

Revised Response Empathy Rating Scale

PsycTESTS Citation:

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Test Shown: Full

Test Format:

All 9 components of the Response Empathy Rating Scale are rated on 5-point behaviorally anchored rating scales.

Source:

Elliott, Robert, Filipovich, Howard, Harrigan, Linda, Gaynor, James, Reimschuessel, Cora, & Zapadka, Judith K. (1982). Measuring response empathy: The development of a multicomponent rating scale. *Journal of Counseling Psychology*, Vol 29(4), 379-387. doi: 10.1037/0022-0167.29.4.379.

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Revised Response Empathy Rating Scale

Items

1. *Intention to enter client's frame of reference.* Does the counselor try to perceive the world as it appears to the client (e.g., by gathering information about the client's experiences and feelings)?
2. *Perceptual inference and clarification.* Does the counselor make inferences to tell the client something the client hasn't said yet, in order to add to the client's frame of reference or to bring out implications?
3. *Accuracy-plausibility.* To the extent that inference or clarification is present, how likely to be true is what the counselor said, given what the client has said so far?
4. *Here and now.* Does the counselor refer to what the client is experiencing at the current moment?
5. *Topic centrality.* Does the counselor refer to what is most important to the client? Does the counselor's response relate to the client's basic complaint or problem?
6. *Choice of words.* Does the counselor use rich, vivid, metaphorical language in a way consistent with the client's discourse?
7. *Voice quality.* Is the counselor's voice expressive or empathic and appropriate to what the client is expressing?
8. *Exploratory manner.* Does the counselor communicate a sense that the counselor and client are working together in a process of exploration?
9. *Impact (facilitation vs. blocking, distraction).* Does the response facilitate the client's exploring further or bringing up new material, or does it block or distract the client?

All components were rated on 5-point behaviorally anchored rating scales. For example, the anchors that applied to the client frame scale (i.e., "Does the counselor try to perceive the world as it appears to the client?") were as follows:

- 4: Yes, definitely. (Raters should look for questions intended to gather information about client's experiences and feelings; reflections, except "quote" reflections; "inside" interpretations.)
- 2: Perhaps, not sure. (Raters should look for "uhhuhs"; questions intended to gather information about facts of situation.)
- 0: No, definitely. (Raters should look for pure advisement; social talk; opening, closing, or structuring session; process advisements or reassurance.)