

PHC

432 Team

16 Basic Counselling Skills



Done By:
Moudi Aldegether

Reviewed By:
Hisaah Al Abdulsalam

جامعة
الملك سعود
King Saud University



Objectives

1. To understand the concept and importance of counseling
2. To understand the process of counseling
3. To impart the skills of counseling
4. To be more aware of using counseling techniques appropriately and effectively.

The **most important** thing in communication is to hear what isn't being said.

Counseling

- The provision of assistance and guidance in resolving personal, social, or psychological problems and difficulties, especially by a professional.

Definition of professional counseling:

- In 1997 the Governing Council of the American Counseling Association(ACA) accepted the following definition of professional counseling:
- **“The application of mental health, psychological or human development principles, through cognitive, affective, behavioural or systemic interventions, strategies that address wellness, personal growth, or career development, as well as pathology.”**

Some Basic Principles

- **Each client must be accepted as an individual and dealt with as such (the counselor does not necessarily approve of all behavior, but still accepts the client as a person).**
- **Counseling is basically a permissive relationship; that is, the individual has permission to say what they please without being reprimanded or judged.**
- **Counseling emphasizes thinking with; not for the individual.**
- **All decision-making rests with the client.**
- **Counseling is centered on the difficulties of the client.**
- **Counseling is a learning situation, which eventually results in a behavioral change.**
- **Effectiveness in counseling depends largely on the readiness of the client to make changes and the therapeutic relationship with the counselor.**
- **The counseling relationship is confidential.**

Factors that Influence Change

The counseling process is influenced by several characteristics that help it become a productive time for the client & counselor.

Structure	Setting	Client Qualities	Counselor Qualities	Physical Setting. <ul style="list-style-type: none">• Counseling can happen anywhere, but the professional generally works in a place that provides -• Privacy,• Confidentiality,• Quiet and• Certain comfort
-----------	---------	------------------	---------------------	--



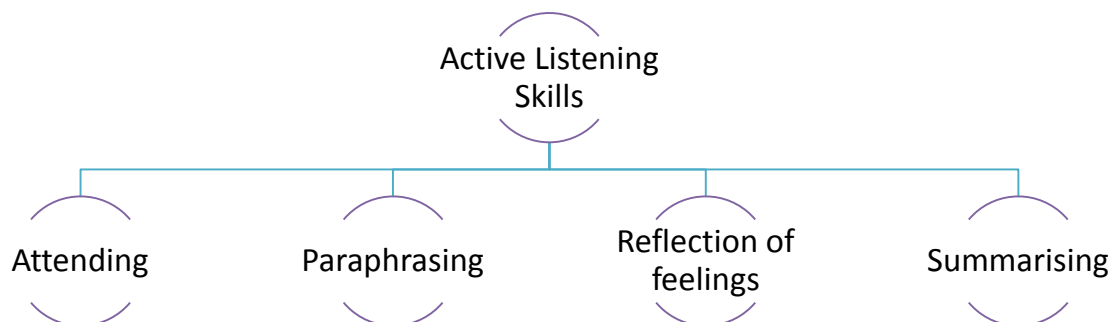
Active Listening

- **Active listening by the clinician encourages the client to share information by providing verbal and nonverbal expressions of interest.**

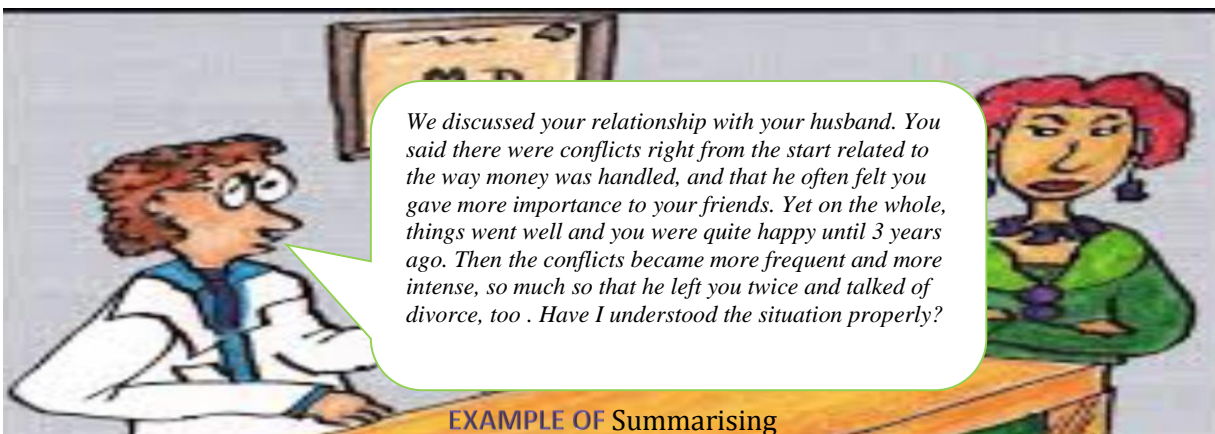
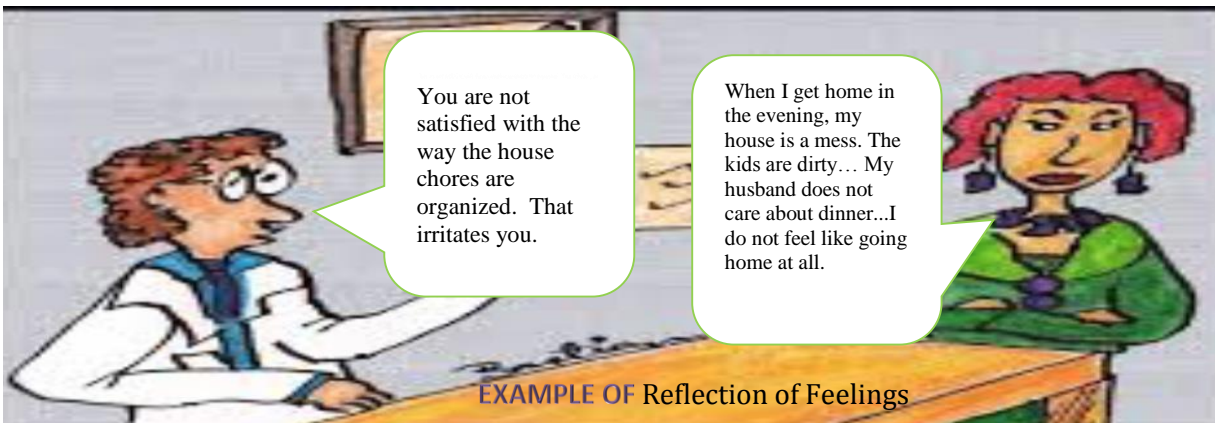
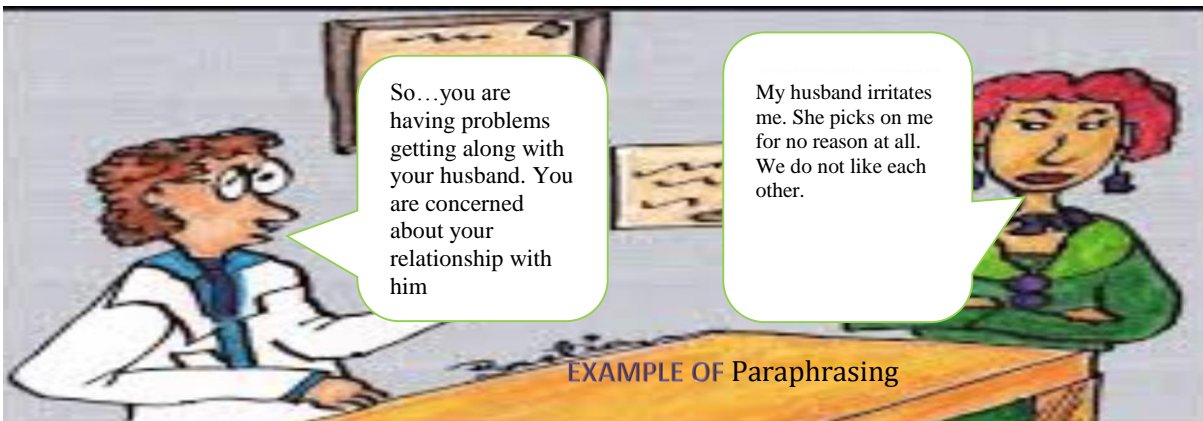
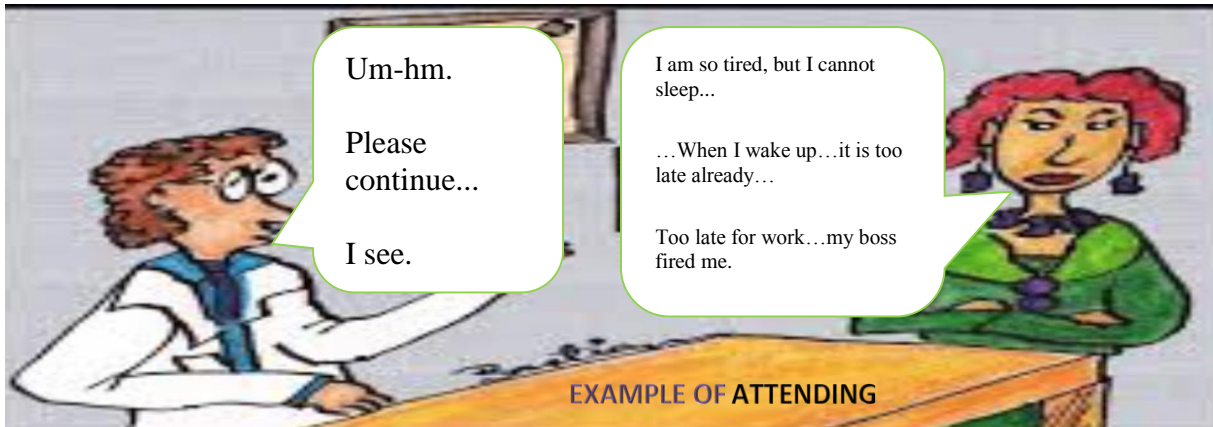
- **Focusing on all aspects of a client's expression.**

- **Resist distractions.**
- **Listen to the client's tone of voice.**
- **Listen for cues to the client's feelings.**
- **Listen for generalizations, deletions, and distortions.**
- **Listen for common cognitive and emotional themes.**

Verbal Listening	Non Verbal Listening
<ul style="list-style-type: none"> ▪ Show interest ▪ Gather information ▪ Encourage speaker to develop ideas ▪ Communicate our understanding of ideas ▪ Request clarification of understanding ▪ Build the therapeutic alliance 	<ul style="list-style-type: none"> ● Maintains eye contact ● Makes few distracting movements ● Leans forward, faces speaker ● Has an open posture ● Allows few interruptions ● Signals interest with encouragers and facial expressions



Attending	Paraphrasing	Reflection of Feelings	Summarising
<p>Attending is expressing awareness and interest in what the client is communicating both verbally and nonverbally.</p> <p>Attending helps the clinician</p> <ul style="list-style-type: none"> -Better understand the client through careful observation Attending helps the client -Relax and feel comfortable -Express their ideas and feelings freely in their own way -Trust the counsellor -Take a more active role in their own sessions <p>Proper attending involves the following:</p> <ul style="list-style-type: none"> -Appropriate eye contact, facial expressions -Maintaining a relaxed posture and leaning forward occasionally, using natural hand and arm movements -Verbally “following” the client, using a variety of brief encouragements such as “Um-hm” or “Yes,” or by repeating key words -Observing the client’s body language <p>Encouraging As A Part of Attending</p> <p>Verbal and nonverbal ways of encouraging the client to continue to share his or her thoughts, feelings or behaviors.</p> <ul style="list-style-type: none"> -“Um hum” -“Tell me more.” -“He yelled at you?” -“Can you give me an example?” -“And that means...?” -Or simply nodding your head. 	<p>Paraphrasing is when the clinician restates the content of the client’s previous statement.</p> <ul style="list-style-type: none"> -Paraphrasing uses words that are similar to the client’s, but fewer. -The purpose of paraphrasing is to communicate to the client that you understand what he or she is saying. <p>Paraphrasing helps the clinician</p> <ul style="list-style-type: none"> -verify their perceptions of the client’s statements -spotlight an issue <p>Paraphrasing helps the client</p> <ul style="list-style-type: none"> -realise that the counsellor - understands what they are saying clarify their remarks -focus on what is important and relevant 	<p>Reflection of feelings is when the clinician expresses the client’s feelings, either stated or implied. The counsellor tries to perceive the emotional state of the client and respond in a way that demonstrates an understanding of the client’s emotional state.</p> <p>Reflection of feelings helps the clinician</p> <ul style="list-style-type: none"> -Check whether or not they accurately understand what the client is feeling -Bring out problem areas without the client being pushed or forced <p>Reflection of feelings helps the client</p> <ul style="list-style-type: none"> -Realise that the counsellor understands what they feel -Increase awareness of their feelings -Learn that feelings and behaviour are connected 	<p>Summarising is an important way for the clinician to gather together what has already been said, make sure that the client has been understood correctly, and prepare the client to move on.</p> <ul style="list-style-type: none"> - Summarising is putting together a group of reflections. <p>Summarising helps the clinician</p> <ul style="list-style-type: none"> -Provide focus for the session -Confirm the client’s perceptions -Focus on one issue while acknowledging -the existence of others -Terminate a session in a logical way <p>Summarising helps the client</p> <ul style="list-style-type: none"> -Clarify what they mean -Realise that the counsellor understands --Have a sense of movement and progress



Processing **Processing is the act of the clinician thinking about his or her observations about the client and what the client has communicated.**
 - **Processing allows the counsellor to mentally catalogue the following data:**

- **Client’s beliefs, knowledge, attitudes, and expectations**
- **Information given by his or her family**
- **Counsellor’s observations**

Responding Responding is the act of communicating information to the client that includes providing feedback and emotional support, addressing issues of concern, and teaching skills.

Expressing empathy Empathy is the action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experiences of another.

Probing Probing is the counsellor’s use of a question to direct the client’s attention to explore his or her situation in greater depth.

Probes and Questions

- Probing: Direct or indirect questions to further explore a line of thought.
- Questioning:
 - Direct Questions: Questions that are to the point.
 - Indirect Questions: Open questions .

- A probing question should be open-ended
- Probing helps to focus the client’s attention on a feeling, situation, or behaviour
- Probing may encourage the client to elaborate, clarify, or illustrate what he or she has been saying
- Probing may enhance the client’s awareness and understanding of his or her situation and feelings
- Probing directs the client to areas that need attention

Interpreting Interpreting is the clinician’s explanation of the client’s issues after observing the client’s behaviour, listening to the client, and considering other sources of information.

-Effective interpreting has three components:

1. Determining and restating basic messages
2. Adding ideas for a new frame of reference
3. Validating these ideas with the client

Silence Silence can encourage the client to reflect and continue sharing. It also can allow the client to experience the power of his or her own words.

Skills And Techniques

Silence

- It can be used as an encourager.
- It keeps the focus on the client.
- It can help the client absorb what was said.

It can help the client collect his or her thoughts for expression

Understanding

- Advanced empathy:
 - Attends to the feelings and thoughts that are not expressed by the client.
 - Helps the client see the bigger picture.
 - Helps to open up areas for counseling for which the client is either unaware or has only hinted at.
 - Helps to identify themes.

Helps the client own his or her feelings and behaviors.

Self-Disclosure

- Sharing personal information with a client.
 - It must be for the benefit of the client and not the counselor.
 - It can be used as a model to help the client self-disclose.
 - It should not take the focus off the client.

Used sparingly and appropriately, it can enhance the therapeutic relationship.

Confrontation

- A form of advanced empathy which helps the client look at thoughts and behaviors that might be self-defeating or harmful.
 - It is a form of challenge and not a verbal assault.
 - It needs to be done with a high level of empathy.

Usually it is in reference to a incongruence or discrepancy on the client's part.

Immediacy

Is the ability of the counsellor/helper to use the immediate situation to invite the client to look at what is going on between them in the relationship.

It often feels risky and unfamiliar. It implies the use of the present tense. It is one of the most powerful skills in counselling.

- Immediacy uses present tense statements.
- It usually relates to the counselors view of the relationship.

It adds intimacy to the counseling relationship.

Directives

- Instructions given to the client.
 - Basically it is the counselor telling the client what to do.
 - The timing in giving a directive is important.
 - Some theories use more directives than others.

Advising

- A form of directive.
 - The advising should not be seen as a command or a demand.
 - Counselors need to take responsibility for the advice they give.

Do the advising in such a way as it leaves the client with the ultimate choice.

Feedback

- **Gives information about how the person is experienced by others**
- **Serves to:**
 - **Help client see self more objectively (as others see him or her)**
- **Feedback works best when**
 - **It is requested or desired**
 - **It is concrete**
 - **It is positive**
 - **If negative, it addresses something changeable or controllable**

Summary

- The **most important** thing in communication is to **hear what isn't being said**.
- Counseling is basically a permissive relationship; that is, the individual has permission to say what they please without being reprimanded or judged.
- **The counseling process is influenced by:** structure, setting, client qualities, counselor qualities and physical setting.
- **Basic Counselling Skills include:** Active listening (verbal and non verbal), processing, teaching and responding.
- **Active listening skills include:** Attending, paraphrasing, reflection of feelings and summarising.
- **Attending:** Is expressing awareness and interest in what the client is communicating both verbally and nonverbally.
- **Paraphrasing helps the clinician:** Verify their perceptions of the client's statements and spotlight an issue.
- **Paraphrasing helps the client:** Realise that the counsellor, understands what they are saying, clarify their remarks, and focus on what is important and relevant.
- **Reflection of feelings helps the clinician:** Check whether or not they accurately understand what the client is feeling, and brings out problem areas without the client being pushed or forced.
- **Reflection of feelings helps the client:** Realise that the counsellor understands what they feel, increase awareness of their feelings and learn that feelings and behaviour are connected.
- **Summarising helps the clinician:** Provide focus for the session, confirm the client's perceptions, focus on one issue while acknowledging the existence of others, and terminate a session in a logical way.
- **Summarising helps the client:** Clarify what they mean, realise that the counsellor understands and have a sense of movement and progress.

432 PHC Team Leader

Yazeed A. Alhusainy

phcteams@gmail.com

Raghad Al Mutlaq

Phc432teams@gmail.com

