

The Learning Company

Communication & Ethics

Tissue Memory

- Tissue memory can trigger emotional responses in a client
- Thought to be the remembrance of physical or emotional trauma that is stored in the tissues of the body
- Connective tissue may somehow store the kinetic energy of the original injuring force
- As the therapist works closer to that site the client may recall pain and thoughts that were experienced when the injury first occurred
- Release of emotions may result
- Some clients seek the treatment room to release emotional stress they feel building up (eg. A client comes in with tension in the neck and shoulder area after his house was lost in a fire. He seeks massage to reduce both the muscular and emotional tension)
- Not all necessarily seek out the treatment room, but being in the massage allows them to relax and talk about the situation and then causes a release of emotions
- It is important for the therapist to be supportive in a situation like this
- Client should not be left alone
- It is important that the therapist does not get emotionally involved in the situation
- Referral to a professional in this area might be necessary
- Confidentiality must be maintained in this situation

Transference p.113

- Occurs when the client transfers feelings thoughts and behaviours related to a significant person in his/her early life onto the therapist
- This event may occur when the needs of the client are not being met in the client's personal relationships and are being met in the therapeutic relationship
- These needs could be touch needs, need for attention, listening, validation and the sense of nurturing that massage can bring
- These unconscious feelings are not about the therapist
- The feelings are about the client being in touch with old or unresolved feelings and patterns of behaviour
- Transference can be referred to as projection – you are projecting your own feelings, emotions or motivations onto another person without realizing it
- Therapist must face transference issues and deal with them
- The therapist can not control how the client thinks
- The therapist must recognize transference and reduce the chance of it becoming problematic
- Red flag signals of possible transference is a client who :
 - Frequently asks about your personal life
 - Calls you during times you have made clear are for personal time
 - Frequently brings you gifts
 - Asks for advice in dealing with personal issues
 - Frequently asks for more time once the session has ended and is openly disappointed when you say no
 - Asks you for a date

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Counter transference p.115

- Occurs when the therapist brings his/her own unresolved issues into the therapeutic relationship
- The therapist counter's the clients transference, reversing roles and tries to get his/her own personal needs met through interactions with the client
- Counter transference can stem from unresolved feelings, thoughts, and perceptions about someone from the therapist past
- Counter transference can also occur when the therapist has trouble maintaining his/ her professional distance and detachment from the client
- A therapist must be self aware and avoid bringing his/her emotional baggage into the therapeutic relationship
- Therapist must leave personal need and burdens outside the treatment room
- The therapeutic relationship is about the client
- Red flags of possible counter transference are:
 - Having intense feelings towards a client (positive or negative)
 - Becoming angry or depressed when a client cancels a scheduled appointment
 - Becoming impatient, angry or depressed when a client is not progressing with treatment
 - Being argumentative with a client
 - Seeking or becoming involved in a clients personal life
 - Thinking about the client outside of their appointment time
 - Making excuses for a client's inappropriate behaviour
 - Giving a particular client additional time during each appointment
- If the counter transference has progressed, the best action is to terminate the relationship and refer the client to another therapist
- Caution must be taken in this termination because the client might feel rejection