

# Contents

1	The Role of Empathy in Counseling: Theoretical Considerations .....	1
	GERALD A. GLADSTEIN	
	Concepts from Social and Developmental Psychology ...	6
	Significance for Counseling/Psychotherapy Literature ...	13
	Conclusion .....	20
2	Counselor Empathy .....	21
	MARY ANNA HAM	
	Summary of Literature .....	21
	Research Question .....	22
	Methodology .....	23
	Findings .....	24
	Discussion .....	26
	Conclusion .....	29
3	Client Behavior and Counselor Empathic Performance ...	31
	MARY ANNA HAM	
	Summary of Literature .....	31
	Research Question .....	33
	Methodology .....	33
	Results .....	39
	Discussion .....	43
4	State-Trait Anxiety Level and Counselor Empathic Behaviors in the Interview .....	51
	JEANETTE KREISER	
	Summary of Literature .....	52
	Research Questions .....	53
	Methodology .....	54
	Results and Discussion .....	56

5	The Effect of Counselor Empathy and Communication Modality on Client Outcomes .....	63
	GERALD A. GLADSTEIN	
	Statement of Problem .....	63
	Review of Literature .....	64
	Methodology .....	67
	Results .....	75
	Discussion .....	86
	Conclusions and Limitations .....	93
6	Counselor Empathy and Client Outcomes .....	95
	GERALD A. GLADSTEIN	
	Background and Hypotheses .....	95
	Methodology .....	96
	Findings and Discussion .....	101
	Conclusion and Implications .....	107
7	Relationship of Counselor and Client Sex and Sex Role to Counselor Empathy and Client Self-Disclosure .....	109
	JOANN FELDSTEIN	
	Purpose and Hypothesis .....	111
	Methodology .....	111
	Results .....	115
	Discussion .....	117
8	Issues and Methods of Counselor Empathy Training .....	121
	GERALD A. GLADSTEIN	
	Issues Concerning Counselor Empathy Training .....	121
	Learning to Be Empathic .....	122
	Successful Empathy Training Program .....	126
	Counselor Training Manual .....	126
	Increasing Affective Empathy: A Proposal .....	131
	Summary .....	134
9	Effects of Four Training Programs on Three Kinds of Empathy .....	135
	JOHN BRENNAN	
	Review of Literature .....	135
	Research Questions and Hypotheses .....	142
	Methodology .....	143
	Results .....	146
	Discussion .....	149

10	Supervision Method and Supervisee Empathy .....	155
	SUSAN MACKRELL	
	Summary of Literature .....	156
	Research Questions and Hypotheses .....	158
	Methodology .....	159
	Results .....	164
	Discussion .....	167
11	What It All Means .....	173
	GERALD A. GLADSTEIN	
	Summary .....	173
	Discussion .....	179
	Conclusions .....	187
	Appendix: Gladstein Nonverbal Empathy Scale .....	190
	References .....	191
	Author Index .....	209
	Subject Index .....	215