



Breaking Through Six Hidden Barriers to Client Sharing

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Under the best of circumstances, the barriers to client sharing are exceptionally formidable—and partly because they are deeply hidden.

1. Almost no face-to-face interviewing, regardless of the capabilities of the professional and number of sessions, can cover the breadth of important topics, let alone the 850+ potential questions posed by [DefenseMap.com](https://www.defensemap.com).
2. Many critical topics are exceptionally difficult to pose in face-to-face interviews (for example, sexual and other childhood abuse, family violence, and the details of mood and functioning issues, to name only a few).
3. The life experiences of professionals and clients are often so radically different from each other that there can be many topics professionals cannot know to ask about and clients cannot know to share about. As an example, one American county has found that 37% of its youth see at least one instance of a person being shot or stabbed. *PBS NewsHour*, [To Improve Lifelong Health, Memphis Tries Rooting Out Childhood Trauma](#), April 20, 2016. And while few victims of such vicarious trauma have a meaningful grasp of that trauma's effects or relevance, still fewer professionals—overwhelmingly with backgrounds in the middle and professional classes—know to inquire.
4. By their very nature, face-to-face interviews often cannot give clients the emotional safety and expansive time necessary to reply candidly and completely. (Lest one think this applies only to less-educated people, it can be instructive to recall why the multi-billion-dollar litigation between Microsoft and Netscape came to be dubbed “trial by email.” [“Crush Them”: An Oral History of the Lawsuit That Upended Silicon Valley](#), *The Ringer*, Victor Luckerson, May 18, 2018. While face-to-face exchanges tend to inhibit disclosures, online work can radically expand them.)
5. Before clients can reflect on and respond to the 850+ potential questions drawn from by *DefenseMap.com*, both they and the interview itself can become mentally and physically sidetracked.
6. A significant percent of interviews are with incarcerated clients in circumstances hopelessly deformed by intrusions into privacy, confidentiality, and completeness.