

**WEB FORM G**  
**CLIENT REACTIONS SYSTEM**

**Reaction**  
**POSITIVE**

**Definition**

- |                                   |  |
|-----------------------------------|--|
| 1. Understood                     | I felt that my helper really understood me and knew what I was saying or what was going on with me.  |
| 2. Supported                      | I felt accepted, reassured, liked, cared for, or safe. I felt like my helper was on my side; or I came to trust, like, respect, or admire my helper more. This may have involved a change in my relationship with my helper, such that we resolved a problem between us. |
| 3. Hopeful                        | I felt confident, encouraged, optimistic, strong, pleased, or happy, and felt that I could change.   |
| 4. Relieved                       | I felt less depressed, anxious, guilty, or angry or had fewer uncomfortable or painful feelings.   |
| 5. Negative thoughts or behaviors | I became aware of specific negative thoughts or behaviors that cause problems for me or others.  |
| 6. Better self-understanding      | I gained new insight about myself, saw new connections, or began to understand why I behaved or felt a certain new way. This new understanding helped me accept and like myself.   |
| 7. Clear                          | I became more focused about what I was really trying to say, what areas I need to change, what my goals are, or what I want to work on in helping.   |
| 8. Feelings                       | I felt a greater awareness or deepening of feelings or could express my emotions better.   |
| 9. Responsibility                 | I accepted my role in events and blamed others less.   |
| 10. Unstuck                       | I overcame a block and felt freed up and more involved in what I have to do in helping.  |
| 11. New perspective               | I gained a new understanding of another person, situation, or the world. I understand why people or things are as they are.  |
| 12. Educated                      | I gained greater knowledge or information. I learned something I had not known.  |

**Reaction**

13. New ways to behave

**Definition**

I learned specific ideas about what I can do differently to cope with particular situations or problems. I solved a problem, made a choice or decision, or decided to take a risk.

14. Challenged

I felt shook up or forced to question myself or to look at issues I had been avoiding.

**NEGATIVE**

15. Scared

I felt overwhelmed or afraid and wanted to avoid admitting having some feeling or problem. I may have felt that my helper was too pushy or would disapprove of me or would not like me.

16. Worse

I felt less hopeful, out of control, dumb, incompetent, ashamed, or ready to give up. Perhaps my helper ignored me, criticized me, hurt me, pitied me, or treated me as weak and helpless. I may have felt jealous of or competitive with my helper.

17. Stuck

I felt blocked, impatient, or bored. I did not know what to do next or how to get out of the situation. I felt dissatisfied with the progress of helping or having to go over the same things again.

18. Lacking direction

I felt angry or upset that my helper did not give me enough guidance or direction.

19. Confused

I did not know how I was feeling or felt distracted from what I wanted to say. I was puzzled or could not understand what my helper was trying to say. I was not sure I agreed with my helper.

20. Misunderstood

I felt that my helper did not really hear what I was trying to say, misjudged me, or made assumptions about me that were incorrect.

21. No reaction

I had no particular reaction. My helper may have been making social conversation, gathering information, or was unclear.

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*Note:* The term *helper* is used here instead of *therapist* as in the original system. From “Development of a System for Categorizing Client Reactions to Therapist Interventions,” by C. E. Hill, J. E. Helms, S. B. Spiegel, and V. Tichenor, 1988, *Journal of Counseling Psychology*, 35, p. 36. Copyright © 1988 by the American Psychological Association.