P= .244	.3660 (19) P= .123	-.2374 (19) P= .328	.1258 (19) P= .608	-.1018 (19) P= .678	-.0458 (19) P= .852
CASE9A7	1.0000 (19) P= .	.3051 (19) P= .204	-.1551 (19) P= .526	.2142 (19) P= .378	-.1033 (19) P= .674	.3355 (19) P= .160
CASE9A8	.3051 (19) P= .204	1.0000 (19) P= .	.4379 (19) P= .061	.3838 (19) P= .105	.0717 (19) P= .771	.3285 (19) P= .170
CASE9A9	-.1551 (19) P= .526	.4379 (19) P= .061	1.0000 (19) P= .	.0000 (19) P=1.000	-.1081 (19) P= .660	.4100 (19) P= .081
CASE9A10	.2142 (19) P= .378	.3838 (19) P= .105	.0000 (19) P=1.000	1.0000 (19) P= .	.1971 (19) P= .419	.1153 (19) P= .638
CASE9A11	-.1033 (19) P= .674	.0717 (19) P= .771	-.1081 (19) P= .660	.1971 (19) P= .419	1.0000 (19) P= .	.0251 (19) P= .919
CASE9A12	.3355 (19) P= .160	.3285 (19) P= .170	.4100 (19) P= .081	.1153 (19) P= .638	.0251 (19) P= .919	1.0000 (19) P= .
CASE9A13	.6838 (19) P= .001	.6265 (19) P= .004	.0605 (19) P= .806	.2297 (19) P= .344	.1144 (19) P= .641	.4184 (19) P= .075
CASE9A14	-.0162 (19) P= .948	.1665 (19) P= .496	-.2096 (19) P= .389	.2389 (19) P= .325	.0037 (19) P= .988	-.0174 (19) P= .944

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 10 continued

	CASE9A13	CASE9A14
CASE9A1	-.0919 (19) P= .708	.0159 (19) P= .948
CASE9A2	.1560 (19) P= .524	-.2838 (19) P= .239
CASE9A3	.3950 (19) P= .094	-.0961 (19) P= .695
CASE9A4	.4899 (19) P= .033	.0159 (19) P= .948
CASE9A5	.5758 (19) P= .010	.0233 (19) P= .924
CASE9A6	.2373 (19) P= .328	-.1614 (19) P= .509
CASE9A7	.6838 (19) P= .001	-.0162 (19) P= .948
CASE9A8	.6265 (19) P= .004	.1665 (19) P= .496
CASE9A9	.0605 (19) P= .806	-.2096 (19) P= .389
CASE9A10	.2297 (19) P= .344	.2389 (19) P= .325
CASE9A11	.1144 (19) P= .641	.0037 (19) P= .988
CASE9A12	.4184 (19) P= .075	-.0174 (19) P= .944
CASE9A13	1.0000 (19) P= .	.1560 (19) P= .524
CASE9A14	.1560 (19) P= .524	1.0000 (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 11: CASE 10

	CASE10A1	CASE10A2	CASE10A3	CASE10A4	CASE10A5	CASE10A6
CASE10A1	1.0000 (19) P= .	-.2001 (19) P= .412	.2088 (19) P= .391	.1548 (19) P= .527	.1952 (19) P= .423	.1794 (19) P= .462
CASE10A2	-.2001 (19) P= .412	1.0000 (19) P= .	-.0994 (19) P= .686	.2082 (19) P= .392	-.4040 (19) P= .086	.4208 (19) P= .073
CASE10A3	.2088 (19) P= .391	-.0994 (19) P= .686	1.0000 (19) P= .	.1149 (19) P= .639	.1860 (19) P= .446	.2956 (19) P= .219
CASE10A4	.1548 (19) P= .527	.2082 (19) P= .392	.1149 (19) P= .639	1.0000 (19) P= .	-.3612 (19) P= .129	-.0922 (19) P= .707
CASE10A5	.1952 (19) P= .423	-.4040 (19) P= .086	.1860 (19) P= .446	-.3612 (19) P= .129	1.0000 (19) P= .	.2288 (19) P= .346
CASE10A6	.1794 (19) P= .462	.4208 (19) P= .073	.2956 (19) P= .219	-.0922 (19) P= .707	.2288 (19) P= .346	1.0000 (19) P= .
CASE10A7	-.0357 (19) P= .885	-.0087 (19) P= .972	-.1633 (19) P= .504	-.0480 (19) P= .845	-.1828 (19) P= .454	-.1806 (19) P= .459
CASE10A8	-.1886 (19) P= .439	-.1206 (19) P= .623	-.2555 (19) P= .291	-.2262 (19) P= .352	.3791 (19) P= .109	-.0706 (19) P= .774
CASE10A9	.0781 (19) P= .751	-.2619 (19) P= .279	.3292 (19) P= .169	-.1167 (19) P= .634	.3632 (19) P= .126	.1988 (19) P= .414
CAS10A10	-.2468 (19) P= .308	-.1397 (19) P= .568	-.4821 (19) P= .037	.0494 (19) P= .841	.0716 (19) P= .771	-.2425 (19) P= .317
CAS10A11	.0623 (19) P= .800	-.2287 (19) P= .346	.5165 (19) P= .024	-.0877 (19) P= .721	.4612 (19) P= .047	.1798 (19) P= .461
CAS10A12	-.0063 (19) P= .980	.0855 (19) P= .728	.1530 (19) P= .532	-.4255 (19) P= .069	.3130 (19) P= .192	.3585 (19) P= .132
CAS10A13	-.4061 (19) P= .084	.2326 (19) P= .338	.2698 (19) P= .264	-.0171 (19) P= .944	.0426 (19) P= .863	.1517 (19) P= .535
CAS10A14	-.1277 (19) P= .602	.4284 (19) P= .067	.3751 (19) P= .114	.0458 (19) P= .852	-.1138 (19) P= .643	.3971 (19) P= .092

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 11 continued

	CASE10A7	CASE10A8	CASE10A9	CAS10A10	CAS10A11	CAS10A12
CASE10A1	-.0357 (19) P= .885	-.1886 (19) P= .439	.0781 (19) P= .751	-.2468 (19) P= .308	.0623 (19) P= .800	-.0063 (19) P= .980
CASE10A2	-.0087 (19) P= .972	-.1206 (19) P= .623	-.2619 (19) P= .279	-.1397 (19) P= .568	-.2287 (19) P= .346	.0855 (19) P= .728
CASE10A3	-.1633 (19) P= .504	-.2555 (19) P= .291	.3292 (19) P= .169	-.4821 (19) P= .037	.5165 (19) P= .024	.1530 (19) P= .532
CASE10A4	-.0480 (19) P= .845	-.2262 (19) P= .352	-.1167 (19) P= .634	.0494 (19) P= .841	-.0877 (19) P= .721	-.4255 (19) P= .069
CASE10A5	-.1828 (19) P= .454	.3791 (19) P= .109	.3632 (19) P= .126	.0716 (19) P= .771	.4612 (19) P= .047	.3130 (19) P= .192
CASE10A6	-.1806 (19) P= .459	-.0706 (19) P= .774	.1988 (19) P= .414	-.2425 (19) P= .317	.1798 (19) P= .461	.3585 (19) P= .132
CASE10A7	1.0000 (19) P= .	-.1193 (19) P= .627	.1215 (19) P= .620	.0935 (19) P= .704	.0937 (19) P= .703	.3311 (19) P= .166
CASE10A8	-.1193 (19) P= .627	1.0000 (19) P= .	.1638 (19) P= .503	.1399 (19) P= .568	.1546 (19) P= .527	.3306 (19) P= .167
CASE10A9	.1215 (19) P= .620	.1638 (19) P= .503	1.0000 (19) P= .	.1236 (19) P= .614	.8623 (19) P= .000	.0874 (19) P= .722
CAS10A10	.0935 (19) P= .704	.1399 (19) P= .568	.1236 (19) P= .614	1.0000 (19) P= .	-.2490 (19) P= .304	-.0210 (19) P= .932
CAS10A11	.0937 (19) P= .703	.1546 (19) P= .527	.8623 (19) P= .000	-.2490 (19) P= .304	1.0000 (19) P= .	.1625 (19) P= .506
CAS10A12	.3311 (19) P= .166	.3306 (19) P= .167	.0874 (19) P= .722	-.0210 (19) P= .932	.1625 (19) P= .506	1.0000 (19) P= .
CAS10A13	.4358 (19) P= .062	-.0188 (19) P= .939	.2925 (19) P= .224	-.0934 (19) P= .704	.4571 (19) P= .049	.4231 (19) P= .071
CAS10A14	.0647 (19) P= .792	-.0558 (19) P= .820	.2427 (19) P= .317	-.2022 (19) P= .407	.2881 (19) P= .232	.3510 (19) P= .141

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 11 continued

	CAS10A13	CAS10A14
CASE10A1	-.4061 (19) P= .084	-.1277 (19) P= .602
CASE10A2	.2326 (19) P= .338	.4284 (19) P= .067
CASE10A3	.2698 (19) P= .264	.3751 (19) P= .114
CASE10A4	-.0171 (19) P= .944	.0458 (19) P= .852
CASE10A5	.0426 (19) P= .863	-.1138 (19) P= .643
CASE10A6	.1517 (19) P= .535	.3971 (19) P= .092
CASE10A7	.4358 (19) P= .062	.0647 (19) P= .792
CASE10A8	-.0188 (19) P= .939	-.0558 (19) P= .820
CASE10A9	.2925 (19) P= .224	.2427 (19) P= .317
CAS10A10	-.0934 (19) P= .704	-.2022 (19) P= .407
CAS10A11	.4571 (19) P= .049	.2881 (19) P= .232
CAS10A12	.4231 (19) P= .071	.3510 (19) P= .141
CAS10A13	1.0000 (19) P= .	.4621 (19) P= .046
CAS10A14	.4621 (19) P= .046	1.0000 (19) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

**Data Analysis of revised process measure - Frequencies for each statement group
(A1= group 1 etc.)**

Table 12

A1

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.00	24	8.1	8.1	8.1
	1.00	187	63.4	63.4	71.5
	2.00	80	27.1	27.1	98.6
	3.00	4	1.4	1.4	100.0
		-----	-----	-----	
	Total	295	100.0	100.0	
Valid cases	295	Missing cases	0		

Table 13

A2

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.00	211	71.5	71.5	71.5
	1.00	68	23.1	23.1	94.6
	2.00	12	4.1	4.1	98.6
	3.00	4	1.4	1.4	100.0
		-----	-----	-----	
	Total	295	100.0	100.0	
Valid cases	295	Missing cases	0		

Table 14

A3

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.00	190	64.4	64.4	64.4
	1.00	58	19.7	19.7	84.1
	2.00	24	8.1	8.1	92.2
	3.00	23	7.8	7.8	100.0
		-----	-----	-----	
	Total	295	100.0	100.0	
Valid cases	295	Missing cases	0		

Table 15

A4

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.00	161	54.6	54.6	54.6
	1.00	123	41.7	41.7	96.3
	2.00	5	1.7	1.7	98.0
	3.00	6	2.0	2.0	100.0
		-----	-----	-----	
	Total	295	100.0	100.0	
Valid cases	295	Missing cases	0		

Table 16

A5

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.00	161	54.6	54.6	54.6
	1.00	117	39.7	39.7	94.2
	2.00	8	2.7	2.7	96.9
	3.00	9	3.1	3.1	100.0
		-----	-----	-----	
	Total	295	100.0	100.0	
Valid cases	295	Missing cases	0		

Table 17

A6

Value Label		Value	Frequency	Percent	Valid Percent	Cum Percent
		.00	220	74.6	74.6	74.6
		1.00	59	20.0	20.0	94.6
		2.00	13	4.4	4.4	99.0
		3.00	3	1.0	1.0	100.0
			-----	-----	-----	
		Total	295	100.0	100.0	
Valid cases	295	Missing cases	0			

Table 18

A7

Value Label		Value	Frequency	Percent	Valid Percent	Cum Percent
		.00	218	73.9	73.9	73.9
		1.00	68	23.1	23.1	96.9
		2.00	6	2.0	2.0	99.0
		3.00	3	1.0	1.0	100.0
			-----	-----	-----	
		Total	295	100.0	100.0	
Valid cases	295	Missing cases	0			

Table 19

A8

Value Label		Value	Frequency	Percent	Valid Percent	Cum Percent
		.00	11	3.7	3.7	3.7
		1.00	257	87.1	87.1	90.8
		2.00	8	2.7	2.7	93.6
		3.00	19	6.4	6.4	100.0
			-----	-----	-----	
		Total	295	100.0	100.0	
Valid cases	295	Missing cases	0			

Table 20

A9

Value Label		Value	Frequency	Percent	Valid Percent	Cum Percent
		.00	33	11.2	11.2	11.2
		1.00	150	50.8	50.8	62.0
		2.00	98	33.2	33.2	95.3
		3.00	14	4.7	4.7	100.0
			-----	-----	-----	
		Total	295	100.0	100.0	
Valid cases	295	Missing cases	0			

Table 21

A10

Value Label		Value	Frequency	Percent	Valid Percent	Cum Percent
		.00	279	94.6	94.6	94.6
		1.00	3	1.0	1.0	95.6
		2.00	11	3.7	3.7	99.3
		3.00	2	.7	.7	100.0
			-----	-----	-----	
		Total	295	100.0	100.0	
Valid cases	295	Missing cases	0			

Table 22

A11

Value Label		Value	Frequency	Percent	Valid Percent	Cum Percent
		.00	276	93.6	93.6	93.6
		1.00	12	4.1	4.1	97.6
		2.00	4	1.4	1.4	99.0
		3.00	3	1.0	1.0	100.0
			-----	-----	-----	
		Total	295	100.0	100.0	
Valid cases	295	Missing cases	0			

Table 23

A12

Value Label		Value	Frequency	Percent	Valid Percent	Cum Percent
		.00	278	94.2	94.2	94.2
		2.00	12	4.1	4.1	98.3
		3.00	5	1.7	1.7	100.0
			-----	-----	-----	
		Total	295	100.0	100.0	
Valid cases	295	Missing cases	0			

Table 24

A13

Value Label		Value	Frequency	Percent	Valid Percent	Cum Percent
		.00	280	94.9	94.9	94.9
		1.00	9	3.1	3.1	98.0
		2.00	1	.3	.3	98.3
		3.00	5	1.7	1.7	100.0
			-----	-----	-----	
		Total	295	100.0	100.0	
Valid cases	295	Missing cases	0			

Table 25

A14

Value Label		Value	Frequency	Percent	Valid Percent	Cum Percent
		.00	290	98.3	98.3	98.3
		1.00	3	1.0	1.0	99.3
		3.00	2	.7	.7	100.0
			-----	-----	-----	
		Total	295	100.0	100.0	
Valid cases	295	Missing cases	0			

Table 26

A15

Value Label		Value	Frequency	Percent	Valid Percent	Cum Percent
		.00	4	1.4	1.4	1.4
		1.00	280	94.9	94.9	96.3
		2.00	2	.7	.7	96.9
		3.00	9	3.1	3.1	100.0
			-----	-----	-----	
		Total	295	100.0	100.0	
Valid cases	295	Missing cases	0			

Table 27
A16

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.00	6	2.0	2.0	2.0
	1.00	285	96.6	96.6	98.6
	3.00	4	1.4	1.4	100.0
		-----	-----	-----	
	Total	295	100.0	100.0	
Valid cases	295	Missing cases	0		

Table 28
A17

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1.00	287	97.3	97.3	97.3
	2.00	1	.3	.3	97.6
	3.00	7	2.4	2.4	100.0
		-----	-----	-----	
	Total	295	100.0	100.0	
Valid cases	295	Missing cases	0		

**Table 29 Correlations between attributes for sample of counsellor notes analysed
(n=295)**

- - Correlation Coefficients - -						
	A1	A2	A3	A4	A5	A6
A1	1.0000 (295) P= .	.2299 (295) P= .000	.2726 (295) P= .000	.4546 (295) P= .000	.4728 (295) P= .000	.4259 (295) P= .000
A2	.2299 (295) P= .000	1.0000 (295) P= .	.1411 (295) P= .015	.1682 (295) P= .004	.1914 (295) P= .001	.2854 (295) P= .000
A3	.2726 (295) P= .000	.1411 (295) P= .015	1.0000 (295) P= .	.4413 (295) P= .000	.3287 (295) P= .000	.2834 (295) P= .000
A4	.4546 (295) P= .000	.1682 (295) P= .004	.4413 (295) P= .000	1.0000 (295) P= .	.5430 (295) P= .000	.3683 (295) P= .000
A5	.4728 (295) P= .000	.1914 (295) P= .001	.3287 (295) P= .000	.5430 (295) P= .000	1.0000 (295) P= .	.5307 (295) P= .000
A6	.4259 (295) P= .000	.2854 (295) P= .000	.2834 (295) P= .000	.3683 (295) P= .000	.5307 (295) P= .000	1.0000 (295) P= .
A7	.3508 (295) P= .000	.2098 (295) P= .000	.3196 (295) P= .000	.3279 (295) P= .000	.5025 (295) P= .000	.6779 (295) P= .000
A8	-.0264 (295) P= .651	-.0229 (295) P= .696	.0473 (295) P= .418	-.0375 (295) P= .521	.0790 (295) P= .176	.0994 (295) P= .088
A9	.5243 (295) P= .000	.2834 (295) P= .000	.3766 (295) P= .000	.4396 (295) P= .000	.3830 (295) P= .000	.3859 (295) P= .000
A10	.1022 (295) P= .080	.2023 (295) P= .000	.0525 (295) P= .369	.0830 (295) P= .155	.1934 (295) P= .001	.1607 (295) P= .006
A11	.0230 (295) P= .694	.0616 (295) P= .292	.0501 (295) P= .392	.0399 (295) P= .494	.1998 (295) P= .001	.1966 (295) P= .001
A12	.2334 (295) P= .000	.1118 (295) P= .055	.2053 (295) P= .000	.4002 (295) P= .000	.4177 (295) P= .000	.3754 (295) P= .000
A13	.1347 (295) P= .021	.1227 (295) P= .035	.1886 (295) P= .001	.2166 (295) P= .000	.3235 (295) P= .000	.2928 (295) P= .000
A14	.0863 (295) P= .139	.1805 (295) P= .002	.1734 (295) P= .003	.1484 (295) P= .011	.2959 (295) P= .000	.2775 (295) P= .000
A15	.0080 (295) P= .891	.0343 (295) P= .558	-.0826 (295) P= .157	-.0170 (295) P= .772	.1084 (295) P= .063	.0885 (295) P= .129
A16	.0738 (295) P= .206	.1051 (295) P= .071	.0773 (295) P= .185	.0775 (295) P= .184	.1232 (295) P= .034	.1716 (295) P= .003
A17	.0136 (295) P= .816	-.0751 (295) P= .198	-.0809 (295) P= .166	.0055 (295) P= .925	-.0336 (295) P= .566	-.0141 (295) P= .809

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 29 continued

	A7	A8	A9	A10	A11	A12
A1	.3508 (295) P= .000	-.0264 (295) P= .651	.5243 (295) P= .000	.1022 (295) P= .080	.0230 (295) P= .694	.2334 (295) P= .000
A2	.2098 (295) P= .000	-.0229 (295) P= .696	.2834 (295) P= .000	.2023 (295) P= .000	.0616 (295) P= .292	.1118 (295) P= .055
A3	.3196 (295) P= .000	.0473 (295) P= .418	.3766 (295) P= .000	.0525 (295) P= .369	.0501 (295) P= .392	.2053 (295) P= .000
A4	.3279 (295) P= .000	-.0375 (295) P= .521	.4396 (295) P= .000	.0830 (295) P= .155	.0399 (295) P= .494	.4002 (295) P= .000
A5	.5025 (295) P= .000	.0790 (295) P= .176	.3830 (295) P= .000	.1934 (295) P= .001	.1998 (295) P= .001	.4177 (295) P= .000
A6	.6779 (295) P= .000	.0994 (295) P= .088	.3859 (295) P= .000	.1607 (295) P= .006	.1966 (295) P= .001	.3754 (295) P= .000
A7	1.0000 (295) P= .	.0704 (295) P= .228	.3562 (295) P= .000	.2207 (295) P= .000	.2344 (295) P= .000	.3138 (295) P= .000
A8	.0704 (295) P= .228	1.0000 (295) P= .	-.0170 (295) P= .771	-.0091 (295) P= .877	.0517 (295) P= .376	-.0294 (295) P= .615
A9	.3562 (295) P= .000	-.0170 (295) P= .771	1.0000 (295) P= .	.1746 (295) P= .003	.1308 (295) P= .025	.2354 (295) P= .000
A10	.2207 (295) P= .000	-.0091 (295) P= .877	.1746 (295) P= .003	1.0000 (295) P= .	.2988 (295) P= .000	.0122 (295) P= .834
A11	.2344 (295) P= .000	.0517 (295) P= .376	.1308 (295) P= .025	.2988 (295) P= .000	1.0000 (295) P= .	.2389 (295) P= .000
A12	.3138 (295) P= .000	-.0294 (295) P= .615	.2354 (295) P= .000	.0122 (295) P= .834	.2389 (295) P= .000	1.0000 (295) P= .
A13	.2674 (295) P= .000	-.0012 (295) P= .984	.1046 (295) P= .073	.1751 (295) P= .003	.3236 (295) P= .000	.6942 (295) P= .000
A14	.2811 (295) P= .000	.0906 (295) P= .120	.0903 (295) P= .122	.1972 (295) P= .001	.1556 (295) P= .007	.1830 (295) P= .002
A15	.0840 (295) P= .150	.2798 (295) P= .000	.0615 (295) P= .292	.0460 (295) P= .431	.0740 (295) P= .205	-.0851 (295) P= .145
A16	.1865 (295) P= .001	.0842 (295) P= .149	.1082 (295) P= .064	.1029 (295) P= .078	.0237 (295) P= .685	-.0288 (295) P= .623
A17	.0681 (295) P= .243	-.0351 (295) P= .548	.0490 (295) P= .402	-.0378 (295) P= .518	.1700 (295) P= .003	.1610 (295) P= .006

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 29 continued

- - Correlation Coefficients - -					
	A13	A14	A15	A16	A17
A1	.1347 (295) P= .021	.0863 (295) P= .139	.0080 (295) P= .891	.0738 (295) P= .206	.0136 (295) P= .816
A2	.1227 (295) P= .035	.1805 (295) P= .002	.0343 (295) P= .558	.1051 (295) P= .071	-.0751 (295) P= .198
A3	.1886 (295) P= .001	.1734 (295) P= .003	-.0826 (295) P= .157	.0773 (295) P= .185	-.0809 (295) P= .166
A4	.2166 (295) P= .000	.1484 (295) P= .011	-.0170 (295) P= .772	.0775 (295) P= .184	.0055 (295) P= .925
A5	.3235 (295) P= .000	.2959 (295) P= .000	.1084 (295) P= .063	.1232 (295) P= .034	-.0336 (295) P= .566
A6	.2928 (295) P= .000	.2775 (295) P= .000	.0885 (295) P= .129	.1716 (295) P= .003	-.0141 (295) P= .809
A7	.2674 (295) P= .000	.2811 (295) P= .000	.0840 (295) P= .150	.1865 (295) P= .001	.0681 (295) P= .243
A8	-.0012 (295) P= .984	.0906 (295) P= .120	.2798 (295) P= .000	.0842 (295) P= .149	-.0351 (295) P= .548
A9	.1046 (295) P= .073	.0903 (295) P= .122	.0615 (295) P= .292	.1082 (295) P= .064	.0490 (295) P= .402
A10	.1751 (295) P= .003	.1972 (295) P= .001	.0460 (295) P= .431	.1029 (295) P= .078	-.0378 (295) P= .518
A11	.3236 (295) P= .000	.1556 (295) P= .007	.0740 (295) P= .205	.0237 (295) P= .685	.1700 (295) P= .003
A12	.6942 (295) P= .000	.1830 (295) P= .002	-.0851 (295) P= .145	-.0288 (295) P= .623	.1610 (295) P= .006
A13	1.0000 (295) P= .	.3004 (295) P= .000	-.0921 (295) P= .114	-.0050 (295) P= .931	.1179 (295) P= .043
A14	.3004 (295) P= .000	1.0000 (295) P= .	.1888 (295) P= .001	.5593 (295) P= .000	-.0189 (295) P= .746
A15	-.0921 (295) P= .114	.1888 (295) P= .001	1.0000 (295) P= .	.1959 (295) P= .001	.0055 (295) P= .925
A16	-.0050 (295) P= .931	.5593 (295) P= .000	.1959 (295) P= .001	1.0000 (295) P= .	-.0843 (295) P= .148
A17	.1179 (295) P= .043	-.0189 (295) P= .746	.0055 (295) P= .925	-.0843 (295) P= .148	1.0000 (295) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 30 Reliability Analysis for statement groups from revised process scale using counsellor notes (N=295)

RELIABILITY ANALYSIS - SCALE (ALPHA)

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
A1	8.6203	17.8894	.5050	.7718
A10	9.7322	19.6321	.2401	.7898
A11	9.7390	19.6493	.2652	.7883
A12	9.7051	18.3583	.4611	.7758
A13	9.7492	19.0797	.4070	.7807
A14	9.8068	19.8571	.3759	.7855
A15	8.7831	20.3881	.0855	.7964
A16	8.8305	20.2569	.1971	.7912
A17	8.7864	20.6719	.0174	.7979
A2	9.4847	18.8016	.2988	.7879
A3	9.2441	16.8246	.4063	.7858
A4	9.3254	17.4720	.5507	.7676
A5	9.2949	16.6032	.6552	.7571
A6	9.5186	17.2233	.6412	.7608
A7	9.5356	17.6169	.6142	.7644
A8	8.7186	20.2029	.0611	.8029
A9	8.5220	17.0327	.5373	.7680

Reliability Coefficients

N of Cases = 295.0

N of Items = 17

Alpha = .7917

Table 31 Correlations between statement groups and some of the questionnaire variables used in the survey for the sample of counsellor notes analysed (n=295)

- - Correlation Coefficients - -						
	A1	A2	A3	A4	A5	A6
Q10CLRUN	-.0553 (295) P= .344	.0402 (295) P= .492	.0188 (295) P= .748	-.0501 (295) P= .392	-.0549 (295) P= .347	-.0464 (295) P= .427
Q11CLRUN	-.0356 (295) P= .542	.0666 (295) P= .254	-.0143 (295) P= .807	-.0640 (295) P= .274	-.0222 (295) P= .704	-.0413 (295) P= .479
Q12ADVI_	-.0021 (295) P= .971	.1181 (295) P= .043	.0651 (295) P= .265	.0320 (295) P= .585	-.0422 (295) P= .470	-.0320 (295) P= .584
Q12ADVIC	.1535 (295) P= .008	.0586 (295) P= .316	.1724 (295) P= .003	.2058 (295) P= .000	.1961 (295) P= .001	.1575 (295) P= .007
Q13NO\$16	.0129 (295) P= .826	.0160 (295) P= .784	.0196 (295) P= .738	-.0668 (295) P= .253	-.0952 (295) P= .103	-.0406 (295) P= .487
Q13NOJUD	-.0123 (295) P= .834	-.0017 (295) P= .977	-.1309 (295) P= .025	.0273 (295) P= .641	.0269 (295) P= .646	.0236 (295) P= .686
Q14OW\$17	-.0425 (295) P= .467	.0129 (295) P= .826	-.0114 (295) P= .845	-.0370 (295) P= .526	-.0570 (295) P= .329	.0341 (295) P= .560
Q14OWNDE	-.0249 (295) P= .671	.0230 (295) P= .694	-.0026 (295) P= .964	-.0480 (295) P= .412	.0078 (295) P= .893	-.0888 (295) P= .128
Q15RE\$18	.0273 (295) P= .640	-.0391 (295) P= .504	-.0109 (295) P= .852	-.0641 (295) P= .272	-.0592 (295) P= .311	-.0016 (295) P= .978
Q15RESPE	-.0569 (295) P= .330	-.0377 (295) P= .518	-.1214 (295) P= .037	-.0917 (295) P= .116	-.0639 (295) P= .274	-.0729 (295) P= .212
Q18BE\$19	-.0331 (295) P= .571	.0854 (295) P= .144	.0144 (295) P= .805	-.0677 (295) P= .246	.0197 (295) P= .737	-.0003 (295) P= .996
Q18BENEF	-.0187 (295) P= .749	.0108 (295) P= .854	-.0233 (295) P= .690	-.0275 (295) P= .638	-.0862 (295) P= .140	-.0920 (295) P= .115
Q20RE\$20	-.0003 (295) P= .996	.0224 (295) P= .701	-.0026 (295) P= .965	.0817 (295) P= .162	-.0161 (295) P= .784	-.0069 (295) P= .906
Q20RECOM	-.0865 (295) P= .139	-.0369 (295) P= .528	.0102 (295) P= .862	.0502 (295) P= .391	.0424 (295) P= .468	.0178 (295) P= .760
Q8CLRUND	-.1006 (295) P= .085	-.0445 (295) P= .446	-.0707 (295) P= .226	-.1058 (295) P= .069	-.1009 (295) P= .084	-.0594 (295) P= .309
Q9CLRUND	-.0900 (295) P= .123	-.0066 (295) P= .910	-.0596 (295) P= .307	-.1072 (295) P= .066	-.0643 (295) P= .271	-.0321 (295) P= .583
Q9CONFID	-.1272 (295) P= .029	.0176 (295) P= .763	-.0357 (295) P= .541	-.1358 (295) P= .020	-.1210 (295) P= .038	-.0553 (295) P= .344
(Coefficient / (Cases) / 2-tailed Significance)						

" . " is printed if a coefficient cannot be computed

Table 31 continued

- - Correlation Coefficients - -

	A7	A8	A9	A10	A11	A12
Q10CLRUN	.0066 (295) P= .910	-.0234 (295) P= .689	.0069 (295) P= .906	-.0163 (295) P= .780	.0337 (295) P= .564	.0543 (295) P= .353
Q11CLRUN	-.0080 (295) P= .892	.0427 (295) P= .465	-.0854 (295) P= .143	.0214 (295) P= .714	.0638 (295) P= .275	.1127 (295) P= .053
Q12ADVI_	.0282 (295) P= .630	.0198 (295) P= .735	.0214 (295) P= .714	-.0205 (295) P= .726	.0056 (295) P= .924	.0307 (295) P= .600
Q12ADVIC	.1129 (295) P= .053	.0831 (295) P= .155	.1084 (295) P= .063	-.0338 (295) P= .563	.0013 (295) P= .983	.0944 (295) P= .106
Q13NOS16	-.0343 (295) P= .557	.0048 (295) P= .935	.0313 (295) P= .593	-.0200 (295) P= .732	-.0359 (295) P= .539	.0080 (295) P= .891
Q13NOJUD	-.0502 (295) P= .390	-.0650 (295) P= .266	-.0282 (295) P= .629	-.0103 (295) P= .860	.0913 (295) P= .117	.0540 (295) P= .355
Q14OW\$17	-.0001 (295) P= .999	-.0200 (295) P= .732	-.0094 (295) P= .872	-.0421 (295) P= .471	-.0341 (295) P= .559	-.0659 (295) P= .259
Q14OWNDE	-.1071 (295) P= .066	.0003 (295) P= .996	-.0680 (295) P= .244	-.0793 (295) P= .174	-.0593 (295) P= .310	-.1076 (295) P= .065
Q15RE\$18	.0050 (295) P= .932	.0480 (295) P= .412	-.0134 (295) P= .819	-.0187 (295) P= .749	-.0496 (295) P= .396	.0355 (295) P= .544
Q15RESPE	-.0744 (295) P= .203	.0511 (295) P= .382	-.1183 (295) P= .042	-.0072 (295) P= .902	-.0516 (295) P= .377	-.0209 (295) P= .721
Q18BE\$19	.0393 (295) P= .501	.0940 (295) P= .107	-.0076 (295) P= .897	.0295 (295) P= .614	.0956 (295) P= .101	.0452 (295) P= .439
Q18BENEF	-.0757 (295) P= .195	-.0335 (295) P= .566	-.0637 (295) P= .275	.0154 (295) P= .792	-.0587 (295) P= .315	.0103 (295) P= .860
Q20RE\$20	-.0072 (295) P= .902	-.0353 (295) P= .546	.0095 (295) P= .871	.0343 (295) P= .557	.0316 (295) P= .589	-.0554 (295) P= .343
Q20RECOM	.0313 (295) P= .593	-.0101 (295) P= .862	.0157 (295) P= .789	.0383 (295) P= .513	-.0285 (295) P= .625	.0163 (295) P= .781
Q8CLRUND	-.0927 (295) P= .112	.0441 (295) P= .450	-.0804 (295) P= .169	-.0943 (295) P= .106	-.1737 (295) P= .003	-.0470 (295) P= .421
Q9CLRUND	-.0955 (295) P= .102	.0422 (295) P= .470	-.0512 (295) P= .380	-.0574 (295) P= .326	-.1752 (295) P= .003	-.0106 (295) P= .856
Q9CONFID	-.0433 (295) P= .459	-.0035 (295) P= .952	-.0982 (295) P= .092	.0137 (295) P= .814	.0762 (295) P= .192	-.0403 (295) P= .491

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 31 continued

- - Correlation Coefficients - -

	A13	A14	A15	A16	A17
Q10CLRUN	.0876 (295) P= .133	.0667 (295) P= .254	-.0130 (295) P= .824	-.0667 (295) P= .253	-.0196 (295) P= .738
Q11CLRUN	.1985 (295) P= .001	.0802 (295) P= .169	-.0437 (295) P= .455	-.1208 (295) P= .038	.0199 (295) P= .734
Q12ADVI_	.0727 (295) P= .213	.0103 (295) P= .860	.0460 (295) P= .431	-.0857 (295) P= .142	-.0387 (295) P= .508
Q12ADVIC	.0565 (295) P= .334	.2327 (295) P= .000	.1010 (295) P= .083	.2548 (295) P= .000	-.0078 (295) P= .894
Q13NO\$16	.0492 (295) P= .399	.0053 (295) P= .928	-.0488 (295) P= .404	-.0706 (295) P= .226	-.0033 (295) P= .955
Q13NOJUD	-.0638 (295) P= .275	-.0071 (295) P= .903	.0275 (295) P= .638	.0195 (295) P= .739	.0142 (295) P= .809
Q14OW\$17	-.0643 (295) P= .271	-.0043 (295) P= .941	-.0492 (295) P= .400	.0149 (295) P= .799	.0261 (295) P= .655
Q14OWNDE	-.0522 (295) P= .371	-.0129 (295) P= .825	-.0496 (295) P= .396	-.0175 (295) P= .765	.0594 (295) P= .309
Q15RE\$18	.0500 (295) P= .392	.0384 (295) P= .511	-.0778 (295) P= .182	-.0716 (295) P= .220	-.0538 (295) P= .357
Q15RESPE	.0569 (295) P= .330	.0330 (295) P= .572	.0113 (295) P= .847	-.0261 (295) P= .655	.1076 (295) P= .065
Q18BE\$19	.1019 (295) P= .081	.0841 (295) P= .149	.0137 (295) P= .815	-.0767 (295) P= .189	-.0194 (295) P= .740
Q18BENEF	.0141 (295) P= .809	-.0530 (295) P= .364	.1261 (295) P= .030	-.1187 (295) P= .042	.0088 (295) P= .881
Q20RE\$20	-.0629 (295) P= .281	-.0406 (295) P= .487	.0267 (295) P= .647	.0766 (295) P= .189	.0184 (295) P= .753
Q20RECOM	-.0152 (295) P= .794	.0296 (295) P= .613	-.0003 (295) P= .995	.0705 (295) P= .228	-.0315 (295) P= .590
Q8CLRUND	-.0183 (295) P= .755	-.0109 (295) P= .852	-.0220 (295) P= .707	-.0056 (295) P= .924	-.0114 (295) P= .845
Q9CLRUND	-.0002 (295) P= .997	-.0247 (295) P= .673	-.0110 (295) P= .851	-.0053 (295) P= .928	.0255 (295) P= .662
Q9CONFID	-.0186 (295) P= .750	.0380 (295) P= .515	-.0247 (295) P= .673	-.0078 (295) P= .893	-.0263 (295) P= .652

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Factor Analysis (PCA) for statement groups from revised process scale using counsellor notes (N=295)

Analysis number 1 Listwise deletion of cases with missing values
Extraction 1 for analysis 1, Principal Components Analysis (PC)

Table 32 Initial Statistics:

Variable	Communality	*	Factor	Eigenvalue	Pct of Var	Cum Pct
A1	1.00000	*	1	4.42571	26.0	26.0
A2	1.00000	*	2	1.75448	10.3	36.4
A3	1.00000	*	3	1.61084	9.5	45.8
A4	1.00000	*	4	1.18069	6.9	52.8
A5	1.00000	*	5	1.15696	6.8	59.6
A6	1.00000	*	6	.98009	5.8	65.3
A7	1.00000	*	7	.85815	5.0	70.4
A8	1.00000	*	8	.80622	4.7	75.1
A9	1.00000	*	9	.76803	4.5	79.7
A10	1.00000	*	10	.64021	3.8	83.4
A11	1.00000	*	11	.60092	3.5	87.0
A12	1.00000	*	12	.52702	3.1	90.1
A13	1.00000	*	13	.45851	2.7	92.8
A14	1.00000	*	14	.37559	2.2	95.0
A15	1.00000	*	15	.33350	2.0	96.9
A16	1.00000	*	16	.29147	1.7	98.6
A17	1.00000	*	17	.23162	1.4	100.0

PC extracted 5 factors.

Table 33 Factor Matrix:

	Factor 1	Factor 2	Factor 3	Factor 4	Factor 5
A5	.76506	-.01622	-.06900	.13434	-.02172
A6	.75220	.07339	-.04723	.09392	.07303
A7	.71927	.09890	.01433	.07150	.12253
A4	.65788	-.24468	-.28128	.09465	-.15243
A9	.62122	-.10563	-.35992	-.01215	.26814
A1	.61308	-.16579	-.40056	.05470	.14726
A12	.59965	-.38382	.42135	.13462	-.26869
A3	.52192	-.13191	-.28569	.01007	-.22439
A16	.26163	.67697	-.03360	-.17182	-.36019
A15	.08992	.59262	.00004	.43716	.24206
A14	.45415	.56342	.24013	-.17967	-.39359
A13	.52776	-.23853	.60714	-.04902	-.24602
A11	.33391	.05040	.57127	-.07033	.40463
A17	.04515	-.22507	.39418	.28478	.25899
A8	.06805	.41520	.04605	.60050	.08804
A10	.31450	.22930	.19244	-.50142	.46345
A2	.39024	.11758	-.16461	-.40622	.19918

Table 34 Final Statistics:

Variable	Communality	*	Factor	Eigenvalue	Pct of Var	Cum Pct
A1	.58848	*	1	4.42571	26.0	26.0
A2	.39790	*	2	1.75448	10.3	36.4
A3	.42187	*	3	1.61084	9.5	45.8
A4	.60399	*	4	1.18069	6.9	52.8
A5	.60886	*	5	1.15696	6.8	59.6
A6	.58757	*				
A7	.54746	*				
A8	.54749	*				
A9	.59866	*				
A10	.65472	*				
A11	.60905	*				
A12	.77476	*				
A13	.76697	*				
A14	.76856	*				
A15	.60898	*				
A16	.68712	*				
A17	.35625	*				

VARIMAX rotation 1 for extraction 1 in analysis 1 - Kaiser Normalization.
VARIMAX converged in 9 iterations.

Table 35 Rotated Factor Matrix:

	Factor 1	Factor 2	Factor 3	Factor 4	Factor 5
A1	.75598	-.04986	-.07723	.09207	-.00609
A4	.74292	.15841	.05479	-.11760	-.10061
A9	.72654	-.06713	-.08612	.24161	.02239
A5	.69040	.28871	.15068	.09162	.13327
A6	.64956	.24847	.16368	.20542	.18688
A3	.59668	.06649	.16773	-.12834	-.12967
A7	.58522	.26398	.15123	.26567	.20456
A13	.16569	.82792	.15410	.08691	-.15085
A12	.36957	.78320	.02430	-.09683	-.12165
A17	-.07114	.40264	-.37838	.07264	.20156
A14	.10984	.26822	.80170	.15334	.13533
A16	.06713	-.07457	.79968	.08186	.17572
A10	.07384	.03942	.11430	.79526	-.04694
A11	-.01322	.49547	-.09097	.56575	.18718
A2	.34049	-.11904	.17908	.45996	-.15542
A15	.02234	-.11518	.14006	.09977	.75210
A8	.03074	.02522	.05824	-.13933	.72326

Table 36 Factor Transformation Matrix:

	Factor 1	Factor 2	Factor 3	Factor 4	Factor 5
Factor 1	.83191	.40990	.25172	.26618	.07544
Factor 2	-.19604	-.29545	.67991	.25815	.58768
Factor 3	-.50238	.82093	.02866	.24985	.10222
Factor 4	.12566	.16721	-.31407	-.56187	.73615
Factor 5	.03635	-.20690	-.61229	.69598	.31078

Dispersion statistics for counsellors scores on the revised process measure

Table 37 Maximum & minimum scores for each counsellor

Counsellor code	Maximum	Minimum
BA	35.00	6.00
CD	12.00	5.00
DA	27.00	6.00
EE	17.00	6.00
FA	19.00	6.00
FB	21.00	4.00
FD	12.00	7.00
GA	17.00	10.00
GJ	17.00	6.00
GK	21.00	6.00
HF	16.00	6.00
HH	10.00	4.00
HL	29.00	5.00
HM	14.00	6.00
IA	10.00	4.00
NI	12.00	4.00
XH	18.00	4.00

Table 38 Mean, median & mode for each counsellor

Counsellor code	Mean	Median	Mode
BA	16.35	14.00	13.00
CD	8.00	7.50	7.00
DA	11.85	11.00	8.00
EE	10.00	10.00	6.00
FA	11.21	10.00	9.00
FB	8.53	7.00	6.00
FD	9.20	8.50	8.00
GA	13.46	14.00	10.00
GJ	10.00	9.50	7.00
GK	12.62	11.00	8.00
HF	8.88	9.00	6.00
HH	6.52	6.00	6.00
HL	10.27	9.00	9.00
HM	8.86	8.00	6.00
IA	5.31	5.00	4.00
NI	8.20	7.50	7.00
XH	8.42	8.00	7.00

Table 39 25th and 75th percentiles and variance for each counsellor

pro5	Percentile 25	Percentile 75	Variance
CENTREID			
BA	12.00	18.00	63.74
CD	7.00	9.00	3.69
DA	8.00	15.00	25.36
EE	8.00	11.50	9.79
FA	9.00	15.00	15.40
FB	6.00	10.00	17.14
FD	8.00	10.00	3.07
GA	10.00	16.00	7.27
GJ	7.00	12.00	10.93
GK	10.00	15.00	20.92
HF	6.00	11.00	9.11
HH	6.00	7.00	1.69
HL	7.00	12.00	28.97
HM	6.00	11.00	8.13
IA	4.00	6.00	3.40
NI	7.00	11.00	5.96
XH	6.00	10.00	9.12

Table 40 Dispersion statistics for whole sample

Maximum	35	Minimum	4
Mean	9.84	Std. Dev.	4.56
Median	9.0	Mode	6.0
25 th Percentile	7.0		
75 th Percentile	12.0		

Appendix 9

Reliability Analysis (Alpha)

Table 1 Others - Internality subscale

Item-total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
O1	4.7907	23.9313	.3879	.5431
O18	4.1395	25.7420	.4096	.5390
O19	4.3721	30.0487	.1549	.6097
O21	3.7209	27.8250	.4736	.5414
O23	3.7209	25.6346	.5579	.5074
O4	4.8372	25.1872	.3247	.5667
O5	5.0000	27.8095	.3231	.5671
O9	5.2326	31.7542	-.0269	.6713

Reliability Coefficient
N of Cases = 43.0 N of Items = 8

Alpha = .6042

Table 2 Others - Powerful others subscale

Item-total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
O11	-2.0465	44.0454	.5414	.8070
O13	-2.6512	43.6135	.6591	.7903
O15	-2.4186	42.5349	.7012	.7838
O17	-1.2558	46.1949	.5525	.8052
O20	-2.0000	52.0952	.2232	.8432
O22	-2.7209	45.1584	.6255	.7961
O3	-2.0930	40.9435	.7068	.7812
O8	-3.0465	47.7597	.3911	.8269

Reliability Coefficient
N of Cases = 43.0 N of Items = 8

Alpha = .8257

Table 3 Others - Chance subscale

Item-total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
O12	-3.5116	30.5415	.5640	.7281
O14	-3.0465	30.7597	.6141	.7200
O16	-4.6744	32.2724	.5024	.7401
O10	-4.8372	38.5205	.0974	.8009
O24	-2.4884	34.0177	.4989	.7433
O6	-4.1395	32.6467	.3928	.7615
O7	-2.9535	32.2835	.5355	.7350
O2	-3.3256	30.6058	.5874	.7240

Reliability Coefficient
N of Cases = 43.0 N of Items = 8

Alpha = .7703

Table 4 Self - Internality subscale

Item-total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
S1	8.1628	34.3300	.4441	.7032
S18	8.4651	32.6833	.5481	.6789
S19	7.6512	39.6611	.5386	.7050
S21	7.5116	36.6844	.4490	.7025
S23	7.6047	35.0543	.6047	.6757
S4	8.6047	32.5305	.5202	.6854
S5	7.6279	34.8106	.5972	.6756
S9	9.0000	43.0476	-.0175	.8002

Reliability Coefficient
N of Cases = 43.0 N of Items = 8

Alpha = .7333

Table 5 Self - Powerful others subscale

Item-total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
S11	-4.3256	40.2248	.5440	.7091
S13	-5.2326	38.5161	.5087	.7124
S15	-5.3023	38.3112	.4387	.7285
S17	-3.6512	41.9945	.4772	.7217
S20	-5.2326	47.6113	.0626	.7898
S22	-5.3023	39.7398	.5446	.7079
S3	-4.8837	38.3909	.5825	.6992
S8	-5.9535	38.5692	.4864	.7170

Reliability Coefficient
N of Cases = 43.0 N of Items = 8

Alpha = .7507

Table 6 Self - Chance subscale

Item-total Statistics				
	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Alpha if Item Deleted
S12	-6.0465	26.3311	.4517	.6667
S14	-5.2093	26.9790	.5542	.6471
S16	-6.7209	29.1584	.2944	.7023
S10	-7.3488	30.6611	.2176	.7161
S24	-4.9070	29.1816	.3645	.6861
S6	-6.0698	27.6379	.4183	.6746
S7	-5.1395	27.9324	.4831	.6625
S2	-5.6047	27.6733	.4308	.6718

Reliability Coefficient
N of Cases = 43.0 N of Items = 8

Alpha = .7076

Table 7 Correlation Coefficients between subscales (Those significant at p<=0.05 are shown in bold italics)

	Chance (Others)	Chance (Self)	Intern- ality (Others)	Intern- ality (Self)	Powerful others (Others)	Powerful others (Self)
Chance (Others)	1.0000 (43) P= .	<i>.6044</i> (43) P= <i>.000</i>	<i>-.4078</i> (43) P= <i>.007</i>	<i>-.2321</i> (43) P= <i>.134</i>	<i>.6785</i> (43) P= <i>.000</i>	<i>.3582</i> (43) P= <i>.018</i>
Chance (Self)	<i>.6044</i> (43) P= <i>.000</i>	1.0000 (43) P= .	<i>-.3011</i> (43) P= <i>.050</i>	<i>-.5768</i> (43) P= <i>.000</i>	<i>.3101</i> (43) P= <i>.043</i>	<i>.3939</i> (43) P= <i>.009</i>
Internality (Others)	<i>-.4078</i> (43) P= <i>.007</i>	<i>-.3011</i> (43) P= <i>.050</i>	1.0000 (43) P= .	<i>.6300</i> (43) P= <i>.000</i>	<i>.0416</i> (43) P= <i>.791</i>	<i>.0865</i> (43) P= <i>.581</i>
Internality (Self)	<i>-.2321</i> (43) P= <i>.134</i>	<i>-.5768</i> (43) P= <i>.000</i>	<i>.6300</i> (43) P= <i>.000</i>	1.0000 (43) P= .	<i>.1651</i> (43) P= <i>.290</i>	<i>-.0158</i> (43) P= <i>.920</i>
Powerful others (Others)	<i>.6785</i> (43) P= <i>.000</i>	<i>.3101</i> (43) P= <i>.043</i>	<i>.0416</i> (43) P= <i>.791</i>	<i>.1651</i> (43) P= <i>.290</i>	1.0000 (43) P= .	<i>.6794</i> (43) P= <i>.000</i>
Powerful others (Self)	<i>.3582</i> (43) P= <i>.018</i>	<i>.3939</i> (43) P= <i>.009</i>	<i>.0865</i> (43) P= <i>.581</i>	<i>-.0158</i> (43) P= <i>.920</i>	<i>.6794</i> (43) P= <i>.000</i>	1.0000 (43) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Within Counsellor Descriptives (Individual counsellor results on criterion variables from client and counsellor questionnaires) Those counsellors within the locus of control study are shown through the counsellor number in brackets after the counsellor code.

Table 8 Counsellor Code: BA (Counsellor 9)

Number of valid observations (listwise) =				17.00	Valid	
Variable	Mean	Std Dev	Variance	Range	N	Label
Client Variables:						
Q10CLRUN	1.59	.71	.51	2.00	17	Cllr understood problem
Q11CLRUN	1.53	.72	.51	2.00	17	Cllr understood feelings
Q12ADVI	1.71	.77	.60	2.00	17	Counsellor gave advice
Q13NOS55	1.24	.44	.19	1.00	17	Counsellor accepted me
Q14OW\$56	1.65	.79	.62	3.00	17	Made own decisions
Q15RE\$57	1.18	.39	.15	1.00	17	Was shown respect
Q18BE\$60	1.88	.86	.74	2.00	17	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.18	.53	.28	2.00	17	I understood problem
Q9CLRUND	2.24	.44	.19	1.00	17	I understood feelings
Q12ADVIC	5.18	1.55	2.40	5.00	17	I gave advice/guidance
Q13NOJUD	5.88	.49	.24	2.00	17	Found client hard to accept
Q14OWNDE	2.41	.87	.76	3.00	17	Client made own decisions
Q15RESPE	2.00	.00	.00	.00	17	Client felt respected
Q18BENEF	2.18	.39	.15	1.00	17	Client benefited

Table 9 Counsellor Code: BD (Not in locus of control study)

Number of valid observations (listwise) =				11.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.91	1.04	1.09	3.00	11	Cllr understood problem
Q11CLRUN	1.91	.94	.89	3.00	11	Cllr understood feelings
Q12ADVI	2.36	1.36	1.85	4.00	11	Counsellor gave advice
Q13NO\$55	1.45	.69	.47	2.00	11	Counsellor accepted me
Q14OW\$56	1.73	.65	.42	2.00	11	Made own decisions
Q15RE\$57	1.36	.67	.45	2.00	11	Was shown respect
Q18BE\$60	2.27	1.19	1.42	3.00	11	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.73	.79	.62	2.00	11	I understood problem
Q9CLRUND	2.64	.67	.45	2.00	11	I understood feelings
Q12ADVIC	3.91	1.30	1.69	4.00	11	I gave advice/guidance
Q13NOJUD	6.73	.47	.22	1.00	11	Found client hard to accept
Q14OWNDE	2.18	1.94	3.76	5.00	11	Client made own decisions
Q15RESPE	2.18	1.08	1.16	4.00	11	Client felt respected
Q18BENEF	2.91	1.30	1.69	4.00	11	Client benefited

Table 10 Counsellor Code: CD (Counsellor 2)

Number of valid observations (listwise) =				11.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.09	.30	.09	1.00	11	Cllr understood problem
Q11CLRUN	1.18	.40	.16	1.00	11	Cllr understood feelings
Q12ADVI	1.18	.40	.16	1.00	11	Counsellor gave advice
Q13NO\$55	1.00	.00	.00	.00	11	Counsellor accepted me
Q14OW\$56	1.45	.69	.47	2.00	11	Made own decisions
Q15RE\$57	1.09	.30	.09	1.00	11	Was shown respect
Q18BE\$60	1.27	.47	.22	1.00	11	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.09	.54	.29	2.00	11	I understood problem
Q9CLRUND	2.00	.45	.20	2.00	11	I understood feelings
Q12ADVIC	3.18	.75	.56	2.00	11	I gave advice/guidance
Q13NOJUD	5.45	1.57	2.47	5.00	11	Found client hard to accept
Q14OWNDE	3.64	1.21	1.45	4.00	11	Client made own decisions
Q15RESPE	1.91	.30	.09	1.00	11	Client felt respected
Q18BENEF	2.36	.92	.85	3.00	11	Client benefited

Table 11 Counsellor Code: DA (Counsellor 11)

Number of valid observations (listwise) =				27.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.30	.67	.45	3.00	27	Cllr understood problem
Q11CLRUN	1.33	.68	.46	3.00	27	Cllr understood feelings
Q12ADVI	1.63	1.01	1.01	4.00	27	Counsellor gave advice
Q13NO\$55	1.15	.36	.13	1.00	27	Counsellor accepted me
Q14OW\$56	1.63	.88	.78	3.00	27	Made own decisions
Q15RE\$57	1.26	.45	.20	1.00	27	Was shown respect
Q18BE\$60	1.59	.89	.79	3.00	27	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	1.19	.48	.23	2.00	27	I understood problem
Q9CLRUND	1.07	.27	.07	1.00	27	I understood feelings
Q12ADVIC	1.78	.70	.49	2.00	27	I gave advice/guidance
Q13NOJUD	6.96	.19	.04	1.00	27	Found client hard to accept
Q14OWNDE	1.00	.00	.00	.00	27	Client made own decisions
Q15RESPE	1.00	.00	.00	.00	27	Client felt respected
Q18BENEF	1.93	.68	.46	3.00	27	Client benefited

Table 12 Counsellor Code: EE (Counsellor 6)

Number of valid observations (listwise) =				19.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.95	1.03	1.05	4.00	19	Cllr understood problem
Q11CLRUN	1.79	.71	.51	2.00	19	Cllr understood feelings
Q12ADVI	2.37	1.07	1.13	4.00	19	Counsellor gave advice
Q13NO\$55	1.58	.77	.59	3.00	19	Counsellor accepted me
Q14OW\$56	1.84	.83	.70	3.00	19	Made own decisions
Q15RE\$57	1.42	.61	.37	2.00	19	Was shown respect
Q18BE\$60	2.26	1.24	1.54	5.00	19	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.58	.51	.26	1.00	19	I understood problem
Q9CLRUND	2.58	.61	.37	2.00	19	I understood feelings
Q12ADVIC	3.53	.61	.37	2.00	19	I gave advice/guidance
Q13NOJUD	5.84	1.01	1.03	3.00	19	Found client hard to accept
Q14OWNDE	3.26	.56	.32	2.00	19	Client made own decisions
Q15RESPE	2.63	.50	.25	1.00	19	Client felt respected
Q18BENEF	3.11	.57	.32	2.00	19	Client benefited

Table 13 Counsellor Code: EJ (Not in locus of control study)

Number of valid observations (listwise) =				18.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.56	.70	.50	2.00	18	Cllr understood problem
Q11CLRUN	1.72	.83	.68	3.00	18	Cllr understood feelings
Q12ADVI	1.94	.73	.53	2.00	18	Counsellor gave advice
Q13NO\$55	1.39	.50	.25	1.00	18	Counsellor accepted me
Q14OW\$56	2.00	1.28	1.65	5.00	18	Made own decisions
Q15RE\$57	1.17	.38	.15	1.00	18	Was shown respect
Q18BE\$60	2.00	.69	.47	2.00	18	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	1.50	.51	.26	1.00	18	I understood problem
Q9CLRUND	1.39	.50	.25	1.00	18	I understood feelings
Q12ADVIC	2.11	1.02	1.05	3.00	18	I gave advice/guidance
Q13NOJUD	6.89	.47	.22	2.00	18	Found client hard to accept
Q14OWNDE	1.33	.59	.35	2.00	18	Client made own decisions
Q15RESPE	1.00	.00	.00	.00	18	Client felt respected
Q18BENEF	1.72	.75	.57	2.00	18	Client benefited

Table 14 Counsellor Code: FA (Counsellor 7)

Number of valid observations (listwise) =				19.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.79	1.40	1.95	6.00	19	Cllr understood problem
Q11CLRUN	1.89	1.45	2.10	6.00	19	Cllr understood feelings
Q12ADVI	2.21	1.58	2.51	6.00	19	Counsellor gave advice
Q13NO\$55	1.63	.90	.80	3.00	19	Counsellor accepted me
Q14OW\$56	1.63	.83	.69	3.00	19	Made own decisions
Q15RE\$57	1.37	.60	.36	2.00	19	Was shown respect
Q18BE\$60	2.53	1.58	2.49	6.00	19	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	1.79	.54	.29	2.00	19	I understood problem
Q9CLRUND	1.74	.56	.32	2.00	19	I understood feelings
Q12ADVIC	2.26	.93	.87	4.00	19	I gave advice/guidance
Q13NOJUD	5.58	1.50	2.26	5.00	19	Found client hard to accept
Q14OWNDE	1.95	1.03	1.05	3.00	19	Client made own decisions
Q15RESPE	1.63	.76	.58	3.00	19	Client felt respected
Q18BENEF	2.11	.88	.77	4.00	19	Client benefited

Table 15 Counsellor Code: FB (Counsellor 4)

Number of valid observations (listwise) =				19.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.26	.45	.20	1.00	19	Cllr understood problem
Q11CLRUN	1.37	.60	.36	2.00	19	Cllr understood feelings
Q12ADVI	1.68	.89	.78	2.00	19	Counsellor gave advice
Q13NO\$55	1.32	.67	.45	2.00	19	Counsellor accepted me
Q14OW\$56	1.63	.90	.80	3.00	19	Made own decisions
Q15RE\$57	1.26	.56	.32	2.00	19	Was shown respect
Q18BE\$60	1.74	.87	.76	2.00	19	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	1.95	.40	.16	2.00	19	I understood problem
Q9CLRUND	1.84	.37	.14	1.00	19	I understood feelings
Q12ADVIC	3.32	1.11	1.23	4.00	19	I gave advice/guidance
Q13NOJUD	6.68	.48	.23	1.00	19	Found client hard to accept
Q14OWNDE	1.95	.40	.16	2.00	19	Client made own decisions
Q15RESPE	1.11	.32	.10	1.00	19	Client felt respected
Q18BENEF	1.84	.50	.25	2.00	19	Client benefited

Table 16 Counsellor Code: FC (Not in locus of control study)

Number of valid observations (listwise) =				23.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.70	.63	.40	2.00	23	Cllr understood problem
Q11CLRUN	1.74	.92	.84	4.00	23	Cllr understood feelings
Q12ADVI	1.83	.94	.88	3.00	23	Counsellor gave advice
Q13NO\$55	1.65	1.03	1.06	4.00	23	Counsellor accepted me
Q14OW\$56	2.04	1.36	1.86	5.00	23	Made own decisions
Q15RE\$57	1.39	.94	.89	4.00	23	Was shown respect
Q18BE\$60	2.09	.90	.81	3.00	23	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.22	.52	.27	2.00	23	I understood problem
Q9CLRUND	2.87	.46	.21	2.00	23	I understood feelings
Q12ADVIC	3.00	.52	.27	2.00	23	I gave advice/guidance
Q13NOJUD	5.39	.99	.98	3.00	23	Found client hard to accept
Q14OWNDE	3.26	.54	.29	2.00	23	Client made own decisions
Q15RESPE	2.00	.00	.00	.00	23	Client felt respected
Q18BENEF	2.78	.42	.18	1.00	23	Client benefited

Table 17 Counsellor Code: FD (Counsellor 5)

Number of valid observations (listwise) =				10.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.90	1.29	1.66	4.00	10	Cllr understood problem
Q11CLRUN	2.00	.82	.67	3.00	10	Cllr understood feelings
Q12ADVI	2.60	1.26	1.60	4.00	10	Counsellor gave advice
Q13NO\$55	1.60	.84	.71	2.00	10	Counsellor accepted me
Q14OW\$56	2.10	.99	.99	3.00	10	Made own decisions
Q15RE\$57	1.30	.48	.23	1.00	10	Was shown respect
Q18BE\$60	2.60	1.07	1.16	4.00	10	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	3.20	.79	.62	2.00	10	I understood problem
Q9CLRUND	3.40	.84	.71	3.00	10	I understood feelings
Q12ADVIC	4.00	1.41	2.00	4.00	10	I gave advice/guidance
Q13NOJUD	6.50	.53	.28	1.00	10	Found client hard to accept
Q14OWNDE	2.30	.82	.68	3.00	10	Client made own decisions
Q15RESPE	1.60	.52	.27	1.00	10	Client felt respected
Q18BENEF	3.60	.70	.49	2.00	10	Client benefited

Table 18 Counsellor Code: GA (Counsellor 10)

Number of valid observations (listwise) =					12.00	
					Valid	
Variable	Mean	Std Dev	Variance	Range	N	Label
Client Variables:						
Q10CLRUN	1.42	.79	.63	2.00	12	Cllr understood problem
Q11CLRUN	1.42	.67	.45	2.00	12	Cllr understood feelings
Q12ADVI	2.17	.94	.88	3.00	12	Counsellor gave advice
Q13NO\$55	1.25	.45	.20	1.00	12	Counsellor accepted me
Q14OW\$56	1.75	1.22	1.48	3.00	12	Made own decisions
Q15RE\$57	1.17	.39	.15	1.00	12	Was shown respect
Q18BE\$60	2.33	.98	.97	3.00	12	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	1.33	.49	.24	1.00	12	I understood problem
Q9CLRUND	1.42	.51	.27	1.00	12	I understood feelings
Q12ADVIC	3.00	.74	.55	2.00	12	I gave advice/guidance
Q13NOJUD	6.92	.29	.08	1.00	12	Found client hard to accept
Q14OWNDE	3.08	.90	.81	2.00	12	Client made own decisions
Q15RESPE	1.17	.39	.15	1.00	12	Client felt respected
Q18BENEF	2.33	.49	.24	1.00	12	Client benefited

Table 19 Counsellor Code: GD (Not in locus of control study)

Number of valid observations (listwise) =					10.00	
					Valid	
Variable	Mean	Std Dev	Variance	Range	N	Label
Client Variables:						
Q10CLRUN	1.50	.97	.94	3.00	10	Cllr understood problem
Q11CLRUN	1.60	.70	.49	2.00	10	Cllr understood feelings
Q12ADVI	1.60	.70	.49	2.00	10	Counsellor gave advice
Q13NO\$55	1.40	.70	.49	2.00	10	Counsellor accepted me
Q14OW\$56	2.10	1.10	1.21	3.00	10	Made own decisions
Q15RE\$57	1.50	.85	.72	2.00	10	Was shown respect
Q18BE\$60	2.10	.74	.54	2.00	10	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.50	.53	.28	1.00	10	I understood problem
Q9CLRUND	3.50	.71	.50	2.00	10	I understood feelings
Q12ADVIC	2.80	.63	.40	2.00	10	I gave advice/guidance
Q13NOJUD	6.30	1.49	2.23	4.00	10	Found client hard to accept
Q14OWNDE	4.00	.00	.00	.00	10	Client made own decisions
Q15RESPE	2.90	.74	.54	2.00	10	Client felt respected
Q18BENEF	2.80	.79	.62	2.00	10	Client benefited

Table 20 Counsellor Code: GJ (Counsellor 13)

Number of valid observations (listwise) =					18.00	
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.33	.49	.24	1.00	18	Cllr understood problem
Q11CLRUN	1.33	.59	.35	2.00	18	Cllr understood feelings
Q12ADVI	1.44	.86	.73	3.00	18	Counsellor gave advice
Q13NO\$55	1.33	.49	.24	1.00	18	Counsellor accepted me
Q14OW\$56	1.50	.62	.38	2.00	18	Made own decisions
Q15RE\$57	1.17	.38	.15	1.00	18	Was shown respect
Q18BE\$60	2.06	1.00	1.00	3.00	18	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.00	.00	.00	.00	18	I understood problem
Q9CLRUND	2.00	.00	.00	.00	18	I understood feelings
Q12ADVIC	2.22	.43	.18	1.00	18	I gave advice/guidance
Q13NOJUD	6.00	.00	.00	.00	18	Found client hard to accept
Q14OWNDE	2.06	.24	.06	1.00	18	Client made own decisions
Q15RESPE	2.00	.00	.00	.00	18	Client felt respected
Q18BENEF	2.17	.38	.15	1.00	18	Client benefited

Table 21 Counsellor Code: GK (Counsellor 8)

Number of valid observations (listwise) =				12.00		
				Valid		
Variable	Mean	Std Dev	Variance	Range	N	Label
Client Variables:						
Q10CLRUN	1.25	.45	.20	1.00	12	Cllr understood problem
Q11CLRUN	1.17	.39	.15	1.00	12	Cllr understood feelings
Q12ADVI	1.75	1.06	1.11	3.00	12	Counsellor gave advice
Q13NO\$55	1.25	.45	.20	1.00	12	Counsellor accepted me
Q14OW\$56	1.42	.67	.45	2.00	12	Made own decisions
Q15RE\$57	1.25	.45	.20	1.00	12	Was shown respect
Q18BE\$60	1.83	.94	.88	3.00	12	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.00	.00	.00	.00	12	I understood problem
Q9CLRUND	2.00	.00	.00	.00	12	I understood feelings
Q12ADVIC	2.33	.78	.61	2.00	12	I gave advice/guidance
Q13NOJUD	6.00	.00	.00	.00	12	Found client hard to accept
Q14OWNDE	2.17	.39	.15	1.00	12	Client made own decisions
Q15RESPE	2.00	.00	.00	.00	12	Client felt respected
Q18BENEF	2.17	.39	.15	1.00	12	Client benefited

Table 22 Counsellor Code: HB (Not in locus of control study)

Number of valid observations (listwise) =				16.00		
				Valid		
Variable	Mean	Std Dev	Variance	Range	N	Label
Client Variables:						
Q10CLRUN	1.62	.81	.65	2.00	16	Cllr understood problem
Q11CLRUN	1.62	.72	.52	2.00	16	Cllr understood feelings
Q12ADVI	2.38	1.31	1.72	5.00	16	Counsellor gave advice
Q13NO\$55	1.56	.73	.53	2.00	16	Counsellor accepted me
Q14OW\$56	1.94	.68	.46	2.00	16	Made own decisions
Q15RE\$57	1.31	.48	.23	1.00	16	Was shown respect
Q18BE\$60	2.56	1.46	2.13	3.00	16	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	1.94	.25	.06	1.00	16	I understood problem
Q9CLRUND	2.19	.40	.16	1.00	16	I understood feelings
Q12ADVIC	2.44	.63	.40	2.00	16	I gave advice/guidance
Q13NOJUD	6.13	.89	.78	3.00	16	Found client hard to accept
Q14OWNDE	2.06	.68	.46	2.00	16	Client made own decisions
Q15RESPE	2.06	.44	.20	2.00	16	Client felt respected
Q18BENEF	2.56	.51	.26	1.00	16	Client benefited

Table 23 Counsellor Code: HC (Not in locus of control study)

Number of valid observations (listwise) =				24.00		
				Valid		
Variable	Mean	Std Dev	Variance	Range	N	Label
Client Variables:						
Q10CLRUN	1.67	.82	.67	3.00	24	Cllr understood problem
Q11CLRUN	1.96	1.00	1.00	3.00	24	Cllr understood feelings
Q12ADVI	1.75	.85	.72	3.00	24	Counsellor gave advice
Q13NO\$55	1.63	.82	.68	3.00	24	Counsellor accepted me
Q14OW\$56	2.00	.83	.70	3.00	24	Made own decisions
Q15RE\$57	1.46	.66	.43	2.00	24	Was shown respect
Q18BE\$60	2.21	1.14	1.30	3.00	24	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.42	.50	.25	1.00	24	I understood problem
Q9CLRUND	3.50	.51	.26	1.00	24	I understood feelings
Q12ADVIC	2.46	.51	.26	1.00	24	I gave advice/guidance
Q13NOJUD	5.96	.46	.22	3.00	24	Found client hard to accept
Q14OWNDE	2.96	.55	.30	2.00	24	Client made own decisions
Q15RESPE	2.67	.48	.23	1.00	24	Client felt respected
Q18BENEF	2.67	.64	.41	3.00	24	Client benefited

Table 24 Counsellor Code: HF (Counsellor 14)

Number of valid observations (listwise) =					18.00	
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.89	.90	.81	3.00	18	Cllr understood problem
Q11CLRUN	1.94	.73	.53	2.00	18	Cllr understood feelings
Q12ADVI	2.33	.84	.71	3.00	18	Counsellor gave advice
Q13NO\$55	1.61	.85	.72	3.00	18	Counsellor accepted me
Q14OW\$56	1.83	.92	.85	3.00	18	Made own decisions
Q15RE\$57	1.44	.70	.50	2.00	18	Was shown respect
Q18BE\$60	2.33	.97	.94	3.00	18	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.11	.68	.46	2.00	18	I understood problem
Q9CLRUND	2.28	.75	.57	3.00	18	I understood feelings
Q12ADVIC	2.56	1.10	1.20	4.00	18	I gave advice/guidance
Q13NOJUD	5.78	1.66	2.77	5.00	18	Found client hard to accept
Q14OWNDE	3.06	1.11	1.23	3.00	18	Client made own decisions
Q15RESPE	2.06	.94	.88	3.00	18	Client felt respected
Q18BENEF	3.39	.98	.96	5.00	18	Client benefited

Table 25 Counsellor Code: HH (Counsellor 17)

Number of valid observations (listwise) =					29.00	Valid N	Label
Variable	Mean	Std Dev	Variance	Range			
Client Variables:							
Q10CLRUN	1.62	.90	.82	4.00	29	Cllr understood problem	
Q11CLRUN	1.45	.83	.68	4.00	29	Cllr understood feelings	
Q12ADVI	1.79	.94	.88	3.00	29	Counsellor gave advice	
Q13NO\$55	1.41	.63	.39	2.00	29	Counsellor accepted me	
Q14OW\$56	1.79	.86	.74	3.00	29	Made own decisions	
Q15RE\$57	1.31	.71	.51	3.00	29	Was shown respect	
Q18BE\$60	2.03	1.18	1.39	4.00	29	Benefited from counselling	
Counsellor Variables:							
Q8CLRUND	2.41	.78	.61	3.00	29	I understood problem	
Q9CLRUND	2.07	.80	.64	3.00	29	I understood feelings	
Q12ADVIC	2.14	.88	.77	3.00	29	I gave advice/guidance	
Q13NOJUD	6.66	.48	.23	1.00	29	Found client hard to accept	
Q14OWNDE	2.31	.89	.79	3.00	29	Client made own decisions	
Q15RESPE	1.48	.57	.33	2.00	29	Client felt respected	
Q18BENEF	2.14	.69	.48	3.00	29	Client benefited	

Table 26 Counsellor Code: HL (Counsellor 12)

Number of valid observations (listwise) =					20.00	Valid N	Label
Variable	Mean	Std Dev	Variance	Range			
Client Variables:							
Q10CLRUN	2.05	1.00	1.00	3.00	20		Cllr understood problem
Q11CLRUN	2.05	1.00	1.00	3.00	20		Cllr understood feelings
Q12ADVI	2.50	1.24	1.53	4.00	20		Counsellor gave advice
Q13NO\$55	1.95	1.00	1.00	3.00	20		Counsellor accepted me
Q14OW\$56	2.30	1.13	1.27	3.00	20		Made own decisions
Q15RE\$57	1.85	.81	.66	2.00	20		Was shown respect
Q18BE\$60	2.45	1.15	1.31	3.00	20		Benefited from counselling
Counsellor Variables:							
Q8CLRUND	3.30	.47	.22	1.00	20		I understood problem
Q9CLRUND	3.35	.75	.56	2.00	20		I understood feelings
Q12ADVIC	4.40	.99	.99	4.00	20		I gave advice/guidance
Q13NOJUD	6.55	1.15	1.31	4.00	20		Found client hard to accept
Q14OWNDE	1.00	.00	.00	.00	20		Client made own decisions
Q15RESPE	1.00	.00	.00	.00	20		Client felt respected
Q18BENEF	3.50	.76	.58	3.00	20		Client benefited

Table 27 Counsellor Code: HM (Counsellor 15)

Number of valid observations (listwise) =				13.00		
				Valid		
Variable	Mean	Std Dev	Variance	Range	N	Label
						Client Variables:
Q10CLRUN	2.00	1.08	1.17	3.00	13	Cllr understood problem
Q11CLRUN	1.77	1.01	1.03	3.00	13	Cllr understood feelings
Q12ADVI	2.00	1.15	1.33	4.00	13	Counsellor gave advice
Q13NO\$55	1.31	.48	.23	1.00	13	Counsellor accepted me
Q14OW\$56	1.77	1.01	1.03	3.00	13	Made own decisions
Q15RE\$57	1.31	.85	.73	3.00	13	Was shown respect
Q18BE\$60	2.00	1.78	3.17	6.00	13	Benefited from counselling
						Counsellor Variables:
Q8CLRUND	1.92	.28	.08	1.00	13	I understood problem
Q9CLRUND	1.92	.28	.08	1.00	13	I understood feelings
Q12ADVIC	4.08	.49	.24	2.00	13	I gave advice/guidance
Q13NOJUD	6.46	.52	.27	1.00	13	Found client hard to accept
Q14OWNDE	1.46	.52	.27	1.00	13	Client made own decisions
Q15RESPE	1.62	.51	.26	1.00	13	Client felt respected
Q18BENEF	2.31	.85	.73	3.00	13	Client benefited

Table 28 Counsellor Code: IA (Counsellor 1)

Number of valid observations (listwise) =				12.00		
				Valid		
Variable	Mean	Std Dev	Variance	Range	N	Label
						Client Variables:
Q10CLRUN	2.00	1.04	1.09	4.00	12	Cllr understood problem
Q11CLRUN	1.75	.87	.75	3.00	12	Cllr understood feelings
Q12ADVI	2.58	1.51	2.27	5.00	12	Counsellor gave advice
Q13NO\$55	1.33	.49	.24	1.00	12	Counsellor accepted me
Q14OW\$56	2.17	1.19	1.42	4.00	12	Made own decisions
Q15RE\$57	1.33	.89	.79	3.00	12	Was shown respect
Q18BE\$60	2.67	1.56	2.42	5.00	12	Benefited from counselling
						Counsellor Variables:
Q8CLRUND	2.25	.45	.20	1.00	12	I understood problem
Q9CLRUND	2.50	.52	.27	1.00	12	I understood feelings
Q12ADVIC	2.92	.79	.63	3.00	12	I gave advice/guidance
Q13NOJUD	5.42	1.38	1.90	4.00	12	Found client hard to accept
Q14OWNDE	2.67	.49	.24	1.00	12	Client made own decisions
Q15RESPE	2.67	.49	.24	1.00	12	Client felt respected
Q18BENEF	2.92	.29	.08	1.00	12	Client benefited

Table 29 Counsellor Code: NI (Counsellor 16)

Number of valid observations (listwise) =				10.00		
				Valid		
Variable	Mean	Std Dev	Variance	Range	N	Label
						Client Variables:
Q10CLRUN	1.60	.70	.49	2.00	10	Cllr understood problem
Q11CLRUN	1.70	.48	.23	1.00	10	Cllr understood feelings
Q12ADVI	1.70	.82	.68	2.00	10	Counsellor gave advice
Q13NO\$55	1.30	.48	.23	1.00	10	Counsellor accepted me
Q14OW\$56	2.10	1.10	1.21	3.00	10	Made own decisions
Q15RE\$57	1.30	.67	.46	2.00	10	Was shown respect
Q18BE\$60	2.40	1.07	1.16	3.00	10	Benefited from counselling
						Counsellor Variables:
Q8CLRUND	1.80	.42	.18	1.00	10	I understood problem
Q9CLRUND	2.00	.47	.22	2.00	10	I understood feelings
Q12ADVIC	2.80	.63	.40	2.00	10	I gave advice/guidance
Q13NOJUD	6.50	.53	.28	1.00	10	Found client hard to accept
Q14OWNDE	2.40	1.43	2.04	5.00	10	Client made own decisions
Q15RESPE	1.70	.48	.23	1.00	10	Client felt respected
Q18BENEF	2.30	.48	.23	1.00	10	Client benefited

Table 30 Counsellor Code: XH (Counsellor 3)

Number of valid observations (listwise) =				23.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.70	.82	.68	2.00	23	Cllr understood problem
Q11CLRUN	1.91	.90	.81	3.00	23	Cllr understood feelings
Q12ADVI	2.04	1.11	1.23	4.00	23	Counsellor gave advice
Q13NO\$55	1.57	.66	.44	2.00	23	Counsellor accepted me
Q14OW\$56	1.96	1.33	1.77	6.00	23	Made own decisions
Q15RE\$57	1.57	.84	.71	2.00	23	Was shown respect
Q18BE\$60	2.35	1.47	2.15	6.00	23	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.61	.78	.61	2.00	23	I understood problem
Q9CLRUND	2.74	.69	.47	2.00	23	I understood feelings
Q12ADVIC	2.61	.72	.52	3.00	23	I gave advice/guidance
Q13NOJUD	5.65	1.07	1.15	5.00	23	Found client hard to accept
Q14OWNDE	2.70	.63	.40	2.00	23	Client made own decisions
Q15RESPE	2.00	.43	.18	2.00	23	Client felt respected
Q18BENEF	3.09	.67	.45	2.00	23	Client benefited

Between Counsellor Descriptives (Counsellor results on criterion variables from client and counsellor questionnaires EXCLUDING INDIVIDUAL COUNSELLOR)

Table 31 Excluding Counsellor Code: BA

Number of valid observations (listwise) =				469.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.58	.84	.70	6.00	469	Cllr understood problem
Q11CLRUN	1.62	.82	.68	6.00	469	Cllr understood feelings
Q12ADVI	1.95	1.08	1.17	6.00	469	Counsellor gave advice
Q13NO\$55	1.43	.69	.47	4.00	469	Counsellor accepted me
Q14OW\$56	1.80	.97	.94	6.00	469	Made own decisions
Q15RE\$57	1.33	.63	.40	4.00	469	Was shown respect
Q18BE\$60	2.07	1.13	1.28	6.00	469	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.13	.73	.53	3.00	469	I understood problem
Q9CLRUND	2.26	.86	.74	4.00	469	I understood feelings
Q12ADVIC	2.88	1.21	1.46	6.00	469	I gave advice/guidance
Q13NOJUD	6.17	1.07	1.15	5.00	469	Found client hard to accept
Q14OWNDE	2.28	1.03	1.06	5.00	469	Client made own decisions
Q15RESPE	1.79	.70	.49	4.00	469	Client felt respected
Q18BENEF	2.54	.85	.72	5.00	469	Client benefited

Table 32 Excluding Counsellor Code: BD

Number of valid observations (listwise) =				475.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.58	.83	.68	6.00	475	Cllr understood problem
Q11CLRUN	1.61	.81	.66	6.00	475	Cllr understood feelings
Q12ADVI	1.93	1.07	1.14	6.00	475	Counsellor gave advice
Q13NO\$55	1.43	.68	.46	4.00	475	Counsellor accepted me
Q14OW\$56	1.80	.97	.94	6.00	475	Made own decisions
Q15RE\$57	1.33	.63	.39	4.00	475	Was shown respect
Q18BE\$60	2.06	1.12	1.26	6.00	475	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.12	.72	.52	3.00	475	I understood problem
Q9CLRUND	2.25	.85	.73	4.00	475	I understood feelings
Q12ADVIC	2.94	1.28	1.65	6.00	475	I gave advice/guidance
Q13NOJUD	6.15	1.07	1.13	5.00	475	Found client hard to accept
Q14OWNDE	2.29	1.00	1.00	5.00	475	Client made own decisions
Q15RESPE	1.79	.68	.46	3.00	475	Client felt respected
Q18BENEF	2.51	.83	.68	5.00	475	Client benefited

Table 33 Excluding Counsellor Code: CD

Number of valid observations (listwise) =				475.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.60	.84	.70	6.00	475	Cllr understood problem
Q11CLRUN	1.63	.82	.68	6.00	475	Cllr understood feelings
Q12ADVI	1.96	1.08	1.16	6.00	475	Counsellor gave advice
Q13NO\$55	1.44	.69	.47	4.00	475	Counsellor accepted me
Q14OW\$56	1.80	.97	.94	6.00	475	Made own decisions
Q15RE\$57	1.33	.63	.40	4.00	475	Was shown respect
Q18BE\$60	2.08	1.13	1.27	6.00	475	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.13	.73	.53	3.00	475	I understood problem
Q9CLRUND	2.26	.86	.73	4.00	475	I understood feelings
Q12ADVIC	2.95	1.30	1.69	6.00	475	I gave advice/guidance
Q13NOJUD	6.18	1.04	1.08	5.00	475	Found client hard to accept
Q14OWNDE	2.26	1.00	1.00	5.00	475	Client made own decisions
Q15RESPE	1.80	.70	.49	4.00	475	Client felt respected
Q18BENEF	2.53	.84	.70	5.00	475	Client benefited

Table 34 Excluding Counsellor Code: DA

Number of valid observations (listwise) =

Variable	Mean	Std Dev	Variance	Range	459.00	Label
					Valid N	
Q10CLRUN	1.60	.84	.70	6.00	459	Client Variables: Cllr understood problem
Q11CLRUN	1.64	.82	.68	6.00	459	Cllr understood feelings
Q12ADVI	1.96	1.08	1.16	6.00	459	Counsellor gave advice
Q13NO\$55	1.44	.69	.48	4.00	459	Counsellor accepted me
Q14OW\$56	1.80	.97	.94	6.00	459	Made own decisions
Q15RE\$57	1.33	.64	.41	4.00	459	Was shown respect
Q18BE\$60	2.09	1.13	1.27	6.00	459	Benefited from counselling
Q8CLRUND	2.19	.70	.49	3.00	459	Counsellor Variables: I understood problem
Q9CLRUND	2.33	.82	.67	4.00	459	I understood feelings
Q12ADVIC	3.03	1.28	1.65	6.00	459	I gave advice/guidance
Q13NOJUD	6.11	1.07	1.14	5.00	459	Found client hard to accept
Q14OWNDE	2.36	1.00	1.01	5.00	459	Client made own decisions
Q15RESPE	1.85	.68	.47	4.00	459	Client felt respected
Q18BENEF	2.56	.83	.70	5.00	459	Client benefited

Table 35 Excluding Counsellor Code: EE

Number of valid observations (listwise) =

Variable	Mean	Std Dev	Variance	Range	467.00	Label
					Valid N	
Q10CLRUN	1.57	.82	.67	6.00	467	Client Variables: Cllr understood problem
Q11CLRUN	1.61	.82	.68	6.00	467	Cllr understood feelings
Q12ADVI	1.92	1.07	1.15	6.00	467	Counsellor gave advice
Q13NO\$55	1.42	.68	.46	4.00	467	Counsellor accepted me
Q14OW\$56	1.79	.97	.94	6.00	467	Made own decisions
Q15RE\$57	1.32	.63	.40	4.00	467	Was shown respect
Q18BE\$60	2.06	1.12	1.25	6.00	467	Benefited from counselling
Q8CLRUND	2.12	.73	.53	3.00	467	Counsellor Variables: I understood problem
Q9CLRUND	2.24	.86	.73	4.00	467	I understood feelings
Q12ADVIC	2.94	1.31	1.70	6.00	467	I gave advice/guidance
Q13NOJUD	6.17	1.06	1.12	5.00	467	Found client hard to accept
Q14OWNDE	2.25	1.02	1.04	5.00	467	Client made own decisions
Q15RESPE	1.77	.68	.46	4.00	467	Client felt respected
Q18BENEF	2.50	.84	.71	5.00	467	Client benefited

Table 36 Excluding Counsellor Code: EJ

Number of valid observations (listwise) =

Variable	Mean	Std Dev	Variance	Range	468.00	Label
					Valid N	
Q10CLRUN	1.59	.84	.70	6.00	468	Client Variables: Cllr understood problem
Q11CLRUN	1.62	.82	.67	6.00	468	Cllr understood feelings
Q12ADVI	1.94	1.09	1.18	6.00	468	Counsellor gave advice
Q13NO\$55	1.43	.69	.47	4.00	468	Counsellor accepted me
Q14OW\$56	1.79	.95	.90	6.00	468	Made own decisions
Q15RE\$57	1.33	.63	.40	4.00	468	Was shown respect
Q18BE\$60	2.07	1.14	1.29	6.00	468	Benefited from counselling
Q8CLRUND	2.16	.72	.52	3.00	468	Counsellor Variables: I understood problem
Q9CLRUND	2.29	.84	.71	4.00	468	I understood feelings
Q12ADVIC	2.99	1.29	1.66	6.00	468	I gave advice/guidance
Q13NOJUD	6.13	1.07	1.13	5.00	468	Found client hard to accept
Q14OWNDE	2.32	1.02	1.04	5.00	468	Client made own decisions
Q15RESPE	1.83	.69	.47	4.00	468	Client felt respected
Q18BENEF	2.55	.83	.68	5.00	468	Client benefited

Table 37 Excluding Counsellor Code: FA

Number of valid observations (listwise) =				467.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.58	.80	.64	4.00	467	Cllr understood problem
Q11CLRUN	1.61	.78	.61	4.00	467	Cllr understood feelings
Q12ADVI	1.93	1.05	1.10	6.00	467	Counsellor gave advice
Q13NO\$55	1.42	.67	.45	4.00	467	Counsellor accepted me
Q14OW\$56	1.80	.97	.94	6.00	467	Made own decisions
Q15RE\$57	1.33	.63	.40	4.00	467	Was shown respect
Q18BE\$60	2.05	1.10	1.20	6.00	467	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.15	.73	.53	3.00	467	I understood problem
Q9CLRUND	2.28	.85	.73	4.00	467	I understood feelings
Q12ADVIC	2.99	1.30	1.68	6.00	467	I gave advice/guidance
Q13NOJUD	6.18	1.03	1.06	5.00	467	Found client hard to accept
Q14OWNDE	2.30	1.02	1.05	5.00	467	Client made own decisions
Q15RESPE	1.81	.69	.47	4.00	467	Client felt respected
Q18BENEF	2.54	.83	.70	5.00	467	Client benefited

Table 38 Excluding Counsellor Code: FB

Number of valid observations (listwise) =				467.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.60	.84	.71	6.00	467	Cllr understood problem
Q11CLRUN	1.63	.82	.68	6.00	467	Cllr understood feelings
Q12ADVI	1.95	1.08	1.17	6.00	467	Counsellor gave advice
Q13NO\$55	1.43	.68	.46	4.00	467	Counsellor accepted me
Q14OW\$56	1.80	.97	.94	6.00	467	Made own decisions
Q15RE\$57	1.33	.63	.40	4.00	467	Was shown respect
Q18BE\$60	2.08	1.13	1.27	6.00	467	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.14	.73	.54	3.00	467	I understood problem
Q9CLRUND	2.27	.86	.74	4.00	467	I understood feelings
Q12ADVIC	2.94	1.30	1.68	6.00	467	I gave advice/guidance
Q13NOJUD	6.14	1.07	1.15	5.00	467	Found client hard to accept
Q14OWNDE	2.30	1.04	1.08	5.00	467	Client made own decisions
Q15RESPE	1.83	.69	.47	4.00	467	Client felt respected
Q18BENEF	2.55	.84	.70	5.00	467	Client benefited

Table 39 Excluding Counsellor Code: FC

Number of valid observations (listwise) =				463.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.58	.84	.71	6.00	463	Cllr understood problem
Q11CLRUN	1.62	.81	.66	6.00	463	Cllr understood feelings
Q12ADVI	1.94	1.08	1.17	6.00	463	Counsellor gave advice
Q13NO\$55	1.41	.66	.43	3.00	463	Counsellor accepted me
Q14OW\$56	1.78	.94	.89	6.00	463	Made own decisions
Q15RE\$57	1.32	.61	.37	3.00	463	Was shown respect
Q18BE\$60	2.06	1.13	1.28	6.00	463	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.13	.73	.54	3.00	463	I understood problem
Q9CLRUND	2.23	.85	.73	4.00	463	I understood feelings
Q12ADVIC	2.96	1.32	1.73	6.00	463	I gave advice/guidance
Q13NOJUD	6.20	1.05	1.10	5.00	463	Found client hard to accept
Q14OWNDE	2.24	1.02	1.04	5.00	463	Client made own decisions
Q15RESPE	1.79	.71	.50	4.00	463	Client felt respected
Q18BENEF	2.51	.85	.73	5.00	463	Client benefited

Table 40 Excluding Counsellor Code: FD

Number of valid observations (listwise) =					476.00	
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.58	.82	.67	6.00	476	Cllr understood problem
Q11CLRUN	1.61	.82	.67	6.00	476	Cllr understood feelings
Q12ADVI	1.92	1.07	1.14	6.00	476	Counsellor gave advice
Q13NO\$55	1.42	.68	.46	4.00	476	Counsellor accepted me
Q14OW\$56	1.79	.96	.93	6.00	476	Made own decisions
Q15RE\$57	1.33	.63	.40	4.00	476	Was shown respect
Q18BE\$60	2.05	1.12	1.26	6.00	476	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.11	.71	.50	3.00	476	I understood problem
Q9CLRUND	2.23	.83	.70	3.00	476	I understood feelings
Q12ADVIC	2.94	1.28	1.64	6.00	476	I gave advice/guidance
Q13NOJUD	6.15	1.07	1.14	5.00	476	Found client hard to accept
Q14OWNDE	2.29	1.03	1.06	5.00	476	Client made own decisions
Q15RESPE	1.80	.69	.48	4.00	476	Client felt respected
Q18BENEF	2.50	.83	.68	5.00	476	Client benefited

Table 41 Excluding Counsellor Code: GA

Number of valid observations (listwise) =					474.00	Valid N	Label
Variable	Mean	Std Dev	Variance	Range			
Client Variables:							
Q10CLRUN	1.59	.83	.70	6.00	474	Cllr understood problem	
Q11CLRUN	1.63	.82	.67	6.00	474	Cllr understood feelings	
Q12ADVI_	1.93	1.08	1.16	6.00	474	Counsellor gave advice	
Q13NO\$55	1.43	.69	.47	4.00	474	Counsellor accepted me	
Q14OW\$56	1.80	.96	.92	6.00	474	Made own decisions	
Q15RE\$57	1.33	.63	.40	4.00	474	Was shown respect	
Q18BE\$60	2.06	1.12	1.27	6.00	474	Benefited from counselling	
Counsellor Variables:							
Q8CLRUND	2.15	.72	.52	3.00	474	I understood problem	
Q9CLRUND	2.28	.85	.72	4.00	474	I understood feelings	
Q12ADVIC	2.96	1.30	1.69	6.00	474	I gave advice/guidance	
Q13NOJUD	6.14	1.06	1.13	5.00	474	Found client hard to accept	
Q14OWNDE	2.27	1.02	1.04	5.00	474	Client made own decisions	
Q15RESPE	1.82	.69	.48	4.00	474	Client felt respected	
Q18BENEF	2.53	.85	.71	5.00	474	Client benefited	

Table 42 Excluding Counsellor Code: GD

Number of valid observations (listwise) =					476.00	
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.59	.83	.69	6.00	476	Cllr understood problem
Q11CLRUN	1.62	.82	.67	6.00	476	Cllr understood feelings
Q12ADVI	1.95	1.08	1.17	6.00	476	Counsellor gave advice
Q13NO\$55	1.43	.68	.46	4.00	476	Counsellor accepted me
Q14OW\$56	1.79	.96	.93	6.00	476	Made own decisions
Q15RE\$57	1.32	.62	.39	4.00	476	Was shown respect
Q18BE\$60	2.07	1.13	1.27	6.00	476	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.13	.73	.53	3.00	476	I understood problem
Q9CLRUND	2.23	.83	.70	4.00	476	I understood feelings
Q12ADVIC	2.96	1.30	1.69	6.00	476	I gave advice/guidance
Q13NOJUD	6.16	1.05	1.10	5.00	476	Found client hard to accept
Q14OWNDE	2.25	1.00	1.01	5.00	476	Client made own decisions
Q15RESPE	1.78	.67	.45	4.00	476	Client felt respected
Q18BENEF	2.52	.84	.70	5.00	476	Client benefited

Table 43 Excluding Counsellor Code: GJ
Number of valid observations (listwise) =

Number of valid observations (listwise) =					468.00	
					Valid	
Variable	Mean	Std Dev	Variance	Range	N	Label
Client Variables:						
Q10CLRUN	1.59	.84	.71	6.00	468	Cllr understood problem
Q11CLRUN	1.63	.82	.68	6.00	468	Cllr understood feelings
Q12ADVI	1.96	1.08	1.16	6.00	468	Counsellor gave advice
Q13NOS55	1.43	.69	.47	4.00	468	Counsellor accepted me
Q14OW\$56	1.81	.97	.95	6.00	468	Made own decisions
Q15RE\$57	1.33	.63	.40	4.00	468	Was shown respect
Q18BE\$60	2.07	1.13	1.27	6.00	468	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.14	.74	.54	3.00	468	I understood problem
Q9CLRUND	2.27	.87	.75	4.00	468	I understood feelings
Q12ADVIC	2.99	1.30	1.70	6.00	468	I gave advice/guidance
Q13NOJUD	6.17	1.08	1.16	5.00	468	Found client hard to accept
Q14OWNDE	2.30	1.04	1.09	5.00	468	Client made own decisions
Q15RESPE	1.79	.70	.49	4.00	468	Client felt respected
Q18BENEF	2.54	.85	.72	5.00	468	Client benefited

Table 44 Excluding Counsellor Code: GK
Number of valid observations (listwise) =

Number of valid observations (listwise) =					474.00	
					Valid	
Variable	Mean	Std Dev	Variance	Range	N	Label
Client Variables:						
Q10CLRUN	1.59	.84	.70	6.00	474	Cllr understood problem
Q11CLRUN	1.63	.82	.68	6.00	474	Cllr understood feelings
Q12ADVI	1.94	1.08	1.16	6.00	474	Counsellor gave advice
Q13NOS\$5	1.43	.69	.47	4.00	474	Counsellor accepted me
Q14OW\$56	1.80	.97	.94	6.00	474	Made own decisions
Q15RE\$57	1.33	.63	.40	4.00	474	Was shown respect
Q18BE\$60	2.07	1.13	1.27	6.00	474	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.14	.73	.54	3.00	474	I understood problem
Q9CLRUND	2.26	.86	.74	4.00	474	I understood feelings
Q12ADVIC	2.97	1.30	1.68	6.00	474	I gave advice/guidance
Q13NOJUD	6.16	1.07	1.15	5.00	474	Found client hard to accept
Q14OWNDE	2.29	1.04	1.07	5.00	474	Client made own decisions
Q15RESPE	1.80	.70	.49	4.00	474	Client felt respected
Q18BENEF	2.53	.85	.71	5.00	474	Client benefited

Table 45 Excluding Counsellor Code: HB
Number of valid observations (listwise) =

Number of valid observations (listwise) =					470.00	
Variable	Mean	Std Dev	Variance	Range	Valid	Label
					N	
Client Variables:						
Q10CLRUN	1.58	.83	.70	6.00	470	Cllr understood problem
Q11CLRUN	1.62	.82	.68	6.00	470	Cllr understood feelings
Q12ADVI	1.92	1.06	1.13	6.00	470	Counsellor gave advice
Q13NOS\$5	1.42	.68	.46	4.00	470	Counsellor accepted me
Q14OW\$56	1.79	.97	.95	6.00	470	Made own decisions
Q15RE\$57	1.33	.63	.40	4.00	470	Was shown respect
Q18BE\$60	2.05	1.11	1.22	6.00	470	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.14	.73	.54	3.00	470	I understood problem
Q9CLRUND	2.26	.86	.74	4.00	470	I understood feelings
Q12ADVIC	2.98	1.30	1.70	6.00	470	I gave advice/guidance
Q13NOJUD	6.16	1.06	1.13	5.00	470	Found client hard to accept
Q14OWNDE	2.30	1.03	1.07	5.00	470	Client made own decisions
Q15RESPE	1.79	.70	.49	4.00	470	Client felt respected
Q18BENEF	2.52	.85	.72	5.00	470	Client benefited

Table 46 Excluding Counsellor Code: HC

Number of valid observations (listwise) =				462.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.58	.83	.70	6.00	462	Cllr understood problem
Q11CLRUN	1.60	.80	.65	6.00	462	Cllr understood feelings
Q12ADVI	1.95	1.09	1.18	6.00	462	Counsellor gave advice
Q13NO\$55	1.42	.67	.45	4.00	462	Counsellor accepted me
Q14OW\$56	1.78	.97	.94	6.00	462	Made own decisions
Q15RE\$57	1.32	.63	.39	4.00	462	Was shown respect
Q18BE\$60	2.06	1.12	1.26	6.00	462	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.12	.73	.53	3.00	462	I understood problem
Q9CLRUND	2.19	.81	.66	4.00	462	I understood feelings
Q12ADVIC	2.98	1.31	1.72	6.00	462	I gave advice/guidance
Q13NOJUD	6.17	1.08	1.17	5.00	462	Found client hard to accept
Q14OWNDE	2.25	1.03	1.07	5.00	462	Client made own decisions
Q15RESPE	1.76	.67	.45	4.00	462	Client felt respected
Q18BENEF	2.52	.85	.72	5.00	462	Client benefited

Table 47 Excluding Counsellor Code: HF

Number of valid observations (listwise) =				468.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.57	.83	.69	6.00	468	Cllr understood problem
Q11CLRUN	1.61	.82	.67	6.00	468	Cllr understood feelings
Q12ADVI	1.92	1.08	1.17	6.00	468	Counsellor gave advice
Q13NO\$55	1.42	.67	.45	4.00	468	Counsellor accepted me
Q14OW\$56	1.79	.97	.94	6.00	468	Made own decisions
Q15RE\$57	1.32	.62	.39	4.00	468	Was shown respect
Q18BE\$60	2.06	1.13	1.27	6.00	468	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.13	.73	.53	3.00	468	I understood problem
Q9CLRUND	2.26	.85	.73	4.00	468	I understood feelings
Q12ADVIC	2.97	1.30	1.68	6.00	468	I gave advice/guidance
Q13NOJUD	6.18	1.03	1.06	5.00	468	Found client hard to accept
Q14OWNDE	2.26	1.01	1.02	5.00	468	Client made own decisions
Q15RESPE	1.79	.68	.46	4.00	468	Client felt respected
Q18BENEF	2.49	.82	.67	5.00	468	Client benefited

Table 48 Excluding Counsellor Code: HH

Number of valid observations (listwise) =				457.00		
Variable	Mean	Std Dev	Variance	Range	Valid N	Label
Client Variables:						
Q10CLRUN	1.58	.83	.69	6.00	457	Cllr understood problem
Q11CLRUN	1.63	.82	.67	6.00	457	Cllr understood feelings
Q12ADVI	1.95	1.08	1.17	6.00	457	Counsellor gave advice
Q13NO\$55	1.43	.68	.47	4.00	457	Counsellor accepted me
Q14OW\$56	1.79	.97	.94	6.00	457	Made own decisions
Q15RE\$57	1.33	.62	.39	4.00	457	Was shown respect
Q18BE\$60	2.07	1.12	1.25	6.00	457	Benefited from counselling
Counsellor Variables:						
Q8CLRUND	2.12	.72	.52	3.00	457	I understood problem
Q9CLRUND	2.27	.85	.73	4.00	457	I understood feelings
Q12ADVIC	3.01	1.30	1.68	6.00	457	I gave advice/guidance
Q13NOJUD	6.13	1.08	1.16	5.00	457	Found client hard to accept
Q14OWNDE	2.29	1.03	1.07	5.00	457	Client made own decisions
Q15RESPE	1.82	.69	.48	4.00	457	Client felt respected
Q18BENEF	2.55	.84	.71	5.00	457	Client benefited

Table 49 Excluding Counsellor Code: HL
Number of valid observations (listwise) =

Variable	Mean	Std Dev	Variance	Range	466.00 Valid	Label
					N	
Q10CLRUN	1.56	.82	.67	6.00	466	Client Variables: Cllr understood problem Cllr understood feelings Counsellor gave advice Counsellor accepted me Made own decisions Was shown respect Benefited from counselling
Q11CLRUN	1.60	.81	.65	6.00	466	
Q12ADVI	1.91	1.06	1.13	6.00	466	
Q13NO\$55	1.40	.66	.43	4.00	466	
Q14OW\$56	1.77	.95	.91	6.00	466	
Q15RE\$57	1.30	.61	.37	4.00	466	
Q18BE\$60	2.05	1.12	1.25	6.00	466	Counsellor Variables: I understood problem I understood feelings I gave advice/guidance Found client hard to accept Client made own decisions Client felt respected Client benefited
Q8CLRUND	2.08	.69	.48	3.00	466	
Q9CLRUND	2.21	.82	.68	4.00	466	
Q12ADVIC	2.90	1.27	1.60	6.00	466	
Q13NOJUD	6.14	1.05	1.11	5.00	466	
Q14OWNDE	2.34	1.01	1.02	5.00	466	
Q15RESPE	1.83	.69	.47	4.00	466	
Q18BENEF	2.48	.82	.67	5.00	466	

Table 50 Excluding Counsellor Code: HM
Number of valid observations (listwise) =

Variable	Mean	Std Dev	Variance	Range	473.00 Valid	Label
					N	
Q10CLRUN	1.57	.82	.68	6.00	473	Client Variables: Cllr understood problem Cllr understood feelings Counsellor gave advice Counsellor accepted me Made own decisions Was shown respect Benefited from counselling
Q11CLRUN	1.62	.81	.66	6.00	473	
Q12ADVI	1.94	1.07	1.15	6.00	473	
Q13NO\$55	1.43	.69	.47	4.00	473	
Q14OW\$56	1.79	.96	.93	6.00	473	
Q15RE\$57	1.33	.62	.39	4.00	473	
Q18BE\$60	2.07	1.10	1.21	6.00	473	Counsellor Variables: I understood problem I understood feelings I gave advice/guidance Found client hard to accept Client made own decisions Client felt respected Client benefited
Q8CLRUND	2.14	.73	.54	3.00	473	
Q9CLRUND	2.27	.86	.74	4.00	473	
Q12ADVIC	2.93	1.29	1.67	6.00	473	
Q13NOJUD	6.15	1.07	1.14	5.00	473	
Q14OWNDE	2.31	1.03	1.05	5.00	473	
Q15RESPE	1.81	.70	.48	4.00	473	
Q18BENEF	2.53	.84	.70	5.00	473	

Table 51 Excluding Counsellor Code: IA
Number of valid observations (listwise) =

Variable	Mean	Std Dev	Variance	Range	474.00 Valid	Label
					N	
Q10CLRUN	1.57	.82	.68	6.00	474	Client Variables: Cllr understood problem Cllr understood feelings Counsellor gave advice Counsellor accepted me Made own decisions Was shown respect Benefited from counselling
Q11CLRUN	1.62	.82	.67	6.00	474	
Q12ADVI	1.92	1.06	1.12	6.00	474	
Q13NO\$55	1.43	.69	.47	4.00	474	
Q14OW\$56	1.78	.96	.92	6.00	474	
Q15RE\$57	1.33	.62	.39	4.00	474	
Q18BE\$60	2.05	1.11	1.22	6.00	474	Counsellor Variables: I understood problem I understood feelings I gave advice/guidance Found client hard to accept Client made own decisions Client felt respected Client benefited
Q8CLRUND	2.13	.73	.53	3.00	474	
Q9CLRUND	2.25	.86	.73	4.00	474	
Q12ADVIC	2.96	1.30	1.69	6.00	474	
Q13NOJUD	6.18	1.04	1.09	5.00	474	
Q14OWNDE	2.28	1.03	1.07	5.00	474	
Q15RESPE	1.78	.68	.46	4.00	474	
Q18BENEF	2.51	.85	.72	5.00	474	

Table 52 Excluding Counsellor Code: NI
Number of valid observations (listwise) =

Variable	Mean	Std Dev	Variance	Range	476.00 Valid		Label
					N		
Q10CLRUN	1.58	.84	.70	6.00	476		Client Variables: Cllr understood problem
Q11CLRUN	1.62	.82	.68	6.00	476		Cllr understood feelings
Q12ADVI	1.94	1.08	1.17	6.00	476		Counsellor gave advice
Q13NO\$55	1.43	.68	.47	4.00	476		Counsellor accepted me
Q14OW\$56	1.79	.96	.93	6.00	476		Made own decisions
Q15RE\$57	1.33	.63	.39	4.00	476		Was shown respect
Q18BE\$60	2.06	1.12	1.26	6.00	476		Benefited from counselling
Q8CLRUND	2.14	.73	.53	3.00	476		Counsellor Variables: I understood problem
Q9CLRUND	2.26	.86	.73	4.00	476		I understood feelings
Q12ADVIC	2.96	1.30	1.69	6.00	476		I gave advice/guidance
Q13NOJUD	6.15	1.07	1.14	5.00	476		Found client hard to accept
Q14OWNDE	2.29	1.02	1.03	5.00	476		Client made own decisions
Q15RESPE	1.80	.70	.48	4.00	476		Client felt respected
Q18BENEF	2.53	.84	.71	5.00	476		Client benefited

Table 53 Excluding Counsellor Code: XH
Number of valid observations (listwise) =

Variable	Mean	Std Dev	Variance	Range	463.00 Valid		Label
					N		
Q10CLRUN	1.58	.83	.69	6.00	463		Client Variables: Cllr understood problem
Q11CLRUN	1.61	.81	.66	6.00	463		Cllr understood feelings
Q12ADVI	1.93	1.07	1.15	6.00	463		Counsellor gave advice
Q13NO\$55	1.42	.68	.46	4.00	463		Counsellor accepted me
Q14OW\$56	1.79	.94	.89	5.00	463		Made own decisions
Q15RE\$57	1.32	.61	.38	4.00	463		Was shown respect
Q18BE\$60	2.05	1.10	1.21	6.00	463		Benefited from counselling
Q8CLRUND	2.11	.71	.51	3.00	463		Counsellor Variables: I understood problem
Q9CLRUND	2.23	.85	.72	4.00	463		I understood feelings
Q12ADVIC	2.98	1.31	1.72	6.00	463		I gave advice/guidance
Q13NOJUD	6.19	1.05	1.11	5.00	463		Found client hard to accept
Q14OWNDE	2.27	1.04	1.08	5.00	463		Client made own decisions
Q15RESPE	1.79	.70	.49	4.00	463		Client felt respected
Q18BENEF	2.49	.84	.70	5.00	463		Client benefited

Table 54 Including ALL Counsellor Codes
Number of valid observations (listwise) =

Variable	Mean	Std Dev	Variance	Range	486.00 Valid		Label
					N		
Q10CLRUN	1.58	.83	.69	6.00	486		Client Variables: Cllr understood problem
Q11CLRUN	1.62	.82	.67	6.00	486		Cllr understood feelings
Q12ADVI	1.94	1.07	1.15	6.00	486		Counsellor gave advice
Q13NO\$55	1.43	.68	.46	4.00	486		Counsellor accepted me
Q14OW\$56	1.79	.96	.93	6.00	486		Made own decisions
Q15RE\$57	1.33	.63	.39	4.00	486		Was shown respect
Q18BE\$60	2.07	1.12	1.26	6.00	486		Benefited from counselling
Q8CLRUND	2.13	.72	.52	3.00	486		Counsellor Variables: I understood problem
Q9CLRUND	2.26	.85	.72	4.00	486		I understood feelings
Q12ADVIC	2.96	1.29	1.66	6.00	486		I gave advice/guidance
Q13NOJUD	6.16	1.06	1.12	5.00	486		Found client hard to accept
Q14OWNDE	2.29	1.03	1.05	5.00	486		Client made own decisions
Q15RESPE	1.80	.69	.48	4.00	486		Client felt respected
Q18BENEF	2.52	.84	.70	5.00	486		Client benefited

Table 55 Correlation Coefficients between Locus of control subscales and questionnaire mean results for 17 counsellors in study. Internality (self)=NTES, Powerful others (self)=POWS, Chance (self)=CHAS, Internality (others)=NTEO, Powerful others (others)=POWO and Chance (others)=CHAO. Cliq10p=Client questionnaire question 10, Clrq8p=Client questionnaire question 8 etc. Procscor= Mean score for counsellor on process measure.

	NTES	POWS	CHAS	NTEO	POWO	CHAO
CLIQ10P	.5649 (17) P= .018	.0843 (17) P= .748	-.6553 (17) P= .004	.2671 (17) P= .300	.0493 (17) P= .851	-.2276 (17) P= .380
CLIQ11F	.4863 (17) P= .048	.2088 (17) P= .421	-.5886 (17) P= .013	.1541 (17) P= .555	.2285 (17) P= .378	-.0914 (17) P= .727
CLIQ12A	.5575 (17) P= .020	.1782 (17) P= .494	-.4065 (17) P= .105	.1747 (17) P= .502	.1465 (17) P= .575	-.0348 (17) P= .895
CLIQ13N	.6710 (17) P= .003	.4022 (17) P= .110	-.5815 (17) P= .014	.3129 (17) P= .221	.2966 (17) P= .248	-.2773 (17) P= .281
CLIQ14O	.5359 (17) P= .027	.1395 (17) P= .593	-.5327 (17) P= .028	.1362 (17) P= .602	.3644 (17) P= .150	.1630 (17) P= .532
CLIQ15R	.6188 (17) P= .008	.3125 (17) P= .222	-.5415 (17) P= .025	.4427 (17) P= .075	.2337 (17) P= .367	-.2923 (17) P= .255
CLIQ18B	.6101 (17) P= .009	.3317 (17) P= .193	-.4566 (17) P= .065	-.0103 (17) P= .969	.3946 (17) P= .117	.1076 (17) P= .681
CLRQ8P	.3444 (17) P= .176	.5395 (17) P= .025	-.5061 (17) P= .038	.1819 (17) P= .485	.2833 (17) P= .270	-.0858 (17) P= .743
CLRQ9F	.3167 (17) P= .216	.5309 (17) P= .028	-.4984 (17) P= .042	.1265 (17) P= .629	.3052 (17) P= .234	.0045 (17) P= .986
CLRQ12A	-.0975 (17) P= .710	-.1037 (17) P= .692	-.4469 (17) P= .072	.1243 (17) P= .635	-.2652 (17) P= .304	-.2361 (17) P= .362
CLRNOJR	-.3285 (17) P= .198	.4532 (17) P= .068	.1654 (17) P= .526	-.0333 (17) P= .899	-.1437 (17) P= .582	-.0508 (17) P= .847
CLRQ14O	-.4136 (17) P= .099	.1648 (17) P= .527	.3146 (17) P= .219	-.6571 (17) P= .004	-.1874 (17) P= .471	.2830 (17) P= .271
CLRQ15R	-.1343 (17) P= .607	.2339 (17) P= .366	.0212 (17) P= .936	-.1350 (17) P= .605	-.1559 (17) P= .550	.0642 (17) P= .807
CLRQ18B	.2423 (17) P= .349	.3051 (17) P= .234	-.2959 (17) P= .249	.0206 (17) P= .938	.1716 (17) P= .510	.0676 (17) P= .796
PROCSCOR	-.2700 (17) P= .295	-.3084 (17) P= .228	.2238 (17) P= .388	-.1664 (17) P= .523	-.2285 (17) P= .378	-.1001 (17) P= .702

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 55 continued

	- - Correlation Coefficients - -					
	CLIQ10P	CLIQ11F	CLIQ12A	CLIQ13N	CLIQ14O	CLIQ15R
NTES	.5649 (17) P= .018	.4863 (17) P= .048	.5575 (17) P= .020	.6710 (17) P= .003	.5359 (17) P= .027	.6188 (17) P= .008
POWS	.0843 (17) P= .748	.2088 (17) P= .421	.1782 (17) P= .494	.4022 (17) P= .110	.1395 (17) P= .593	.3125 (17) P= .222
CHAS	-.6553 (17) P= .004	-.5886 (17) P= .013	-.4065 (17) P= .105	-.5815 (17) P= .014	-.5327 (17) P= .028	-.5415 (17) P= .025
NTEO	.2671 (17) P= .300	.1541 (17) P= .555	.1747 (17) P= .502	.3129 (17) P= .221	.1362 (17) P= .602	.4427 (17) P= .075
POWO	.0493 (17) P= .851	.2285 (17) P= .378	.1465 (17) P= .575	.2966 (17) P= .248	.3644 (17) P= .150	.2337 (17) P= .367
CHAO	-.2276 (17) P= .380	-.0914 (17) P= .727	-.0348 (17) P= .895	-.2773 (17) P= .281	.1630 (17) P= .532	-.2923 (17) P= .255
CLIQ10P	1.0000 (17) P= .	.9067 (17) P= .000	.8526 (17) P= .000	.7376 (17) P= .001	.7584 (17) P= .000	.6621 (17) P= .004
CLIQ11F	.9067 (17) P= .000	1.0000 (17) P= .	.8138 (17) P= .000	.8364 (17) P= .000	.7815 (17) P= .000	.7409 (17) P= .001
CLIQ12A	.8526 (17) P= .000	.8138 (17) P= .000	1.0000 (17) P= .	.7383 (17) P= .001	.7301 (17) P= .001	.6065 (17) P= .010
CLIQ13N	.7376 (17) P= .001	.8364 (17) P= .000	.7383 (17) P= .001	1.0000 (17) P= .	.6274 (17) P= .007	.8770 (17) P= .000
CLIQ14O	.7584 (17) P= .000	.7815 (17) P= .000	.7301 (17) P= .001	.6274 (17) P= .007	1.0000 (17) P= .	.6826 (17) P= .003
CLIQ15R	.6621 (17) P= .004	.7409 (17) P= .001	.6065 (17) P= .010	.8770 (17) P= .000	.6826 (17) P= .003	1.0000 (17) P= .
CLIQ18B	.7698 (17) P= .000	.7980 (17) P= .000	.8432 (17) P= .000	.7014 (17) P= .002	.7491 (17) P= .001	.5190 (17) P= .033
CLRQ8P	.5551 (17) P= .021	.5892 (17) P= .013	.5022 (17) P= .040	.6904 (17) P= .002	.5852 (17) P= .014	.6176 (17) P= .008
CLRQ9F	.6170 (17) P= .008	.6701 (17) P= .003	.5901 (17) P= .013	.6918 (17) P= .002	.6733 (17) P= .003	.6175 (17) P= .008
CLRQ12A	.3725 (17) P= .141	.3368 (17) P= .186	.2616 (17) P= .310	.1939 (17) P= .456	.3133 (17) P= .221	.1711 (17) P= .512
CLRNOJR	.1428 (17) P= .585	.1458 (17) P= .577	.0471 (17) P= .857	.0379 (17) P= .885	-.1137 (17) P= .664	.0088 (17) P= .973
CLRQ14O	-.1258 (17) P= .630	-.1067 (17) P= .684	-.0310 (17) P= .906	-.2384 (17) P= .357	-.1302 (17) P= .618	-.3413 (17) P= .180
CLRQ15R	.2586 (17) P= .316	.1145 (17) P= .662	.1587 (17) P= .543	-.0481 (17) P= .854	.0087 (17) P= .974	-.1088 (17) P= .678

Table 55 continued

	- - Correlation Coefficients - -					
	CLIQ10P	CLIQ11F	CLIQ12A	CLIQ13N	CLIQ14O	CLIQ15R
CLRQ18B	.6962 (17) P= .002	.7668 (17) P= .000	.7514 (17) P= .001	.7044 (17) P= .002	.7094 (17) P= .001	.6484 (17) P= .005
PROCSCOR	-.2527 (17) P= .328	-.2200 (17) P= .396	-.1413 (17) P= .589	-.1166 (17) P= .656	-.3919 (17) P= .120	-.1874 (17) P= .471

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

	- - Correlation Coefficients - -					
	CLIQ18B	CLRQ8P	CLRQ9F	CLRQ12A	CLRNOJR	CLRQ14O
NTES	.6101 (17) P= .009	.3444 (17) P= .176	.3167 (17) P= .216	-.0975 (17) P= .710	-.3285 (17) P= .198	-.4136 (17) P= .099
POWS	.3317 (17) P= .193	.5395 (17) P= .025	.5309 (17) P= .028	-.1037 (17) P= .692	.4532 (17) P= .068	.1648 (17) P= .527
CHAS	-.4566 (17) P= .065	-.5061 (17) P= .038	-.4984 (17) P= .042	-.4469 (17) P= .072	.1654 (17) P= .526	.3146 (17) P= .219
NTEO	-.0103 (17) P= .969	.1819 (17) P= .485	.1265 (17) P= .629	.1243 (17) P= .635	-.0333 (17) P= .899	-.6571 (17) P= .004
POWO	.3946 (17) P= .117	.2833 (17) P= .270	.3052 (17) P= .234	-.2652 (17) P= .304	-.1437 (17) P= .582	-.1874 (17) P= .471
CHAO	.1076 (17) P= .681	-.0858 (17) P= .743	.0045 (17) P= .986	-.2361 (17) P= .362	-.0508 (17) P= .847	.2830 (17) P= .271
CLIQ10P	.7698 (17) P= .000	.5551 (17) P= .021	.6170 (17) P= .008	.3725 (17) P= .141	.1428 (17) P= .585	-.1258 (17) P= .630
CLIQ11F	.7980 (17) P= .000	.5892 (17) P= .013	.6701 (17) P= .003	.3368 (17) P= .186	.1458 (17) P= .577	-.1067 (17) P= .684
CLIQ12A	.8432 (17) P= .000	.5022 (17) P= .040	.5901 (17) P= .013	.2616 (17) P= .310	.0471 (17) P= .857	-.0310 (17) P= .906
CLIQ13N	.7014 (17) P= .002	.6904 (17) P= .002	.6918 (17) P= .002	.1939 (17) P= .456	.0379 (17) P= .885	-.2384 (17) P= .357
CLIQ14O	.7491 (17) P= .001	.5852 (17) P= .014	.6733 (17) P= .003	.3133 (17) P= .221	-.1137 (17) P= .664	-.1302 (17) P= .618
CLIQ15R	.5190 (17) P= .033	.6176 (17) P= .008	.6175 (17) P= .008	.1711 (17) P= .512	.0088 (17) P= .973	-.3413 (17) P= .180
CLIQ18B	1.0000 (17) P= .	.4007 (17) P= .111	.5206 (17) P= .032	.0837 (17) P= .750	.1005 (17) P= .701	.0027 (17) P= .992

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 55 continued

	- - Correlation Coefficients - -					
	CLIQ18B	CLRQ8P	CLRQ9F	CLRQ12A	CLRNOJR	CLRQ14O
CLRQ8P	.4007 (17) P= .111	1.0000 (17) P= .	.9711 (17) P= .000	.4637 (17) P= .061	.1953 (17) P= .452	.0075 (17) P= .977
CLRQ9F	.5206 (17) P= .032	.9711 (17) P= .000	1.0000 (17) P= .	.5077 (17) P= .037	.2489 (17) P= .335	.0615 (17) P= .815
CLRQ12A	.0837 (17) P= .750	.4637 (17) P= .061	.5077 (17) P= .037	1.0000 (17) P= .	.0129 (17) P= .961	-.0271 (17) P= .918
CLRNOJR	.1005 (17) P= .701	.1953 (17) P= .452	.2489 (17) P= .335	.0129 (17) P= .961	1.0000 (17) P= .	.5205 (17) P= .032
CLRQ14O	.0027 (17) P= .992	.0075 (17) P= .977	.0615 (17) P= .815	-.0271 (17) P= .918	.5205 (17) P= .032	1.0000 (17) P= .
CLRQ15R	.2109 (17) P= .417	.1860 (17) P= .475	.2646 (17) P= .305	.0233 (17) P= .929	.8048 (17) P= .000	.6032 (17) P= .010
CLRQ18B	.6058 (17) P= .010	.7665 (17) P= .000	.8492 (17) P= .000	.3349 (17) P= .189	.2314 (17) P= .371	.1986 (17) P= .445
PROCSCOR	-.2003 (17) P= .441	-.2769 (17) P= .282	-.2578 (17) P= .318	.3158 (17) P= .217	-.1703 (17) P= .513	-.1513 (17) P= .562

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

	- - Correlation Coefficients - -		
	CLRQ15R	CLRQ18B	PROCSCOR
NTES	-.1343 (17) P= .607	.2423 (17) P= .349	-.2700 (17) P= .295
POWS	.2339 (17) P= .366	.3051 (17) P= .234	-.3084 (17) P= .228
CHAS	.0212 (17) P= .936	-.2959 (17) P= .249	.2238 (17) P= .388
NTEO	-.1350 (17) P= .605	.0206 (17) P= .938	-.1664 (17) P= .523
POWO	-.1559 (17) P= .550	.1716 (17) P= .510	-.2285 (17) P= .378
CHAO	.0642 (17) P= .807	.0676 (17) P= .796	-.1001 (17) P= .702
CLIQ10P	.2586 (17) P= .316	.6962 (17) P= .002	-.2527 (17) P= .328
CLIQ11F	.1145 (17) P= .662	.7668 (17) P= .000	-.2200 (17) P= .396
CLIQ12A	.1587 (17) P= .543	.7514 (17) P= .001	-.1413 (17) P= .589

Table 55 continued

	CLRQ15R	CLRQ18B	PROCSCOR
CLIQ13N	-.0481 (17) P= .854	.7044 (17) P= .002	-.1166 (17) P= .656
CLIQ14O	.0087 (17) P= .974	.7094 (17) P= .001	-.3919 (17) P= .120
CLIQ15R	-.1088 (17) P= .678	.6484 (17) P= .005	-.1874 (17) P= .471
CLIQ18B	.2109 (17) P= .417	.6058 (17) P= .010	-.2003 (17) P= .441
CLRQ8P	.1860 (17) P= .475	.7665 (17) P= .000	-.2769 (17) P= .282
CLRQ9F	.2646 (17) P= .305	.8492 (17) P= .000	-.2578 (17) P= .318
CLRQ12A	.0233 (17) P= .929	.3349 (17) P= .189	.3158 (17) P= .217
CLRNOJR	.8048 (17) P= .000	.2314 (17) P= .371	-.1703 (17) P= .513
CLRQ14O	.6032 (17) P= .010	.1986 (17) P= .445	-.1513 (17) P= .562
CLRQ15R	1.0000 (17) P= .	.2820 (17) P= .273	-.2197 (17) P= .397
CLRQ18B	.2820 (17) P= .273	1.0000 (17) P= .	-.2569 (17) P= .319
PROCSCOR	-.2197 (17) P= .397	-.2569 (17) P= .319	1.0000 (17) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 56 Correlation coefficients between locus of control variables, counsellor gender (Clrgen), number of days since appointed (daytoap), and number of days since starting counselling (daytost)

	NTES	POWS	CHAS	NTEO	POWO	CHAO
CLRGEN	.1234 (43) P= .430	-.2031 (43) P= .191	.0294 (43) P= .851	-.0759 (43) P= .628	.0223 (43) P= .887	.1755 (43) P= .260
DAYTOAP	-.0630 (43) P= .688	.0789 (43) P= .615	-.0070 (43) P= .965	.1244 (43) P= .427	.0745 (43) P= .635	-.1171 (43) P= .454
DAYTOST	.0391 (43) P= .803	.0320 (43) P= .838	-.0535 (43) P= .733	.2776 (43) P= .072	.0300 (43) P= .848	-.1843 (43) P= .237

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

- - Correlation Coefficients - -			
	CLRGEN	DAYTOAP	DAYTOST
CLRGEN	1.0000 (43) P= .	-.4044 (43) P= .007	-.4250 (43) P= .005
DAYTOAP	-.4044 (43) P= .007	1.0000 (43) P= .	.7964 (43) P= .000
DAYTOST	-.4250 (43) P= .005	.7964 (43) P= .000	1.0000 (43) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 57 Correlation coefficients of differences between client and self subscales from locus of control (difference in chance scores=difcha, difference in internality=difnt, difference in powerful others=difpow) and number of days since appointed (dytoappt), and number of days since starting counselling (dytocllg)

- - Correlation Coefficients - -					
	DIFCHA	DIFNT	DIFPOW	DYTOAPPT	DYTOCLLG
DIFCHA	1.0000 (43) P= .	-.5931 (43) P= .000	.5946 (43) P= .000	-.1378 (43) P= .378	-.1617 (43) P= .300
DIFNT	-.5931 (43) P= .000	1.0000 (43) P= .	-.3395 (43) P= .026	.2015 (43) P= .195	.2445 (43) P= .114
DIFPOW	.5946 (43) P= .000	-.3395 (43) P= .026	1.0000 (43) P= .	-.0331 (43) P= .833	-.0451 (43) P= .774
DYTOAPPT	-.1378 (43) P= .378	.2015 (43) P= .195	-.0331 (43) P= .833	1.0000 (43) P= .	.8050 (43) P= .000
DYTOCLLG	-.1617 (43) P= .300	.2445 (43) P= .114	-.0451 (43) P= .774	.8050 (43) P= .000	1.0000 (43) P= .

(Coefficient / (Cases) / 2-tailed Significance)

" . " is printed if a coefficient cannot be computed

Table 58 Correlation coefficients between locus of control variables, and counsellor mean difference scores from the seven relationship variables used in the study reported in chapter 3

Please note that this analysis is invalidated by the correlations between the locus of control variables and some of the variables from which the difference scores were derived. It would have been valid if the results were non-significant. This is considered in the discussion in chapter 5.

- - Correlation Coefficients for 'self' measure - -			
	Internality	Chance	Powerful others
Difference	-.3181	-.2121	-.0160
Advice	(17)	(17)	(17)
	P= .213	P= .414	P= .951
Difference	-.5623	.3846	.0871
Own	(17)	(17)	(17)
decision	P= .019	P= .127	P= .740
Difference	-.3204	.1562	.0866
Respect	(17)	(17)	(17)
	P= .210	P= .549	P= .741
Difference	.2079	.0442	-.3898
Non-judge	(17)	(17)	(17)
	P= .423	P= .866	P= .122
Difference	.1358	-.2866	.6648
understand	(17)	(17)	(17)
feelings	P= .603	P= .265	P= .004
Difference	.1105	-.1955	.6968
understand	(17)	(17)	(17)
problem	P= .673	P= .452	P= .002
Difference	-.2039	.0242	.1856
Benefit	(17)	(17)	(17)
	P= .432	P= .926	P= .476

Appendix 10

Transcript of Interviews with Employee Counselling Specialists

Interview questions were formulated following an unstructured interview with one other Specialist in order to tap into likely areas of importance to respondents. (Questions used to build the interviews are shown on pages 18-19) It should be noted that all respondents are well known to the interviewer and, although this may also introduce some bias, it facilitated openness at an early stage. With hindsight, I would have used 'softer' opening questions, since (possibly) the presence of the tape recorder seemed to effect the respondent's guardedness, despite the good relationships that existed.

Each interview took place following normal business meetings. I gave respondent's details of purpose, circulation and confidentiality (from BT) before starting to record the interviews. During the interviews, I gave acknowledgements to what was being said and encouragement's to continue speaking. For clarity, verbal pauses in speech pattern (e.g. "er....") and my own acknowledgements of speech and encouragements to continue speaking have been removed. Where I felt it important to explain the meaning of the respondent's speech, I have included comments in square braces.

Interview with ECS 1 (Organisational) 6th December 1995

This respondent has a wealth of experience in an advice or guidance capacity but only received counselling training during 1994/5. He lacks experience and confidence in his ability to effectively develop his current staff in the area of counselling. Under the new organisation, he will become one of the two managers responsible for the organisational and line management issues and loose responsibility for development of people in the professional and technical sphere. The interview was planned to take three quarters of an hour but actually went on for one and a quarter hours.

DU: I'd like to start with looking at any difficulties you see in your existing role.

ECS1: Well, in the future.... the professional side.... the casework management bit.... will be managed by [the Developmental ECS's] So I don't know whether my difficulties at the moment.... or how I perceive things ... will be improved because of my change in role.

DU: It sounds like you're not entirely sure if your present difficulties will be resolved by the management changes to take place in January. [1996] I wonder if we could talk a bit more about those difficulties?

ECS1: Well I perceive that the casework management is about.... These are the sort of things we picked up from doing the exercise... the external assessment thing [Respondent is referring to a 'market testing' exercise which took place in 1995 for the whole of the HR function in BT] ... We've dealt as other organisations do [the external counselling companies] in numbers... quantity rather than quality... and the introduction of casework management, as far as I'm concerned is our start to measure quality. Quality as perceived by the counsellor and also, more importantly, ... and something we've never done apart from the Welfare Review [an organisational review which took place in 1991] when we did a bit of a questionnaire... Quality as far as the customer is concerned.

DU: So you perceive that the fact that we're collecting numbers rather than qualitative information, is a problem?

ECS1: Well, it's limited in what you can do with numbers. What do the numbers mean? We've argued all the year... well not argued ... we discussed during the year that if you look at the statistics for forty-odd counsellors, they range vastly from top to bottom in the amount of new cases they have, the amount of ongoing they have, the amount of contracted counselling sessions they have and the amount of inquiries they have. And when you add them all together, there's no equation... which gives any guide to whether they've got it right or whether they've got it wrong. The only way... the only way we measure at the moment is three times a year... We sit with our people for a half a day... four hours... and we go through all the other things.... quality [ISO9000/9001 checks on paperwork]

objectives, PDP's [Personal development Plan - a paper record of the individual's view of their development needs] and an interim appraisal etc. ... Part of that is looking at two or three or four cases that you may pick out the day book [a record of all cases] or they may pick out the day book ... and it gives us a limited opportunity to look at the work they're doing. This is going to give us more of an ongoing reflection... week-in week-out, case-in, case-out. Quite a significant step.

DU: So the numbers aren't indicative of the level of quality of work people are doing and the only way of bottoming that we have used has been a quarterly interviews which sometimes the ECS [manager] might pick out files but on another occasion it might be the counsellor. So there was no guarantee that, perhaps, they were the ones that we should have been looking at.

ECS1: I mean some... I suppose some idea of...of...of... the value of our current arrangements of statistics...How many times this year have we as a level two management team talked about the statistics... I don't think we have once around this table.... Yet all the work that goes into that collation we've never actually thought it appropriate to discuss them...and I think that may well tell you how relevant they are.

DU: So do you think the whole [management] team would say that the numbers are not all that valid?

ECS1: No [He was actually agreeing with the question!]

DU: Moving into the area of generally managing people, What other difficulties do you experience currently?

ECS1: I suppose as far as I'm concerned it's the other demands that are placed upon you. I mean, there's a range of things that you need to do each day to fit into a busy schedule. Therefore, what you tend to do is respond, react to perhaps the immediate things like people that ring you up. Stuff that comes through the post marked urgent. Voicecom [a voice-messaging system] three times a day, which is more and more used and especially with the difficulty in getting hold of people these days because they're either engaged or phones are diverted and diverted to somebody you don't want to speak to... you want to speak to the person you're ringing... The faxes that come through. The fact that we're having to go and access the systems we've got and then we have to look at Email and what's in there and then we have to find out messages waiting and pick up those. All things that, I think if you add them up each day, take a ... quite a considerable amount of our time... before we then get down to prioritising what we actually need to do. And from experience, I think...Apart from the scheduled one to one meetings [The quarterly meetings] some of the things that I'd like to be doing with my team - Contacting them on a regular basis to talk to them about... over the phone... even to the things that.... talking to them when they come back off courses and spending a bit of time... Sometimes, often pressures that come up result in other things taking priority over those things.

DU: So it's the day to day stuff that's coming in that's stopping you doing aspects of your job that you feel you should be doing.

ECS1: Part of the day to day. It's part... I mean there's other things that we're expected to do like... I mean a lot of the things we do which I'm saying about Voicecom and all the rest of it is actually ... can be quite quick... although if you go in and there's 12 messages.... even by the time you've responded, thought about it... say about three or four minutes each one... I mean that's an hour gone, no problem at all. But other stuff, that quite often you need to sit down and think about... some of the projects we're involved in... Looking at the add-on services, negotiating with customers, setting up meetings, doing letters and reports, draft letters like what we do for [direct reports to director] and [our manager] take some compiling.... some collection of data etc.... and, I mean I'm learning. But we are restricted, are we not, sometimes, on who we can actually pick-up to pass the work on to. And I think we've perhaps learnt a little bit from our discussions today when we were appraising the team that there are a few perhaps up at the top, where they'll make the time, they've got the skills and the ability to pass the work on to but there is a limit on how much you can actually pass on. And therefore, what you do... you do it yourself.

DU: So the facility to delegate is next to impossible once these top few are loaded?

ECS1: It's more difficult. I think what we may need to do is... However hard it may well be for us initially is to grasp the nettle and say 'Well, this isn't good enough... you'll have to go back and do it again.' So that we start to develop the skills of more of our people which, long-term, it will be an investment. Because, long-term, we'll have more of a resource out there for people to take on the work.

DU: Just focusing in a little bit [ECS name] on some of the areas that I know we've talked about before on the development of people, in particular, in the professional/technical area. In the past you've expressed reservations about that in terms of delivering your role and the pressure that that put on you.

[The respondent does not answer the question posed (an indication, perhaps, of the restrictions on openness imposed by recording the interviews)]

ECS1: You mean in me, personally, doing counselling casework? Well, yeah... I mean if you're on the rota ... If you're going to be on the Employee Counselling Directory for referrals of casework, you've got to be available. And there are some weeks I am available. There are some weeks when I'm actually out of the office for the whole of the week. I am making a concerted effort to, wherever possible, not go to meetings unless it's actually necessary and I try not now to go to meetings. Just of late I'm spending a little bit more time at base. But again it's another demand upon one that if you're looking at the time it takes to prepare for a counselling session. That's once you're in and have done the assessment. Even just a straightforward contracted counselling session. ... Time to prepare and the 50 minute session, writing all your notes, chase up any leads etc. At the end... I mean it's a couple of hours... that's... that's 25% of the working day...if one works 8 hours which I don't think any of us are working 41-42 hours including lunch breaks.... but if you look at it, 25% of the working day to do a single counselling session is becoming a luxury that I really can't... I've got to say, I really can't do that. In the light of what we're planning next year, looking to do... deliver one to ones to 22 people, three times a year, including the APR [annual appraisal meeting] will mean even putting, on occasions, two people into one day.... Will mean that I will be out of the office, Monday to Friday for four weeks, one after the other... That's not... and that's not really going to leave me to be available for counselling. Especially... well, not during those four weeks, that's for sure. But it is a dilemma because I... I do actually think it's important that we do continue to do counselling even though I'm.... I will be losing my responsibility... direct responsibility for professional and technical. I think we [the management team] need to show an example and that we need to keep our skills up and it's like anything,... If you stop doing it, then I.. you tend to go rusty. If you do keep practising, then you do keep your skills up and everything that goes with that. 'Cos of course, even though we'll lose the sort of the looking at casework on the casework management side of things and even though we won't be delivering the professional delivery side of the meetings, of course part of our ongoing one to ones with the team... with your people, that you're covering on the professional side, part of our... organisational service side will be reviewing their Personal Development Plans and part of that is going to have to have a handle on where people are heading for, what it's all about, what are the skills required etc.

[This last point may be a misunderstanding of the role on the respondent's part - The organisational and Service ECS's are responsible for non-professional development and he may believe that he is expected to do professional checks during his one-one meetings, which is not the case]

DU: So one of the ongoing issues for you and [the other specialist] would seem to be the need to ensure that built into the system is an ability to deliver counselling in order to keep your skill levels up.

ECS1: I think that's important. I mean it's not only... It's important to me, anyway. I would also suggest that it's probably important to the counsellors. I would suggest it's important to... to the clients that we see and it's probably also important to the unions in this company and the people that are there asking for information and the managers that are there looking and viewing what we're doing and what's going on and saying 'Well, what about these people?' Looking and comparing outside companies. Employee assistance programmes and deliverers of counselling... And I think otherwise we would stand-out somewhat that we're not... not towing the party line... but we're not adhering to the code of ethics to the required standards in the industry. I think we need to address that. I mean remembering that we actually put into our job descriptions now, our job descriptions as the specialists,

about our experience in the delivery of counselling... and although I've got some considerable experience over the last few years [my colleague] is still developing and will need to do so. So it makes it difficult to drop out in those circumstances.

DU: Given what you've said about being out ... four days a week, for 3 weeks a...

ECS1: [Interrupts] Well no, 5 days a week. [My colleague] is running it from Tuesday to Thursday, which means that her people take 6 weeks but at least she can have a Monday and Friday to do all the rest of it. I'm taking a different line and we're going to compare notes after the first round. I'm doing Monday to Friday, doubling up with some but on certain days I only do one, which will give me a bit of time in an office wherever I happen to be in the country to do notes, Voicecom. You know.... all the rest of it.

DU: So how are your one to ones packed-in across the period of a year for you? How often does this absence occur?

ECS1: The absence... The month out will be... three times a year. It'll be the six-monthly operational... Organisational and service meetings, which are six months apart and then in-between, the first six months will be the professional one to one that you will be holding. And then the other end of the six months... the culmination of the APR process... That.... That, I think will be the test of whether this has worked because that will be the time, if not before but especially at that time when, perhaps at the end of the year, we have the same levelling exercise [determination of pay and increments for all counsellors within the unit] that we will bring the information together... I nearly said evidence but it's not necessarily evidence as though we're after damning people but... We collect all the information together and there won't be like.... I don't think there will be like today [1995 levelling meeting preceded the interview]... We said 'Well, I've got a gut feeling about this but I'm not sure about this... There are so many opportunities at the moment for counsellors to actually be quite secretive about what's going on ... to manipulate... and I don't mean it as though they're trying to hide anything but... But they can be very selective on sessions that they [tape] record and they can make sure that... I mean if they don't want to write casenotes up, they don't have to write casenotes up. They've got no check on that.... And some of the stuff that we see.... Obviously if you say to somebody 'Well, show us a couple of cases on this that and the other' they'll pick something out fairly reasonable. In the main, most people are honest but it really doesn't give us a feel for one or two cases... It doesn't give us a feel for.. for the best like.... perhaps for those that might be worthy of looking at development areas. Because if you pick-up a case folder, at the end of the day, it's only as good as the interpretation of the counsellor... and to the degree of notes that are actually written in.... That's another bone of contention for me because we don't really and haven't given any direction... directive... on what people should be writing as casenotes [this is covered in basic training] and if you look now at what's starting to come in on the feedback forms [The forms from the second pilot study]... the comments and notes that are on those feedback forms ranging from two or three words to two or three pages and I think that they're gonna need a bit more guidance on what's required. And I like the theme of... if you like the.... the perception of what different interventions the counsellor made apart from highlighting the problems which the form does. What difference did it make? What's the next step? Where do you go from here? And the fact that it's going to be produced on this folded A3 size will be a nice little compact folder for people to write-up and, if necessary, to keep additional pages in as an accurate record of the case.

DU: Do you feel that.... One of the things you said is that it should give an indication of whether it's made a difference but one of the things that we've talked about before was why I decided not to do 'before and after' [counselling] forms. Do you think that there is sufficient evidence on the basis of one form followed up by a casework manager... is that sufficient to get a handle on 'movement' for clients?

ECS1: A couple of concerns about it... for a number of reasons... I think on reflection... giving a form... filling in a form yourself as the counsellor and giving a form to the client on... on the first appointment could be quite... could be too early.... Personally, when I fill in the forms, I... I can't be honest, hands on heart, and say that when I'm looking at those rankings one to seven, that it's going to be definitely a one, two, three, four, five, six or a seven. I've only met the individual, probably at the most for an hour and a quarter, perhaps if it was an initial assessment... and so.... the rapport, perhaps, with the client hasn't started.... There hasn't been any feedback.... Again, feedback probably would be at that second

meeting anyway.... review of the first meeting and the rest of it.... And so I think I would perhaps... I have tended to play safe, when I fill in the form and unless there's been something specific feedback to indicate somebody was pretty chuffed with it or dissatisfied with it, I tend to go sort of ... 2's and 6's... 3's and 4's etc.... rather than the latter end. Similarly, as well, with the client.... I think there's a lot of uncertainty initially and I appreciate the apprehension of the client when they're coming to see you... and that's a bit of getting to know and what it's about and feeling comfortable. Therefore, where some are.. seem to suggest the unsureness in some of the questions... If you're down the road two or three sessions, you're more likely to get a better reflection on how they feel that the process has worked to the benefit of them. I'm aware that quite a few clients go the one, seven, one, seven, one seven... One or seven depending on which end is expected. There are those that have thought about it but they've developed a style that... 'Oh, this has gotta be this.... This is the best here or the best there or the best there' and I think that if they're a bit further down the road... into the counselling, they've got a bit more evidence on which to answer the questionnaire and I think it might be... a better reflection of how they view the quality of ... of that interaction with the counsellor.

DU: There are some issues there for me. One is about the client who only ever comes once [Pause - respondent didn't come in] If we didn't give the forms out until the second or subsequent session do you feel we'd be losing information, managerially?

ECS1: I think that's quite true. Yes, you would be. You'd be losing an awful lot of cases at the moment, based upon what I can remember of the statistics, many of the cases we deal with are singleton, one-off's and perhaps it's something to be reviewed and thought about but whether or not they are in fact what we need to measure and monitor because perhaps... I mean, if I'm seeing somebody on an ongoing basis, that first session isn't contracted counselling quite often,... It's introductions. It's... It's contracting before we then agree to meet next time and start our counselling process.... It depends what you're after.

DU: And what do you think that we as a management team are after?

ECS1: I think we're after a number of things... but I think top of the list has got to be... the reassurance that the specialist area in which we operate, which is counselling, is being delivered to an acceptable standard... and that counsellors are feeling comfortable, clients are feeling comfortable or getting some benefit from it... and that we're not doing any damage.... because we're operating in a field where... if people are not doing it properly... they can be causing more problems than they're solving. Now there's other areas around... people that perhaps... predominantly see 90% of their cases... are one off's and if we didn't tend to be picking these up from the first session then we're going to lose all that. A way of looking at that is that if we're not getting forms from people we're going to assume that they don't get into contracted counselling sessions with their clients.... There's a lot of ideas around it but at the moment, if you're looking at... I don't know, we had the figure didn't we... I think we can be talking about... no problem at all... at least a hundred forms a week... I mean that's five thousand or more a year. I don't know... What's the number of new cases that we dealt with last year on average? It's about, I think... around about... I think around 20 or 30 a month per counsellor, so if we said low-end 20 a month that's 240 between... say 40 counsellors... as we get geared up towards the multi-skilling... I mean that's not going to be the case at the moment... As we get geared up... there's potential on the low-end say 20 new cases a month.... 240 times... 2,400... 8...getting on for ten thousand. Ten thousand forms you could be looking at producing in a year or two's time and that's just the counsellor's, if you go down the road of every new case. Plus the feedback forms as well.... a lot of paperwork... and I... I mean in comparison to what other industries including [The respondent named several providers of counselling services] and the rest, say they do, they are not monitoring casework like we are proposing but what we've tended to do now with this exercise and because of the problems we're having with technology we're looking at processing potentially 10,000 plus pieces of paper and all the resources that we'll need to do that. Does that give us too much information? Could we do what we want to do with half of that or a tenth of that?

DU: I know it's you who is supposed to be answering the questions but I think I have to respond to that! The first aspect is that in an ideal world it would be an electronic system... and I can see that happening. The other aspect is that we would still have the client form, even if the counsellors were doing electronic inputting but I think in terms of the trial, we do need to get a handle on what the score

is re: first contact before we move into maybe looking at contracted counselling as a separate issue. I think we want to be in a position to be able to do that electronically before we start, as you rightly say, generating more paper.

ECS1: And of course, thinking it through, there are certain issues that can only be addressed from the first session... because we want to measure the availability and contact with the CRU [Call Reception Unit], how people were treated, whether, in fact, they were contracted with and confidentiality was explained. So if that's what we want captured, then the only way really... the only time appropriate to do that is going to be the first... first case. What might be worth considering though is that because... and I don't know exactly but I think there's still a relatively small percentage of cases that go on to contracted counselling and perhaps it's... perhaps we could introduce a system that any that went to three or four more... three or four contracted counselling sessions... that we would encourage the counsellor.... Neigh [laughs] we would request the counsellor to actually submit another feedback form... for them to complete and the client to complete.... So we'd be measuring an area of the work that we do.... which there is still some Welfare work... quite a bit of Welfare work... giving advice information and guidance... which is a single session using counselling skills rather than actually counselling somebody... but there is a growing area of the contracted counselling... that in those circumstances, anything, as I say..... I mean you could be talking about a couple of sessions, if it's fairly simple but once you start to go into three or four or more, then that's... that's counselling.... workplace counselling....and I think would particularly benefit from a feedback form completed at the end of the sixth, seventh or whenever session.... after the last session.

DU: So what sort of things would you want to tap into with such a form because clearly the issues aren't the same in a later session?

ECS1: No, I mean the contract and confidentiality should have been set from day one.... But some of the things like how you were dealt with... How effective time management... frequency of... I think as far as the client goes it has to be fairly general things but.....

DU: What sort of 'general'

ECS1: Well, I was saying about appointments... about how the appointment's made... whether they was [sic] kept to time... whether or not... on time and kept to time... About where they were seen... sort of accommodation standards and the rest of it and the setting... How they felt about the counselling process... and the outcome of any contracted counselling sessions.

DU: What do you mean by 'outcome'?

ECS1: While I mean that perhaps how it was all... If we are asking them to submit a form... asking how it ended because I'm aware that sometimes the client's happy to end it and sometimes they're not and sometimes the counsellor's happy to end it and sometimes they're not.... But that however ended... One would normally end on and with agreement of the client of where they perhaps... I mean you start a contracted counselling session looking at... through those contracted sessions to looking at where you're heading for and you've reached a stage where you've arrived or you're arriving or you're nearing it or that you feel mutually that you can't do any more for that client, that they'll need to move on either because they've resolved the problem or come to terms with the problem... they may not of actually come up with a perfect solution or may need to be referred on to another agency; Doctor; Counsellor; Psychiatric help; Medical help; assistance etc.... So it would be a measure that something had happened from session one to session six. And if nothing had happened or moved or changed then it would be an indication that... actually counselling had not been any... of any benefit for that individual.

DU: What about the case where the client's stuck and there is no movement but they perceive that they found the counselling helpful?

ECS1: There's no reason why that still couldn't be contained in... in an option because they may be.. It may be... I mean for instance with many people... with engineers within BT who are on the CSIP arrangement [Customer Service Improvement Programme - which can involve engineers working unsocial hours] quite often, there aint a lot they can do about it. It's perhaps coming to terms with the

situation but the decision... if there are personal issues or problems from seeing them in session one to session three or four or five may be just helping them to come to terms with what's going on - nothing's changed, nothing's happened, nothing's altered and they're going back to exactly the same job... Although... I mean... perhaps... although one may hope that their perception is that... that they actually feel more comfortable. There's going to be situations where people are not comfortable. We were talking last night... I don't think it was you and I... about the situation where you speak to somebody who's being battered by their husband. You can spend a considerable amount of time... and the tears come out, the problems and what their options are but quite often, for whatever reason, they actually go back to exactly the situation that they came to you with. Nothing's changed, nothing's happened. They haven't altered at all... They may feel benefit that they've talked to somebody but nothing's changed. And in those circumstances, there may be the perception that... that counselling has been ineffective... but that's all about client feedback at the end of the day. And there are going to be situations where people think that... that counselling is ineffective because we haven't come up with the goods. We haven't waved the magic wand... but those areas where that happens, we would need to... the specialists... the level two's would need to perhaps... that would flag-up and we'd need to have a look at that.

DU: Looking at it from a business perspective, do you feel that a case such as the one you've just described is a failure, in that the person is still in this same situation but may say on the form that that they felt benefit from the counselling even though, in objective terms, their situation is still the same. Is counselling of benefit, from a business perspective?

ECS1: It depends what perspective the business comes from... The benefit of... of the counselling process is going to be how the client views that. The business views it as a service they want to provide to support their people. Somebody comes to counselling and contracts and agrees to go through the process and comes out at the other end feeling better, feeling worse, having resolved the problems or not resolved the problems or even made more problems because you've gone through and identified other areas they haven't even considered yet. It's a matter of the client's perception rather than perhaps the business... and one would hope that the business would turn round and say 'Well, we've got these sort of cases... not that they'd be in a position to have access to that sort of information anyway... unless it was somebody saying to a senior manager in this company... 'I've been to see Employee Counselling and they were no bloody good at all' but, I mean I've got to... I feel that our important criteria is what our clients say about us. What we are able, as professionals, knowing what goes on... I mean asking the right questions and looking in the right areas of... of being able to assure those who are not qualified or do not have access to the information... to tell them honestly and openly that we can, hand on heart, prove that... that the standard of service we're delivering is... is of the highest quality.

DU: I'd like to talk now about next year [1996]. Thinking about after we have started, how will you judge the success or failure of the new organisation?

ECS1: The way we're organising... which I think is quite exciting... quite looking forward to it... but I... I think it will be some way down the road for me to see the benefits of the casework management because really [both operational ECS's] will be handing over to you three. [Developmental ECS's] You will therefore be getting... the feedback on casework management.... you'll be crunching the statistics, you'll be picking up any anomalies, reading any reports in any cases you think appropriate to pick up, telephoning the people[counsellors],... concerns from discussing that and then at the.... the professional delivery one to one's, developing that further. I mean we haven't, as yet... We've tended, haven't we, to put any other plans together.... [My colleague] and I have put ours together and we let you have a copy. You're going to be doing yours at the end of the week... pulling yours together and you'll let us have a copy. What we haven't actually done is anything about talking to one another during the year. And although we'll be having our own meetings, we've got an agenda to put together and unless we make some space for it... I mean, I'm not convinced whether it's necessary... No, I'm not convinced it's necessary but... but... it may be useful.. because otherwise the system could be used to work one against the other under certain circumstances.

DU: We've talked a little bit about that before, haven't we?

ECS1: But casework management... If one thing it will do, it will take away from me... the need to look at, monitor and measure casework as we do at the moment. I mean, the fact that I'm losing responsibility anyway is by the by. The fact that there is a system in place to do all that... pull all that together will, over the year, crunching all the information together provide an incredibly relevant, substantial picture of activity. It will also, will it not anyway, help me. The fact that we do a bit of casework at the moment... a bit more than dabble... I'm still quite pleased at, I think, the level of casework that we all do as level 2 managers... Yourself... with senior managers etc. The CISD work [Critical Incident Stress Debriefing -not actually counselling work] ... but it's the first time that we'll have had really anything in place because we haven't even got statistics at the moment [Level 2 managers have not formally done statistical returns on casework mainly because their production is time consuming and this could not be justified when the return would probably only involve one or two cases] And... support and feedback... and the fact that this is resulting in us... picking us up [one or two words indistinguishable] ... and is also resulting in us mentoring and monitoring our colleagues... will also provide us with support and feedback.

DU: You've mentioned quite an important area there... that whilst there is sort of ... some co-counselling between us arranged in order to... for us to be dealing professionally with our casework and doing the same as our people are, albeit that we're doing much lower volumes, there is an issue... as we said a few minutes ago, we've talked about it a little bit before... about the need to ensure that we don't form two distinct parties. One of the ways that you've mentioned is bunging something on the agenda of our team meetings, so that that information, or information in general, doesn't stay in one camp and not trip into the other. Is there anything else that you can think of that can make that.... make us work as one team as opposed to two?

ECS1: It might be nice... I mean we're going to be running separate meetings... It might be nice for us to walk the job and perhaps be seen at one another's meetings. For us to come to actually come to your meetings.... to join in with the professional delivery side of things and for you similarly to attend, or show a face... at our meetings as well, so we can be seen to be working together... we're not just two separate arms.

DU: So that's part of being *seen* - What about the *working* together part?

ECS1: I mean, I think when we looked at the... appraisal forms and everything... the core competencies... we agreed quite a number, where they overlapped into both camps. And I think that we now need to bear that in mind... which areas we do look at... we do share throughout the year... and that we do flag-up to one another any areas of both concern and development points and also, as appropriate, and when it happens rather than saving it all up to the end of the year... when somebody's done a bloody good job. I think the saying 'Thank-you' and then recognition... whether it be a letter or a thirty pound cheque or a thousand pound cheque etc.... is important. And again... And Again... It's time, about having time to spend with the people and I'm hoping that... that the way we're going to be working is actually going to allow us a bit more time with our people... a bit more quality time... The way the business is going is encouraging, in a way... In that they're starting to... they're starting to realise that there are certain initiatives that are being pursued which just take up too much time and resources... 'quality' being an example [The respondent is referring to the paperwork that comes with having every procedure documented]... of where we've come in two years on quality... What we started with and what we've got now... and even now to the extent, now, they're happy that quality is an integral part of the one to one process. Unfortunately, what they've tended to do is... as one thing leaves and goes out the door, something else comes in and this... this charging... service charging thing now is another thing that is going to start off requiring an awful lot of work and a lot of input and information... We will have to take that into consideration. We... We're going to have an opportunity... We the ECS team... throughout the year to still have our quarterly two day meetings.... and I think that it would be useful to use those... socially.... not necessarily in a formal meeting to sit down and just honestly talk about our people. It's a bit like.... you were talking downstairs about ***** about what's going on now I picked up half of it but I don't know what's going on but it would be extremely useful to know because we are really more and more in a situation where people are making contact with us on different issues... we've all still got that link-up and that's perhaps another area that we need to push more... The new people especially are coming through... asking for information and guidance.... I was saying with ***** , who's been through a couple of times about financial casework... but it

doesn't mean that others who have been in the job for ten, fifteen years can't come through.... We... We need to push that.... keep people briefed about changes that are happening and that they can come through and bounce some ideas. Quality, if we're not careful, will tend to take-off in different directions... people are still doing little projects, little ideas... and instead of flagging it up... 'Look, can we use this for everybody'.... They still tend to keep it within their own little camp. Now as the camps get bigger, anyway and especially... as the co-operation between ourself. [My colleague] and I and I would suggest you [and your two colleagues] develops that'll happen less and less I think. It'll make things easier, especially with our responsibilities... only really two of us have actually got to talk to make sure the message is right. And the stuff that's coming in from our people... We are actually going to sit down and talk about on a quarterly basis. Our meetings are going to be the same... We're going to meet on our two day meeting, there will be half an hour or so set aside, probably during the evening, because our meetings actually follow-on from those two day meetings... so it's good timing really... They're where the agenda will be set and that we'll be delivering the same message.... and that we will exchange copies of the minutes of our meetings and anything that is flagged-up at one meeting... and any ideas will be passed on to the others and vice versa... I mean that's something we've talked about, I think, between us as a five... I don't think we do it thus far... I mean I copy my minutes to [Our manager] but I don't copy them to you and vice versa.... we see the monthly reports... but not minutes. Some of those issues that crop up at meetings when a team of people get together... because we're talking about all the other instances are one to ones... so that's two people, monthly reports to you is two people [?] but you get a group of people in a team... who perhaps will feed off one another... or they'll feel more comfortable because they're all there. There's people that may feel that they're on their side and there's quite different issues crop up sometimes...

DU: From what you've said, it seems that this three-two bit is quite important. That we get that right and don't allow that to need pulling back.

ECS1: No... Yeah... I think we've got to do something during the year to make sure we still operate as a team of five. Team meetings will allow us to do that...including the two day and the overnight stay which in itself can be useful to use that time and also socially... to sit down and have a drink and relax... and share, I think, information that we've collected about our teams rather than... rather than try to pull it all together at the end of the year, which will be a valuable exercise.

[Respondent thanked for their time and participation but they then said:]

ECS1: I mean overall, I'm very positive about the initiative about casework management. I think it's a big step... we haven't gone into it in a little way.. We've gone into it in a big way... everything.... It really is quite a colossal project, this is. I mean the information should be... should be superb.... and some of the things you've said already about the games that people are playing but what the figures actually tell you and what, unbiased wise, the customers feedback is... quite interesting.... interesting personally for me as a manager of a team and also interesting to me from personal feedback on my counselling capabilities and feedback from my clients.

DU: I don't think we've had any back from your clients yet.

ECS1: I mean one, to be fair, I've seen on... I've seen four times now... I'm seeing them again on Monday. Does one ask 'Have you filled that form in?'

DU: No! [Laughs] That's not ethical!.... They've got the right not to fill it in and so on.
[Respondent thanked and interview terminated]

Interview 2 - ECS 2 (Development) 8th December 1995

This respondent also has considerable experience in advice / guidance work but has more experience of counselling and has continued during the time that she has had managerial responsibility for a group of counsellors to do personal counselling work. She is currently studying for a diploma in counselling. Under the new organisation, she will become one of the three managers responsible for professional and technical development of a group of counsellors and loose responsibility for the line management of people. The interview took three quarters of an hour as planned.

DU: I'd like to start with looking at any difficulties you see in your existing role.

ECS2: As it is now? From what Perspective, specifically?

DU: Really, As a level two manager of or within the counselling unit.

ECS2: Right... I think the main difficulties that I see at the moment are that we have a group of people with differing skills levels, having moved from a time when people were all very much at the same level. And I think that's raising issues.... for me, about how we train and develop in the future. So that's one aspect .

My other key concern is the business expectation of us [Counselling Specialists] as managers and how that, at times, conflicts with a counselling role we have and the emphasis that the professional side of this unit is putting on counselling.

DU: Right. Can you say a bit more about the 'business expectations'?

ECS2: Graded as MPG's [Management and Professional Grades] there is an expectation that we will fulfil certain functions and have certain competencies that I don't always feel complement the counselling role. It is a fact of our life and existence but I still believe it conflicts at times. When you consider the APR [Annual Performance Review] process, the appraisal process, which ... we have no choice but to be a part of...I don't feel that supports our role or is a motivator for our role.

DU: Because?

ECS2: Because... I believe at times we ask the counsellors to demonstrate qualities, competencies which at times can take them away to some extent from the main thrust of their work. And, whilst that's not a major component of the APR, I do believe it's a I'd call it a bit of grit in our key focus.

DU: You mentioned 'quality', and I perhaps should have positioned this a little bit better by saying that. ...Please don't assume that I know things... I know we have a shared knowledge and it's not normally necessary to be explicit...but for present purposes, work on the assumption that I am an empty vessel.

ECS2: Alright...[laughs]

DU: So how do we currently measure quality?

ECS2: In my view, I don't believe we do...truly measure quality. We have a quality management system [BS5750/ISO9000/ISO9001] in place, primarily ... a paperwork system which has procedures and local work instructions but what we don't have is any real method of assessing the quality output from following those procedures. I can dialogue with counsellors and gain knowledge of their understanding of those procedures and instructions but that doesn't really tell me what the client experienced.

DU: How many cases do you believe that you quality check in a year on an individual?

ECS2: On an individual.... maybe 30...and I'm taking account there of casework discussion at one to one's [mandatory quarterly meetings between a counsellor and their manager] and ad hoc cases.

DU: The other area that we keep information about counsellors on are the monthly statistics. So, How do you see that as an existing measure for recording casework?

ECS2: As a manager, I don't believe it helps me particularly in my role. It's statistically and mentally a challenge to plough through that mountain of paperwork and I'm not convinced it actually helps me assess where my counsellors are at. It doesn't give me a true measure of what their load is, it tells me cases they've dealt with and in which division. It doesn't tell me what they're dealing with. So from that point of view, I don't find it useful and I'm not convinced the counsellors find it useful.

DU: How many times this year has a tier 2 manager in your team used the existing stat.'s for discussion?

ECS2: As a team, I believe I don't believe we have used them.

DU: Moving into the area of generally managing people, What other difficulties do you experience currently?

ECS2: My lack of availability would be the prime one. So insufficient face to face contact, insufficient phone contact and a perception of, I believe, by the counsellors of my unavailability. So I don't think that they see me as a source of support.

DU: So what would you like to be able to do if it weren't for these difficulties?

ECS2: I would like to have the opportunity to really ... develop a relationship where there is trust...I'm not saying there isn't trust now but a deeper trust that allows them more scope to grow in their skills.

DU: So, currently, how do you feel that your knowledge of your team is?

ECS2: Knowledge in what way?

DU: How accurate, do you feel, is your perception of each of your people in terms of professional ability.

ECS2: OK, I think I know my team as people fairly well. In terms of what else is part of their life and what pressures externally they're dealing with. I know them quite well as people. In terms of the professional and technical, those who have been in the personal counselling side for some considerable time, I would say I have a fairly good understanding of their competency level. Those who are [in training] I'm not confident that I've adequately assessed where they're at. I feel I've got as good a grasp on that as anybody could have in the circumstances that I've been in this year but is it good enough in terms of what I should be giving them in the way of support at the moment? No, I don't believe it is.

DU: You've talked about the non-counselling aspects of the job and there are some opportunities to delegate in that area. How far do you feel able to delegate to your people or to other counsellors outside of your immediate team?

ECS2: It depends what the task is. There are some aspects of work that I will quite happily give out providing I've got a reasonable grasp of the counsellor's competency. There are other things, that because of knowledge that is in my head, it is quite difficult, sometimes to pass on. It's almost quicker to do it myself than to delegate it. That's also been affected by lack of clerical support this year. I've had to.... do things differently and some of that has meant I've held on to more jobs than I should've done.

DU: Thinking about the counsellors, about how many of your own or other specialists' people would you be able to delegate to?

ECS2: Perhaps to say a little before I think numbers....I feel this year I've come to recognise some of the skills and specialist areas that some of our counsellors now have. And I think that's come about from us being a smaller unit and a more cohesive management team as well and that's supported by the APR process. I think we have a much better knowledge of what our people's skills are. So I would not hesitate now to pick up the phone and say to someone like ***** I need some help of a technical

nature in whatever task it was or ***** with his state benefit hat. For me it's about knowing that there's a proven competence.

DU: Of all the counsellors, about how many...

ECS2: [Interrupts] Numbers? MM... bit finger in the air this but probably about a third.

DU: So if we were to develop some of the others, do you feel that would change?

ECS2: Yes, I feel there's great scope for that and some have been left behind in the development process. Not necessarily through their own fault... I think it's had a lot to do with previous team structures and, dare I say it, perhaps a little bit of favouritism at times.

DU: Thinking of the newer people that you manage, how do you currently develop them in terms of you subsequently being able to delegate to them?

ECS2: I suppose what I've done slowly this year is ... looked at how are these people managerially as well as counselling professionals. Recognising that some of them are very much on a learning curve. And I suppose what I've done is given them.... tasks. I'm going to have trouble sort of pulling examples out but I have given, certainly some of the redeployment counsellors tasks to do ... and haven't had any major issues with how those have been done. But I don't think.....Again that doesn't make me feel totally comfortable with how we approach that because it's a bit ... It's a bit reactive rather than.... carefully planned and considered. And I can't say I've been easily able to identify in some of those newer people, what their development areas might be so that I could gear those tasks. I almost... There is a need for me.... 'Can one of my people do it?' ...Is more the attitude rather than 'Right, so and so needs skills in this area' ... and I'm thinking more as a manager now than a counsellor. And maybe if I had the existing team in the same role next year [1996] I would be able to build on that a bit.

DU: So to some extent it sounds like it's a lack of knowledge of the people and their abilities and a lack of opportunity to see what their development needs and issues are?

ECS2: Yes. Definitely lack of opportunity. That would be the key factor. Lack of opportunity. Lack of one to one time with them. Lack of dialogue with them... Yes, and although we started the year [1995] with a development plan arising from the APR, I've always had a much wider view of development. I don't believe it's just the three or four points that are committed as a development plan but it's also been for many people this year, building trust in me. Can they trust me sufficiently to expose their development needs? And, that does take time and I think as the year has gone on I have seen people shift in how they've revealed their development needs and their desire to improve on their skills.

DU: Just focusing that down to the professional/technical areas, how do you go about developing people in these areas at the moment?

ECS2: OK...and again I'll have to look at that from those who are [in training] and those who are established in their role. Those [in training] I would say, a lot of the focus arises from feedback from you and ***** [Specialists] from training because you're the ones who see the specific needs, the very detailed needs and what I made clear to all my folk this year from day one was that those [in training] would keep a perpetual updated development plan... as detailed as they felt able to identify and we've constantly reviewed that... and I didn't say I wanted it in a certain format. It was to be for their benefit, for their use. It needed to be a working document for them. So that's been the way I've handled it this year and encouraged them to talk very much when they've come back from their training courses about what they now feel they need to focus in on and where ever possible to build that into ongoing field training. And probably, I've encouraged my people to get as much field training as they can. I haven't said 'Have a week', I've said 'Have as much as you can and just keep building on that'. So that would be the main emphasis. That would alter. Again, if the system was staying the same, that would alter next year because I think it would need to be much more focused. Whilst they've been on this learning curve with sandwiching training courses in between their existing role and field training, my expectation has not been that they're going to hone all the detail. Let's get it as... I suppose my phrase

would be 'good enough'... Let's get it as good as we can at the moment but I think they've had a difficult role holding all this in balance.

DU: OK, So how would you propose to do it differently assuming that the changes for casework management were not being implemented?

ECS2: OK...I think the focus would be the APR review as a starting point. Let's clear the decks. Let's see where we are now and what does this mean for you and build in whatever the requirement was ...but that's difficult to say... it could be experience with specific counsellors who have identified expertise in those areas. It could be reading. It could be....external training in some way. It could be.... some training that we haven't yet identified, in house, that's needed. It could be time with you two. It could be one to one time with me. It could be....a whole range of things.

DU: OK. Only a couple more questions and we'll take a break. How much counselling do you do yourself at the moment?

ECS2: It does vary...quite a lot. At the moment now I only have 2 BT clients and as you know I'm doing the external course [Dip Counselling] myself and there is a course requirement for that and so I have been picking up cases from ***** where there's been an identification that it might be longer term need counselling rather than 'fix-it'. But at the moment, I've only got the two. But that has altered a little bit over the past year....Well, it's altered a lot... It's gone up....I think the most I had at any one time this year was about 8.

DU: What sort of problems does that raise for you, as manager come counsellor?

ECS2: As a counsellor it raises the problem of my diary and availability and continuity for the client and that's a major concern and one that I'm always mindful of. And providing I can recognise that the client's got flexibility then I will still take them on but if the client hasn't, then I would need to find an alternative. Consequently, I've been seeing some clients in the evening but they've been OK about that. I think as well it could provide some issues for the counsellors in terms of perceived credibility. Some of mine may have no perception at all of my skill level or understanding of it or experience. So that can, yes, create some problems, I guess.
[Comfort Break]

DU: How do you see the proposed changes affecting your ability to continue doing counselling at work?

ECS2: I would see that my diary's going to require the same sort of careful management it has done this past year. [1995] I don't see, necessarily, at this stage, that it's going to alter it. Not in terms of my ability.

DU: How important is your commitment to continuing personal counselling in the proposed new organisation?

ECS2: Crucial..... In terms of me and hand's on skill. ...Self confidence....course requirement...identification of my own development needs..

DU: What about its importance to your people....The counsellors?

ECS2: Yeah, I think that is important, Dave, It's...It comes back to the credibility issue as well. Not that I know whether that's a founded issue but it's a concern I have, that they need to see us all involved in a fair amount of counselling other than CISD [Critical Incident Stress Debriefing] work or the serious casework stuff.

DU: How do you see the Organisation and Service ECS role?

ECS2: At this stage I see it as a positive change in our structure. In that it allows the three of us [Developmental ECS's] to focus much more on the professional and technical development aspects of counsellors and counselling within this unit. I have some concerns about the volume that those two

[Organisational Specialists] are going to be dealing with but overall I see the split in responsibilities as being the right way forward.

DU: How do you see the interface between us?

ECS2: I see that as very important because much of [the Organisation and Service ECS's] role is going to be customer facing and it's important that we get the feedback from that and look at the implications of what the customers [business divisions] are saying. I think also at a much simpler level, it's important that we're seen as a team to the counsellors. Not as two separate entities, that one feeds the other, though I haven't got a full handle yet on what that really means.

DU: So you've not yet got a handle on how the two groups of us interact or interface but it's a concern for you that....that a 'split' could develop between the two groups?

ECS2: No, I don't think it....No... It's not a concern but that's because of personalities... and the way we've all been at the early stages of this structure. Different personalities might give me concern. No, I feel that there is mutual recognition of the importance of both roles. The unit can't survive or exist without one or the other...at this stage.

DU: So what sort of problems do you foresee?

ECS2: In their role, at the moment is probably at a personal level for both of them about volume and how they're going to manage that. And because I don't know the full extent of what they're going to be involved in, it's hard for me to get a handle on but I'm just very aware of what the non-counselling aspects have demanded of me this year and the volume and co-ordination that's required in that. Not that I mind it but again it's back to the balancing of 52 plates on sticks and tweaking them just before they drop-off, is the feeling I have..... Big smile from interviewer at this stage, note.

DU: Moving swiftly on....[shared laughter]...What fears do you have about the new organisation?

ECS2: Fears, probably at the moment centre around detail rather than wider concept. I'm keen for us [Developmental ECS's] as a threesome. That we understand how we're measuring movement in counsellors' skills and particularly for [those in training] how they're integrating learning and demonstrating that and how we identify that as well. So it's very much about the process of how the three of us are going to get to the nitty-gritty of what this system's about. And what I've got at the moment in my head is a big concept and backed up with a bit more technology today [I had given a brief overview of the computer system that will be used by developmental ECS earlier in the day] but it's the detail. My fear is that we haven't had enough time together to work that up.

DU: What do you think about potential advantages of the new organisation?

ECS2: At a very personal level I have a sense that it will free my mind of some of the clutter, allowing me to focus more on the area that I'd really like to develop and that's at a personal level and at a professional level... development. That feels good...and actually at the moment I'm finding that hard to imagine. I can't imagine what that will feel like a few months down the line. Is that a reality or will the clutter of this organisation [BT] still invade? I don't know. But I say that from a position of ...of recognising that the organisation is going to want different things from us. It has done. It is doing and it will do and identifying exactly what those needs are, I think is quite difficult. And at times quite subtle and how we keep ahead of that is going to be the challenge and freeing us up to focus on the two different aspects, the organisational and the professional will help us.

DU: Do you see any disadvantages in the new organisation?

ECS2: The The disadvantage could be.... could be....not keeping each part fully informed. I think there's quite a fine balance to be achieved there between 'need to know' and 'have to know' ...Disadvantages...If we end up not delivering what the company wants...that could... ...That could put us in danger....No, I see it as, at the moment a positive move. I'm sure there are some disadvantages and

maybe I'm just choosing not to really look at them at the moment but for me it feels very positive and I don't It's probably too soon ...for me

DU: OK, thanks.....We're giving out forms to clients only on the first session....

ECS2: [Interrupts] during the pilot.....

DU: What do you think the disadvantages of that are?

ECS2: One of the big disadvantages could be that the actual invasion in the relationship could cause ...the client to consider whether they want to come back again. The actual trust and confidentiality issues could arise stated or unstated by the client.....I think as well it could alter the flow of the developing relationship. [Interviewee seemed uncomfortable with this question but I wasn't sure what this was about specifically, therefore I asked:]

DU: Can you say a bit more about that?

ECS2: Could alter the... the....Depending on what the interview is about. What the client's presented with....and the appropriateness of actually giving out the form at that stage in that situation. And whilst there is some discretion, we're encouraging people very much to give this form out....I think the other side of it is that if the client doesn't like the counsellor, doesn't feel comfortable and commits that or doesn't commit it to the paper whichever way to the form, it could alter the client's view about coming back to see that counsellor.

DU: Of course, if we don't encourage people to give out forms on the first session, we would miss a substantial amount of data - Lot's of cases are only one session.

ECS2: You could miss a lot of data I think a lot depends on whether clients deliver that data honestly or not. Whether they Whatever they understand of how we crunch this data....If they have their own issues that say 'I can't say nasty things about people' then they may they may give alternative responses anyway. I.. I mean I don't know...that one we could speculate about all day. I think, for me, it's more about interrupting the process. The building of the relationship process. And I'm not saying it does. I'm....Not at all...But I'm saying for some people it may feel that way on both the counsellor and the client side.

DU: One of the alternatives is to give out multiple forms. What do you think about that?

ECS2: Every session, do you mean...or...whatever

DU: That's one option but think also about some of the alternatives around that as well.

ECS2: No, I'm not at peace about multiples. I...Having said that I would be OK about first and last session depending on what the issues have been and ... again the relationship.

DU: Can you tell me about where you feel it's not appropriate?

ECS2: If a client has come to see the counsellor and it becomes obvious during that first session that they're having trouble presenting their issues, talking openly, sensing the safety of the environment, then I feel it could be quite threatening to the client to actually at the end of that session say 'and would you now fill out this form' ...However sensitively that is positioned and I believe it can be...there is a skill in how that's presented. So, I think it's hard, Dave, to be specific about the types of case....Some bereavement situations but not all and it depends on the individual. For me, it's very much about what's going on between the that client and that counsellor at the end of that session. How good is the rapport? How skilled is that counsellor at being able to position what this means? What is this evaluation about? So I don't see it cut and dry.

DU: If we were giving out additional forms only where counselling was contracted over, say a minimum of three sessions, and would probably involve a different form for second and subsequent sessions....
.....How does that sound?

ECS2: Right, I still have some concerns. The forms we are actually giving to the clients or intending to give, that's probably more appropriate, [The form was redesigned following the second pilot, in terms of layout and placed on A3 size card folded into A4 size with the covering letter printed as an integral part of the form. Therefore the proposed form now looks larger, even though it contains the same amount of information] I think as an evaluation form could be daunting for some people. To have that happen two or three times in the space of three or four weeks, I think could detract from the intimacy...the actual relationship that is there...It becomes almost mechanical and statistical and to some extent cold ...and I'm not saying that would be the case with every client-counsellor relationship but I believe the potential is there and could be as well, 'What does this counsellor want me to do?' Something about performance...

[Interviewee was thinking and about to continue on this question but I felt that we may not cover all the questions I wished to if I allowed the respondent to continue at this stage. Therefore:]

DU: OK, I'd like to come back to that a bit later, if we have time. But before we go on, I'd like to talk about next year [1996]. Thinking about after we have started, how will you judge the success or failure of the new organisation?

ECS2: That seems a massive....massive question at this stage....Success, for me, will primarily be about counsellors expressing increased confidence, recognition of their own ability, increased self-awareness and evidence of growth. Their own growth, professionally and personally....that isn't intended to sound too analytical but if we're being specific, that's where the success would be. 'Cos that's really what the whole organisation is about. I think at a more personal level....I think if I can see that, as a team we are functioning better, achieving more and the quality of what we do individually has improved, then that will ...that will endorse the success of the change in structure.

DU: How long do you think it will take to see any of these benefits?

ECS2: Real evidence, I would say 6-9 months Minimum....minimum.

DU: OK, when you were taking about what success would look like, you mentioned things like growth, self awareness and confidence. I think I understand that but how would that be evidenced - What would you see in the individual that would be different?

ECS2: OK, I think I'll see more ability for the counsellors to reflect on their own work. They'll be more able to come with the things that have not gone well, as opposed to the things that are going well and it will be safe to do that. Think it's very much about details of the process...they'll be able to identify more easily what was going on between them and the client and ...how they could have handled it differently...what they could do next session...very much the process....things.

DU: How do you think the business will judge the success or failure?

ECS2: Now that's quite frightening....The cynical [refers to self by name] would say 'I'm not sure they'll bother'...I think we go into this new organisation with outsourcing still hovering above us. However much of a commitment we've got at the moment...that we'll be OK....success I guess will be measured by customer and client response. The two feed each other but...customer divisional response....out...yes, output...statistical output from casework management and what we do with that I think will be crucial.. Some of that I guess will need to be fed to the organisational side for [organisational ECS's] to take forward to customer meetings and I guess the business will measure that ...I'm sure there are lots of things...I'm struggling to sort of, at this stage in the day [4.10 PM] pull out some of it. No...that's about it on that one at the moment.

DU: We were talking before about the possibility of using forms, perhaps different ones, on the first and last session. You said that this could be a bit 'over the top' and maybe daunting for some. If we were to

use first and last forms in some cases...and let's say we've agreed on particular situations..... we don't just want to get data on cases that are going well, after all....what sort of things would you like to see on those forms?

ECS2: I don't have the existing forms in front of me now, so I'm working from memory...but I would look at the longer term impact of the counselling and the effectiveness of that counselling and what other areas has it opened up in the client. This is very broad thinking....I'd need to focus on how the questions would be positioned but it's something about ... has there been value for the client, perhaps beyond the presenting issues ...that sort of area I'd want to explore a bit but I think a lot of the questions that we're asking them now would still be very valid..... I would really need to give that one some more thought, off the top of my head that's all I can say but I'm sure I could develop some more ideas if I sat and pondered on that one a bit more I think there are values there but I... I'm not getting to them at the moment.

DU: What's more important - The client feeling that they've benefited or some outside, objective, standard which shows they've benefited?

ECS2: I think there's aspects of both because one could set the standard but ultimately it's about the client ...and what they've gained.... but looking at it from a process point of view....What are we expecting the counsellors to deliver...and ...are we achieving that.... Does that make sense?

DU: Yeah....So you see two sort of aspects to evaluation.

ECS2: Yeah...There's definitely two sides to that which could have ultimate benefits for the client.

DU: OK, thanks. I've only two more..... How do you feel *overall* about casework management?

ECS2: I feel it is the only way forward that I understand at the moment. In terms of increasing our chances of survival within the unit. As a unit so that there's the survival element and that goes far beyond the personal ...that's about other people within the unit ...but in terms of really measuring quality and... what are we delivering...what are we really delivering, I believe this is the... the next step to really being able to get a handle on that. I'm not yet convinced.... and that's because I haven't worked with it... I'm not yet convinced how much it will ...how much it will facilitate counsellor growth...I understand the principle and if the counsellor totally buys into it and we are skilled at interpreting what's ...the output... but I've yet to work with that, so I'm not convinced of it yet.

DU: Overall, how do you feel about the new organisation?

ECS2: Overall, I think it is the only organisation we can have to support casework management.

DU: Is there anything else you'd like to say?

ECS2: No, not really. I found it quite stretching. It's given me some food for thought, thanks.

[Respondent thanked for their time and participation]

**Guide for questions during semi-structured interviews with EC Specialists's
(derived from unstructured interview with one other Specialist on 5/12/95)**

What difficulties do you see in your existing role?

How do you see our existing means of recording casework?

(Supplementary) Stats?

How do you currently measure quality?

How many cases do you believe you quality check per person in a year?

How many times have you as part of a management team used the existing stats for discussion?

Moving into the area of generally managing people, what other difficulties do you experience currently?

What would you like to be able to do with your people if it weren't for these difficulties?

How accurate do you feel your knowledge of your team as a whole is?

What problems are there currently?

How far do you feel able to delegate to your people/others people?

About how many of your /others people do you think you can delegate to?

If the others were 'developed' would this number increase?

How do you currently develop your people, in terms of you being able to delegate?

How do you currently develop your people in professional technical areas?

How much counselling do you do yourself currently?

What problems does this raise?

How do you see the proposed changes affecting your ability to continue doing counselling at work?

How important to you is your continuing counselling in the proposed new organisation?

How important to your counsellors is your continuing counselling in the proposed new organisation?

How are your one-ones/team meetings packed in during the year?

How will this effect your development role?

Either:

How do you see the development ECS roles?

or:

How do you see the organisation/service ECS roles?

How do you see the interface between the Org/Dev people?

How important is this?

It's possible with org/dev teams that either counsellors or ECS's could be split. How can this be overcome before it becomes a problem?

What fears do you have about the new organisation?

What do you think the advantages of the new organisation will be?

What about disadvantages?

Turning now to the proposed casework management process:

What do you think are the disadvantages of giving out forms only at the first session?

What are the advantages?

What are the disadvantages of giving out multiple forms to clients?

Advantages?

What about giving additional forms where counselling is contracted over more than 3 sessions?

What sort of things would you like to tap into if such things were used?

Overall, what do you think we want, as a management team, to get out of casework management?

What do you think is the likely volume of forms for the whole unit in a year?

How will you judge the success or failure of the new organisation?

How long do you think it will take for you to see any benefits of the new organisation?

How will the business judge the success or failure of the new organisation?

How will you judge the success or failure of casework management?

Overall, how do you feel about casework management?

Overall, how do you feel about the new organisation?

Are there any other points you think are important?