

CONTENTS

<i>List of Figures</i>	vi
<i>About the Authors</i>	vii
<i>Preface to the Third Edition</i>	viii
1 The Theoretical Framework	1
2 Empathy	18
3 Empathic Understanding	30
4 Congruence	44
5 Congruence in Practice	53
6 Unconditional Positive Regard	67
Case Study: Accepting a Client Who Tells Lies (Alan Brice)	82
7 Psychological Contact I – Basic and Cognitive Contact (Rose Cameron)	87
8 Psychological Contact II – Subtle Contact (Rose Cameron)	99
9 The Therapeutic Process	107
10 Politics, Prejudice, Power and Privilege (Rose Cameron)	125
11 Client Perception (Rose Cameron)	139
12 Beginnings and Endings	149
13 Managing the Work in an Organisation	167
14 Professional Issues	180
15 Edgy and Ethical Issues (Janet Tolan and Rose Cameron)	192
16 Debates and Developments in Practice (Rose Cameron)	207
<i>References</i>	229
<i>Index</i>	232