

Define the following terms:

- a. **perception**
- b. **disturbed communication**
- c. **structural analysis** (3 ego states)
- d. **clarification**
- e. **speech cluttering**

Explain: - ***first step*** of interaction with a client

- the following examples of non therapeutic communication

- a. **giving reassurance**
- b. **parroting**

Define: loose association

Explain: - the ***focus*** of a therapeutic relationship
- **preparation phase** of a therapeutic relationship
- **orientation phase**
- **working phase**
- **termination phase**

Define: - **countertransference**
- **transference**