



# The Heart and Soul of Change<sup>2</sup>

DELIVERING WHAT WORKS

*Radisson Hotel & Suites*

*Austin, Texas*



## *Featured Speakers*

Scott Miller, Ph.D  
Barry Duncan, Psy.D  
John Norcross, Ph.D  
Bruce E. Wampold, Ph.D, ABPP  
Arthur Bohart, Ph.D  
Roger Greenberg, Ph.D  
Jay Lebow, Ph.D

*June 10-12, 2004*

# Heart and Soul of Change<sub>2</sub>

Scott Miller, Ph.D. and Barry Duncan, Psy.D. created the Heart and Soul of Change conferences to finally bring researchers and practitioners together to discuss what works in clinical practice.

Building on the tradition of excellence of the first event held in Toronto in June 2002—where hundreds of therapists and researchers from many countries witnessed an unprecedented translation of 40 years of research into practical clinical guidelines—The Heart and Soul of Change<sub>2</sub> takes a radical step forward.

For three days, key researchers and scholars will highlight the very latest empirical findings about what works in therapy and substance abuse treatment, and will demonstrate their implementation in everyday practice.

Moreover, this conference will showcase the *revolution* of outcome. Recent studies demonstrate that using client-based outcome feedback to inform treatment increases effectiveness as much as 65% in real clinical settings. Translating this research into pragmatic steps to enhance the benefit of any therapy regardless of the model practiced, The Heart and Soul of Change<sub>2</sub> calls for nothing less than a paradigm shift—a shift that not only improves outcome one client at a time but also assigns those we serve key roles in determining the way therapy is both delivered and funded.

In addition, a panel including representatives from accrediting bodies, insurance companies, for profit clinical settings, and public agencies will address the future of mental healthcare and present examples of outcome-informed services in diverse settings. As a bonus, optional CEU lunch presentations will examine the most controversial issues of the day and will offer invaluable networking for those striving to amplify and incorporate clients' voices in the services they receive.

## Participants will learn:

To use client feedback to dramatically improve effectiveness

To assess the existence and enhance the impact of the known curative factors in their current caseload, agency, or system of care.

The factors that account for effectiveness in treatment

“The ‘Live Music’ Capitol of the World!”

Home of the State Capitol, the University of Texas Longhorns, Dell Computers and five-time Tour de France winner, Lance Armstrong. The city’s personality can be characterized as a high-energy business environment with a relaxed atmosphere and plenty to do. The conference is within walking distance of the downtown business district and the celebrated 6<sup>th</sup> Street and Warehouse entertainment districts with their wide variety of cuisine and live music venues.

Austin-Bergstrom International Airport (ABIA) is recognized for its passenger-friendly design and festive atmosphere (enhanced by a live music stage). ABIA links Austin to major cities across the United States with 30 non-stop flights daily. America West, American Airlines, Continental, Delta, Mexicana, Northwest, Southwest and United provide services in and out of ABIA every day. For more information on Austin, [click here](#).

## Conference Location & Accomodations

### There are three ways to make hotel reservations:

1. Radisson Central Reservations @ 1-800-333-3333
2. Austin Radisson Hotel & Suites @ 1-512-478-9611  
\*Special reservation rate listed under the name: Resources For Living.
3. Reservations Online at [www.radisson.com/austintx](http://www.radisson.com/austintx)
  - a. Click on “Make a Reservation” (entering dates between 6/9/04 and 6/12/04)
  - b. Scroll down to the “Promotion Code” and enter “LIVING”
  - c. Click “continue”.

### Special Conference Rate

\$129 + tax is available for both single and double occupancy rooms. Room availability is limited.

### Radisson Hotel and Suites

111 East Cesar Chavez @ Congress Austin, Texas 78701

### Airport Transportation

Approximate fares to The Radisson, or close to it (city bus). Click transportation link for more information.

- Rental Cars: from \$38-40 per day
- Taxi Cab: approximately \$30 one-way
- SuperShuttle Bus: \$10 one-way; \$18 round trip (ticket must be bought when getting initial one-way ticket)
- Capital Metro City Bus: .50 cents each way





Thursday, June 10, 2004

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8:00 to 8:45 Registration

8:45 to 9:00 Welcome

Mary Beth Chalk, COO, Resources For Living

9:00 to 10:30 The Future of Mental Health Practice

Barry Duncan, Psy.D. and Scott Miller, Ph.D.

Therapy is under assault—salaries, funding sources, and control over the work dwindle as contentious claims within the field continue. This presentation challenges mental health “business as usual,” setting the stage for the conference and outlining the steps for revitalizing the practice of therapy. Based on pioneering research into the curative factors associated with effective clinical work, participants will learn how to partner with clients to tailor treatment for maximum effect and recapture our autonomy as a profession.

10:45 to 12:15 What Works in Therapy: Empirical Foundations

Bruce Wampold, Ph.D., ABPP

Recent trends in mental health services have emphasized treatment methods to the exclusion of other factors responsible for psychotherapy outcome. This presentation will examine the other potent elements, including allegiance, therapist, and relationship factors. The contribution of specific technical factors will be shown to be small relative to therapists and other common ingredients of therapy.

12:15 to 1:45 Lunch on Your Own QR Conference Lunch Presentation (12:30 TO 1:30)

The Ethics and Science of Medicating Children

Barry Duncan, Psy.D., Roger P. Greenberg, Ph.D. and Jacqueline Sparks, Ph.D.

Prescriptions for psychiatric drugs to children and adolescents have skyrocketed in the past ten years. Recognizing that most mental health professionals do not have the time, and sometimes feel ill equipped, to explore the controversy regarding pharmacological treatment of children, this presentation critically examines the widespread use of antidepressants and stimulants and argues for untainted science and balanced information to inform critical decisions by child caretakers.

1:45 to 3:15 What Works in Therapy: Specific Effects and Evidence Based Practice

Bruce Wampold, Ph.D., ABPP

Evidence based practice is all the rage. The assumption is that the field’s wholesale adoption of such methods will improve treatment outcomes. In this presentation, the evidence regarding evidence-based practice will be reviewed and showed to be lacking. By learning the shortcomings inherent in the evidence-based movement, participants will be able to shape the future of clinical practice.

3:30 to 5:00 Putting the Pieces Together: Implications for Clinical Practice

Scott Miller, Ph.D. and Barry Duncan, Psy.D.

The keys to effective, accountable and just therapeutic practice are within reach. Research conducted over the last forty years and reviewed at this conference document the key roles that the client and therapeutic relationship play in successful treatment. In spite of the overwhelming empirical support for these factors, the implications for day-to-day clinical work can remain obscure. This presentation will translate the data into guidelines for clinical practice.

Friday, June 11, 2004

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8:45 to 10:15 The Heroic Client: How Clients Make Therapy Work

Arthur Bohart, Ph.D.

While therapists and treatment models are often the focus of professional attention, research actually shows that it is clients who make therapy work. In this presentation, the role that client involvement, hope, and creativity play in successful treatment will be reviewed. Therapists’ expertise, it will be shown, is not in the skillful application of particular techniques but in the ability to help clients mobilize natural healing capacities.

10:30 to 12:00 Relationships of Choice: What Works in Therapeutic Relationships

John Norcross, Ph.D.

Decades of clinical experience and controlled research consistently document that the therapy relationship accounts for as much psychotherapy outcome as the treatment method. This address will review the latest empirical research and practice implications on (1) the effective elements of the therapy relationship and (2) the effective means of tailoring the relationship to the individual client. The presentation synthesizes two of the most crucial developments in the field today: evidence-based practices and therapeutic relationships.

12:00 to 1:30 Lunch on Your Own QR Conference Lunch Presentation (12:15 TO 1:15)

Evidence Based Practice: Science or Science Fiction?

Arthur Bohart, Ph.D., Barry Duncan, Psy.D., Jay Lebow, Ph.D., Scott Miller, Ph.D., John Norcross, Ph.D., Bruce Wampold, Ph.D., ABPP

Hardly a day goes by without some publication announcing the latest evidence based practice (EBP), those treatments said to have the “Good Therapy Seal of Empirical Approval.” Recognizing that most mental health professionals are puzzled by the claims and counterclaims, this presentation critically examines the science of EBP and argues that the data warrant no special privilege for any particular approach.

1:30 to 2:45 What Works in Couple and Family Therapy

Jay Lebow, Ph.D.

The landscape of couple and family therapy has been filled with radically different viewpoints about what constitute effective intervention. Frequently approaches have established their own niche though actively questioning earlier approaches. Yet, 30 years of research on couple and family therapies point to commonalities in what constitutes effective practice. This workshop will highlight the common elements in effective couple and family therapy and compare them to the key factors identified for effective individual psychotherapy.

3:00 to 4:15 Common Factors: An Effective Ingredient in Psychotropic Drugs & Psychotherapy

Roger P. Greenberg, Ph.D.

Are psychotropic “wonder drugs” as effective as marketing claims suggest? With particular attention to depression, this presentation explores the relative merits of psychiatric medications, placebos and psychotherapy. An examination of the evidence reveals the degree to which drugs rely on psychological factors for their potency and the extent of bias built into typical drug trials. Interestingly, research also suggests ways that psychological variables may enhance outcome.

4:30 to 5:30 Implications for Clinical Practice: The Missing Piece of the Puzzle

Scott Miller, Ph.D. and Barry Duncan, Psy.D.

Tapping into client resources and ensuring a positive alliance capitalizes on the two largest contributors to success. Yet, closer examination reveals that any concrete application across clients merely leads to the creation of another model—here the research is clear, models matter little in terms of outcome. This presentation argues that a common factors approach can only be implemented one client at a time based on that unique individual’s perceptions of the progress and fit of therapy—the missing piece of the puzzle is to become outcome informed.

Saturday, June 12, 2004

Saturday, June 12, 2004

9:00 to 12:00 (15 minute break Included) From Process to Outcome: A Revolutionary Way to Improve Effectiveness

Barry Duncan, Psy.D. and Scott Miller, Ph.D.

Research has demonstrated that using client based outcome feedback increases effectiveness by an incredible 65%. Therapists do not need to know ahead of time what approach to use as much as whether the current relationship is a good fit and providing benefit. This workshop calls for a shift from process to outcome and suggests a simple, straightforward way that therapists of any theoretical preference can elicit clients’ “real time” feedback about the benefit of the services received to inform and modify their work—not only to improve and demonstrate effectiveness, but also to form an identity separate from the medical model and finally give clients the voice they deserve.

12:00 to 1:30 Lunch on Your Own QR Conference Lunch Presentation (12:15 to 1:15):

Giving Clients the Voice they Deserve: The Heroic Agency/ISTC Movement

Dave Claud, M.S., Barry Duncan, Psy.D., Karen Kinchen, Scott Miller, Ph.D., Jacqueline Sparks, Ph.D., Jim Walt

All over the world, there is a growing movement to bring clients into the inner circle of mental health decision-making. This presentation brings this movement to the audience and provides guidelines for challenging practices that diminish clients and replacing them with those that honor clients as the heroes and heroines of the drama of change. This presentation offers networking opportunities with other agencies striving to become heroic in their efforts to assign clients key roles in determining mental health service delivery and funding.

1:30 to 5:00 (15 minute break Included) Changing the World: Working Together for a New Paradigm for Clinical Practice

Panel Discussion hosted by Scott Miller, Ph.D., Barry Duncan, Psy.D. and Mary Beth Chalk, COO, Resources For Living.

The panel will include Paul Nagy, Ph.D., Scott Williams, Psy.D., Ed Jones, Ph.D., Dave Claud, M.S., and Jacqueline Sparks, Ph.D. Few are satisfied with mental health business as usual. Not clients. Not therapists. Not payers. The time for change is at hand. A single barrier is all that remains: collaboration and cooperation. At this panel presentation, leaders from the field of therapy, business and industry, managed care and third party payers, professional organizations and certifying bodies will present a bold vision for working together for changing the future of mental health practice.





**Barry L. Duncan, Psy.D.**, a trainer and therapist with over 17,000 hours of clinical experience, is co Director of the Institute of the Study of Therapeutic Change and in private practice. He has over one-hundred publications, including twelve books. The latest are *The Heroic Client* (with Scott Miller & Jacqueline Sparks, Jossey Bass, 2004) and *Heroic Clients, Heroic Agencies* (with Jacqueline Sparks, ISTC Press, 2002). Because of his self help books, Barry has appeared on "Oprah," "The View," and several other national television programs. He conducts seminars internationally in client directed, outcome informed therapies in hopes of inciting insurrection against practices that diminish clients and encouraging therapists to establish their own identity.



**Bruce Wampold, Ph.D., ABPP**, is Professor of Counseling Psychology at the University of Wisconsin and an internationally recognized authority on psychotherapy outcome research. His most recent book, *The Great Psychotherapy Debate* (Erlbaum, 2 provides a provocative meta-analytic critique of many cherished ideas in psychotherapy and convincingly argues for a new paradigm for clinical practice. Dr. Wampold has also published several articles and books describing research methods for educators, counselors, and applied psychologists, including *Theory and Application of Statistics* (with C.J. Drew) and *Research Design in Counseling* (2nd ed., with P.P. Heppner and D. M. Kivlighan, Jr.). He is past Associate Editor of the *Journal of Counseling Psychology* and *Behavioral Assessment*.



**John C. Norcross, Ph.D.**, is Professor and former Chair of psychology at the University of Scranton, a clinical psychologist in part-time practice, and an internationally recognized authority on behavior change and psychotherapy. He is author of more than 200 publications and 12 books, including *Psychotherapy Relationships that Work* (Oxford University Press), *Authoritative Guide to Self-Help Resources in Mental Health* (Guilford Press), and the *Handbook of Psychotherapy Integration* (Oxford University Press; with Goldfried). Dr. Norcross has received many professional awards, such as Pennsylvania Professor of the Year from the Carnegie Foundation, the Rosalee Weiss Award from the American Psychological Foundation, and election to the National Academies of Practice.



**Roger P. Greenberg, Ph.D.**, is Professor and Head of the Psychology Division in the Department of Psychiatry at SUNY, Upstate Medical University in Syracuse, New York where he has an active private practice. His 200 publications and presentations include several award-winning books. Articles about his work on the relative merits of psychotherapy and drugs have appeared in the New York Times, Newsweek, Scientific American, and Psychology Today. He has discussed his publications on NBC's Today Show and ABC's 20/20.



**Paul Nagy, M.S., LPC, CCAS, CCS**; is a Clinical Associate in the Department of Psychiatry and Behavioral Sciences at Duke University Medical Center where he has served as Program Director of the Duke Addictions Program. He serves in a variety of national training, consultation and research positions and also works as a CARF Behavioral Health surveyor.



**Scott Williams, Psy.D.** directs the Center for Public Policy Research at the Joint Commission on Accreditation of Healthcare Organization (JCAHO). The Joint Commission is a private, non-profit organization, which accredits approximately 18,000 health care organizations nationwide. Dr. Williams is licensed as a Marriage and Family Therapist in Illinois and practices, part-time, through Glen Ellyn Youth and Family Counseling Services.



**Scott D. Miller, Ph.D.** is a lecturer and trainer on client-directed, outcome-informed clinical work. For three years, he co-directed a clinic specializing in the treatment of the homeless and other traditionally under served populations. Most recently, Scott co-founded the *Institute for the Study of Therapeutic Change* and works pro-bono at a clinic dedicated to serving the under served. He is the author of many papers and seven books including: *The Heroic Client*, (Jossey-Bass, Ltd., 2004), *The Heart & Soul of Change* (APA, 1999), and *Escape from Babel* (Norton, 1997). His latest book is a humorous self help book couched in the culture of surfing, *Staying on Top and Keeping the Sand Out of Your Pants* (Health Communications, 2003).



**Arthur C. Bohart, Ph.D.**, is a professor of Psychology at California State University Dominguez Hills. He is also affiliated with Saybrook Graduate School and Research Center. He is the author or co-author of numerous professional articles and books on psychotherapy, including *How Clients Make Therapy Work: The Process of Active Self-Healing* (1999; American Psychological Association).



**Jay Lebow, Ph.D.**, is a Senior Therapist and Research Consultant at The Family Institute at Northwestern and Adjunct Associate Professor at Northwestern University. He is President of the Division of Family Psychology and a fellow of the American Psychological Association, an approved supervisor of AAMFT, and a member of several organization and editorial boards in the field of family therapy. He has written over 100 articles and book chapters and edited three books focused on couple and family therapy, the evaluation of treatment, the interface between research and practice, and integrative approaches to psychotherapy.



**Jacqueline A. Sparks, Ph.D.** is the Director at the Center for Family Services of West Palm Beach, Florida and assistant professor of family therapy at the University of Rhode Island. She is co-author of *Heroic Clients, Heroic Agencies: Partners for Change* with Barry Duncan and the revised edition of the *Heroic Client* with Barry Duncan and Scott Miller. Jacqueline Sparks offers consultation and training for agencies desiring to become effective partners with clients and communities. She can be reached at [www.heroicagencies.org](http://www.heroicagencies.org).



**David Claud, LMHC, CAP** is a Licensed Mental Health Counselor and Certified Addiction Professional in the State of Florida. Currently he is the Chief Operating Officer at the Center for Family Services of Palm Beach County where he has piloted the use of client-directed, outcome-informed work. David specializes in the design and implementation of outcome management and continuous quality improvement systems and in developing funding proposals that incorporate common factors research to enhance and expand services.



**Edward Jones, Ph.D.**, is a licensed psychologist with over 20 years of clinical experience. He has served in a wide range of direct clinical service and management roles during his career. He is currently the Vice President and Chief Clinical Officer for PacifiCare Behavioral Health (PBH), a managed behavioral healthcare organization with over 4 million members nationally.

# Registration & Fees



## Conference Fee:

The Early Bird Registration rate of \$295 is available for registrations postmarked by March 31, 2004. The Regular Registration fee of \$360 will be charged on all registrations postmarked after March 31, 2004. A continental breakfast and morning/afternoon snacks for all three days of the conference is included as a part of the conference registration fee.

As a bonus, a FREE COPY of the book **Heroic Clients, Heroic Agencies: Partners for Change**, Barry Duncan, Psy.D. and Jacqueline Sparks, Ph.D. (Eds.) will be given to the first 300 people taking advantage of the Early Bird Registration. The book will be available for pickup at the Conference Registration Desk when you check in.

**Cancellations and Refunds:** Partial refunds are available until June 3, 2004. A \$20 administrative fee will be deducted from the refunded conference fee. In order to obtain a refund, send a written notice of cancellation to Resources For Living, Attn: Heart and Soul of Change, P.O. Box 91929, Austin, Texas 78709-1929, or fax the written notice of cancellation to 1-866-370-4836. The cancellation will be acknowledged and a refund will be sent within 45 days of receipt of the notice. If you register and then apply for the refund via the online registration page, your credit card will show the refund and then show a separate billing of the \$20 administrative fee.

While refunds cannot be offered after June 3, 2004, you may transfer your reservation to a colleague by notifying Resources For Living in writing prior to the date of the conference.

**Continuing Education Credits:** Resources For Living is an approved provider of Continuing Education (CE) for Licensed Marriage and Family Therapists, Licensed Professional Counselors and Licensed Clinical Social Workers in Texas. As other accrediting agencies provide approval, this online brochure will be updated. Up to 20 hours of Continuing Education (including Lunch Presentations) is available during the conference. Attendees wanting CE certificates must check the appropriate box in the online or fax registration forms. An extra charge of \$15 will be assessed for processing CE requests if the request is received prior to the conference date. CE requests received while on-site will be receive a charge of \$25 for processing. Attendees must fill out session evaluation forms for all sessions for which CE's are being requested.

## Conference Registration:

**Online:** Registration for the conference, including payment via Master Card, Visa, Discover and American Express, can be completed online. Links to online registration are at [www.rfl.com](http://www.rfl.com) and [www.talkingcure.com](http://www.talkingcure.com). Online registration and payment can be completed until June 9, 2004.

**Mail or Fax:** Print and complete the registration form on this brochure. Mail the registration form to the address below, or fax the completed form to 1-866-370-4836 (toll free). Registrations faxed and mailed will not be acknowledged or complete until the registration fee (Check or Money Order) is received at Resources For Living, Attn: Heart and Soul Registration, P.O. Box 91929, Austin, TX 78709-1929. If you fax your registration form into Resources For Living, please enclose a copy of the faxed Registration Form when sending payment. THE MAILED REGISTRATION FEE (Check or Money Order) MUST BE RECEIVED BY JUNE 1, 2004 TO GUARANTEE REGISTRATION.

**On-Site Registration:** On-site registration will be available from 8:00 AM to 9:00 AM on Thursday, June 10, 2004. Kiosks will be available for on-site registration via a high-speed internet connection. Payment for on-site registration will only be available by credit card through online registration. **Note:** You will not be able to sign-up for conference lunches via on-site registration.

**Optional Lunch Presentations:** It is expected that the volume of conference attendees and people from local businesses will put a strain on the ability of the eating establishments in and around the Radisson. Those choosing to purchase lunch on their own, away from the conference, may have difficulty getting back to the conference within the 1½ hour timeframe.

**Note:** *The Heart and Soul Conference will provide Bonus Conference Presentations and lunches at an extra cost to help attendees avoid the crowds around local restaurants. This will enable attendees to stay at the conference site, enjoy lunch and a special presentation each day.*

### Thursday & Friday Lunch Options:

Ham or Turkey Sandwich Meal with Fruit, Cookie & Drink \$14.65  
Grilled Chicken Caesar Salad & Drink \$17.75  
Fresh Chicken Salad on an English Muffin w/garnish & Drink \$16.50

### Saturday Lunch Option:

Blackened Chicken Alfredo, Caesar Salad, Vegetables, Role, Dessert & Drink \$20.30  
Grilled Chicken Caesar Salad & Drink \$17.75  
Fresh Chicken Salad on an English Muffin w/garnish & Drink \$16.50

For a more detailed menu, click on [Conference Details](#).

*Adding lunch to your registration must be done by June 3, 2004. Availability of seating for lunch may be limited, so attendees are encouraged to sign up for lunch presentations early.*



# The Heart and Soul of Change<sub>2</sub>

## FAX / MAIL REGISTRATION FORM

\_\_\_\_\_  
Last Name First Name Position/Title

\_\_\_\_\_  
Organization Country

\_\_\_\_\_  
Address - Home/ Work (Circle One) City State/Province Zip/Postal Code

\_\_\_\_\_  
Phone - Home/ Work (Circle One) Fax E-Mail

### REGISTRATION

☐ Early Bird Registration (postmarked by March 31, 2004) - \$295.. \$ \_\_\_\_\_

☐ Regular Registration (postmarked after March 31, 2004) - \$360 . \$ \_\_\_\_\_

### CONFERENCE LUNCH (Must be received by June 3, 2004)

*(Please see brochure, page 6 for choices & prices)*

☐ Thursday, June 10 Lunch Choice: \_\_\_\_\_ \$ \_\_\_\_\_

☐ Friday, June 11 Lunch Choice: \_\_\_\_\_ \$ \_\_\_\_\_

☐ Saturday, June 12 Lunch Choice: \_\_\_\_\_ \$ \_\_\_\_\_

### CONTINUING EDUCATION CERTIFICATE

☐ Early CE Fee (received by June 9, 2004) - \$15 ..... \$ \_\_\_\_\_

☐ Late CE Fee (received after June 9, 2004) - \$25 ..... \$ \_\_\_\_\_

Total ..... \$ \_\_\_\_\_

Make checks or money orders payable to: Resources For Living

Mailing Address:

Resources For Living

Attn: Heart and Soul of Change<sub>2</sub> Registration

P.O. Box 91929

Austin, Texas 78709-1929

Fax Credit Card Payments to: 1-866-370-4836 (toll free & secure)

Credit Card Information: American Express Discover Master Card Visa (circle one)

Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Name on card: \_\_\_\_\_ Signature \_\_\_\_\_

Contact Conference Coordinator at: sibertr@rfl.com