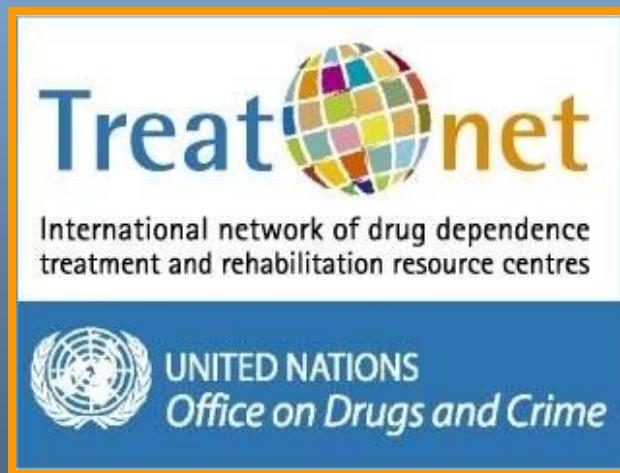


Leader's Guide

Basic Counselling Skills



Workshop :

Basic Counselling Skills for Treatment



Introduction to Counselling

What is counselling? (1)

- Counselling involves the following:
- Interactive relationship
- Collaboration
- Set of clinical skills & teaching techniques
- Positive reinforcement
- Emotional support
- Formal record

What is counselling? (2)

The purpose of counselling is to establish:

- Goals of treatment
- Treatment modality
- Treatment plan
- Scheduling of sessions
- Frequency and length of treatment
- Potential involvement of others
- Termination of treatment

Basic Counselling Skills

BASIC COUNSELLING SKILLS



Active Listening

Active listening

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

Active listening skills

Active listening includes the following skills:

- Attending
- Paraphrasing
- Reflection of feelings
- Summarising

Attending (1)

Attending is expressing awareness and interest in what the client is communicating both verbally and nonverbally.

Attending (2)

Attending helps the **clinician**

- Better understand the client through careful observation

Attending helps the **client**

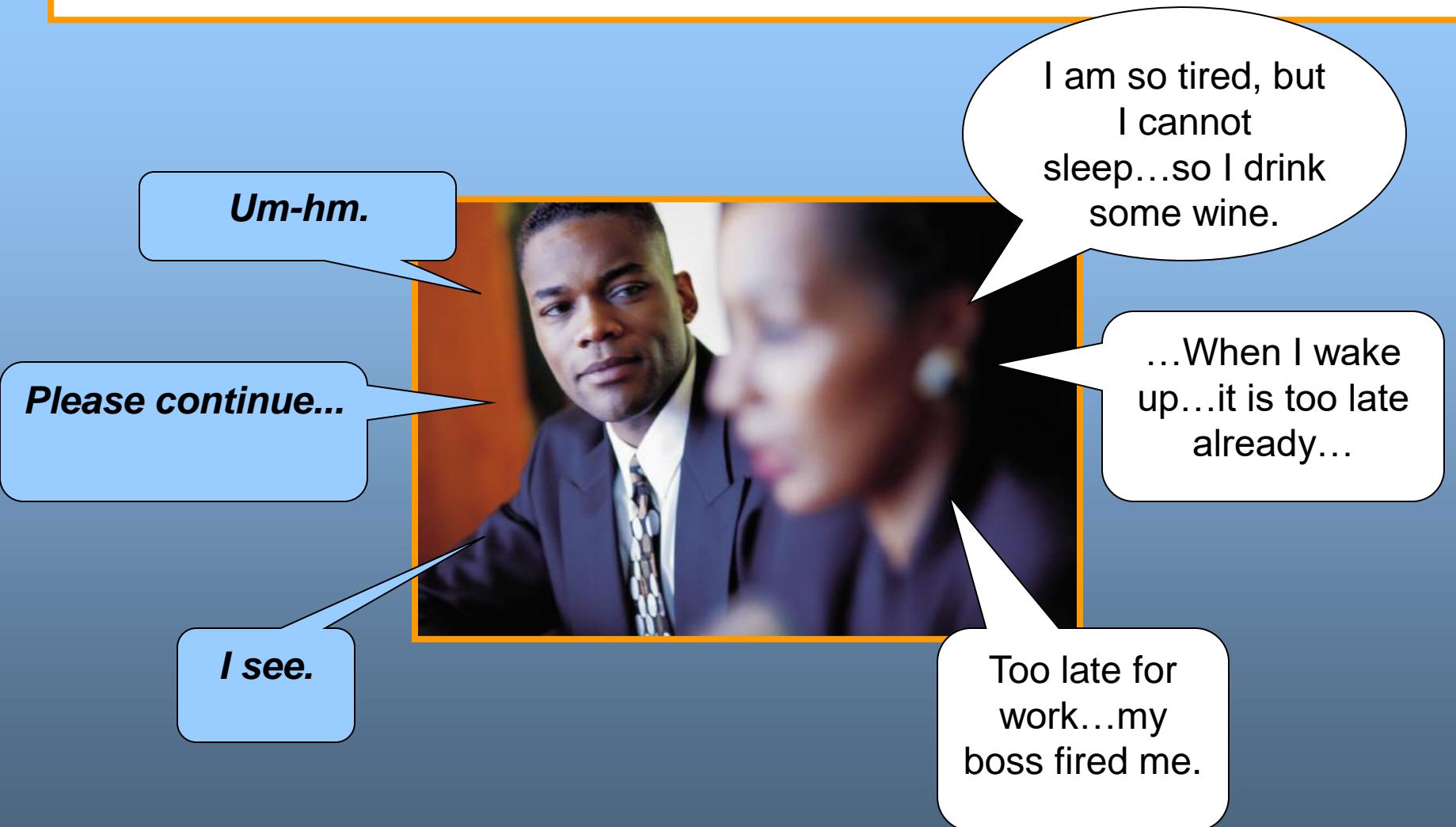
- Relax and feel comfortable
- Express their ideas and feelings freely in their own way
- Trust the counsellor
- Take a more active role in their own sessions

Attending (3)

Proper attending involves the following:

- 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

Example of attending



Activity 1: Case study



“The client asked the clinician about the availability of medical help to deal with his withdrawal symptoms. The clinician noticed that the client is wringing his hands and looking very anxious.”

Discuss how the clinician should respond.

Paraphrasing (1)

Paraphrasing is when the clinician restates the content of the client's previous statement.

- 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.

Paraphrasing (2)

Paraphrasing helps the **clinician**

- verify their perceptions of the client's statements
- spotlight an issue

Paraphrasing helps the **client**

- realise that the counsellor understands what they are saying
- clarify their remarks
- focus on what is important and relevant

Example of paraphrasing

So...you are having problems getting along with your mother. You are concerned about your relationship with her.

My mom irritates me. She picks on me for no reason at all. We do not like each other.



Yes!

Reflection of feelings (1)

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.

Reflection of feelings (2)

Reflection of feelings helps the clinician

- Check whether or not they accurately understand what the client is feeling
- Bring 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
- Learn that feelings and behaviour are connected

Example of reflection of feelings

When I get home in the evening, my house is a mess. The kids are dirty... My husband does not care about dinner...I do not feel like going home at all.

You are not satisfied with the way the house chores are organized. That irritates you.



Yes!

Summarising (1)

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. Summarising is putting together a group of reflections.

Summarising (2)

Summarising helps the clinician

- 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

Summarising helps the client

- Clarify what they mean
- Realise that the counsellor understands
- Have a sense of movement and progress

Example of summarising

We discussed your relationship with your husband. You said there were conflicts right from the start related to the way money was handled, and that he often felt you gave more importance to your friends. Yet on the whole, things went well and you were quite happy until 3 years ago. Then the conflicts became more frequent and more intense, so much so that he left you twice and talked of divorce, too. This was also the time when your drinking was at its peak. Have I understood the situation properly?



Yes, that
is it!



Processing

Processing (1)

Processing is the act of the clinician thinking about his or her observations about the client and what the client has communicated.

Processing (2)

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

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.



Example of expressing empathy

I see.

*I understand.
I am sorry
about your job.*

I am so tired,
but I cannot
sleep... So I
drink some
wine.

When I wake
up...I am
already too late
for work.
Yesterday my
boss fired me...

...but I do not
have a
drinking
problem!



Probing (1)

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

Probing (2)

- 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

Example of probing

Work problems
related to drug
use?

Tell me about the
problems you have
been having at the
work place?



I was always known to be a good worker. I even received an award. Lately I had some issues...my husband is just not helping...that is why I am always late.

Actually I have
had lots of
problems, not
only being late.

Interpreting (1)

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.

Interpreting (2)

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**

Example of interpreting

You say you had difficulty in getting along with your boss. Once you mentioned that sometimes you simply broke the rules for the sake of breaking them. You also said that you are always late, even when your husband had everything ready for the children. In the past, you said it was because of the negative behaviour of your boss. This time you blamed your husband. **Is it possible that your problems at work, like being late, are related to your alcohol use?**



I always thought I could control it.

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.



Teaching Clients New Skills

Teaching clients new skills

Teaching is the clinician's transfer of skills to the client through a series of techniques and counselling strategies.



Encourage practise

Mastering a new skill requires time and practise. The learning process often requires making mistakes and being able to learn from them. It is critical that clients have the opportunity to try new approaches.



Give a clear rationale

Clinicians should not expect a client to practise a skill or do a homework assignment without understanding **why** it might be helpful.

Clinicians should constantly stress how important it is for clients to practise new skills outside of the counselling session and explain the reasons for it.



Monitoring and encouraging

Monitoring: to follow-up by obtaining information on the client's attempts to practise the assignments and checking on task completion. It also entails discussing the clients' experience with the tasks so that problems can be addressed in session.

Encouraging: to reinforce further progress by providing constructive feedback that motivates the client to continue practising new skills outside of sessions.

Use the assignments

**Use the information provided by the clients
in their assignments to provide
constructive feedback and motivation.**

Focus on the client's:

- **Coping style**
- **Resources**
- **Strengths and weaknesses**

Activity 5: Role-playing

30 Min.

This role-play gives you and your colleague another opportunity to practise as counsellors and clients.

- Observe the role-playing
- Complete the Change Plan Worksheet form and ask each other the following questions:
 - “When do you think is a good time to start this plan for change?”
 - “Who can help you to take action on this plan?”



Thank you for your time!

Sumara khanzada
Clinical psychologist