Ability to understand and respond to people in distress

An ability to draw on knowledge that people who have experienced trauma will often experience high levels of emotional arousal and distress, and that acknowledging and addressing this is important, and:		
	an ability to listen to, maintain contact with and respond to people who are expressing strong emotions, including:	
		an ability to 'bear witness' to the client's trauma
		an ability to attune to the client and respond empathically and non-judgmentally, both verbally and through body language

Eliciting emotions that facilitate change

An ability to help the clients access, differentiate and experience their emotions in a manner which best facilitates change

Management of strong emotions that interfere with effective change

An ability to help clients to recognise and accurately label emotions		
An ability to help clients process emotions, by acknowledging and/or containing emotional levels that are too high (e.g. anger, fear, despair) or too low (e.g. apathy)		
An ability to deal effectively with emotional issues that interfere with effective change (e.g. excessive levels of anxiety, anger or hostility, or avoidance of strong affect)		
An ability to help clients express their emotions while monitoring their capacity to tolerate emotional expression, and to deploy in-session strategies that help to manage any difficulties that emerge, for example by:		
	ensuring that discussion moves at the client's pace (i.e. according to their readiness and capacity to discuss an issue)	
	'pulling back' if areas appear to be too difficult and returning to them at a later stage	
	helping the client stay with the emotion without escalating it	
An ability to introduce techniques designed to manage unhelpfully strong emotions (such as aggressive behaviour or extreme fear), e.g.:		
	helping the client to name emotions and the 'messages' that they convey	
	indicating what behaviour is appropriate in the session (setting limits)	
When significant others take part in a session, an ability to help them:		
	support the client's capacity to express emotion in an appropriate manner (in the session)	
	express emotion in an appropriate manner	

Ability to reflect on the expression of behaviours and emotions

An ability to understand that the client's emotional expression (including aggressive behaviour) is a form of communication
An ability to reflect on the meaning of the behaviour/emotional expression and its relation to the current and past context

An ability to describe the emotion/behaviour and elicit the client's interpretation of its meaning, and:	
	an ability to discuss any such interpretations with clients
An ability for the clinician to reflect on their own reaction to the emotional/behavioural expression and their influence on the client's behaviour	
	an ability for the clinician to make use of supervision to reflect (and, where necessary, act) on these issues