

NAMASTE

**BASIC COUNSELLING SKILLS**

**KEDAR RAYAMAJHI**

**NASC, 2015**

# Misconceptions about counselling

- It takes too long.
- I don't have time for all that nonsense.
- Am I ill?
- Cultural value creates fear of discussing personal issues in front of others
- Nobody's business but my own
- Will it change me?
- How will others see me?

# Definition

- Career counseling is concerned with the future goals of the individual and whether these goals are seen realistic by the management. The role of the manager is to listen, amplify, explore and generally assist the employee in thinking through his/her short and long term goals. Good counseling, like good performance coaching, is built on relationship of trust and open communication and is a key responsibility of every manager.

# Definition of counseling

*Counseling is a way of responding and relating to someone so that they feel clearer about their concerns, feel better able to help themselves and make their own decisions. It helps them to talk about, and work out what their feelings are before taking any actions. It is this exploration and understanding, before action, which is special about counseling".*

**Sidney and Phillips**

# Goals of Counseling

The points given below are considered as goals of counseling:

- Understanding self
- Acquire information
- Set realistic plan of action
- Change ineffective behavior to more effective behavior

- **Gain control over life concerns**
- 
- **Develop sense of self respect**
- **Self examination**
- **Improve performance**
- **Improve quality of life**

# Basic principles of counseling

- **Confidentiality**
- **Non-discrimination**
- **Non-Judgmental**
- **Client self-determination**
- **Accessibility**
- **Positive approach**
- **Maintenance of all human rights**

# Human emotions

- **Shock and it's reaction**
- **Numbness (Stunned, Silence, Disbelief)**
- **Confusion (Uncertainty about present and future)**
- **Despair (Everything is finished and ruined)**



# continued

- **Emotional instability (Either tears to laughter)**
- **Stress**
- **Frustration**
- **Conflict**
- **Withdrawal**
- **Denial**
- **Anger**
- **Suicidal activity or thinking**

client deserves:

- **Dignity**
- **Information**
- **Safety**
- **Privacy**
- **Access**
- **Choice**
- **Comfort**

# Qualities of a counselor

**To become an effective counselor the following qualities are needed:**

- **Active, dynamic and genuine**
- **Confident and knowledgeable**
- **Respectful and Honest**
- **A desire to work with people**
- **Tolerance for others value**
- **Belief that every individual is unique with significant value**

# Continued

- Supportive attitude
- Dependable/ Reliable
- Unconditional regard to the client
- Open minded
- Persuasive but not forcing
- Empathetic
- Belief that person can change

# Relationship among different roles

**Training    Supervision    Coaching    Counseling**

**Areas of manager**

**Areas of employee**



Decreasing inputs of a manager

# Processes of counseling

## **1.Beginning**

**Climate setting, Understanding and mutual introductions, structuring the helping process, establishing boundaries and constraints**

## **2. Story Listening**

**Find out the blind spot and change the picture**

## **3. End**

**Develop alternative/ Implementation and termination**

## Do's in counseling

- **Allow clients to express their feelings without hesitation**
- **Remain calm and stable**
- **Listen and identify precipitating factors as the clients tell their experience.**
- **Show the concern for the problem**

- **Encourage the client to tell his /her problem**
- **Acknowledge and reward any positive behavior of the client**
- **Deal with the immediate situations rather than the future**
- **If needed refer the client to the right place**



## Don'ts in Counseling

- **Don't challenge**
- **Don't confront**
- **Don't laugh at client's ignorance**
- **Don't criticize**

- **Don't loose temper**
- **Don't boast yourself**
- **Don't order your client**
- **Don't use jargons**
- **Don't argue with your client**

## Some skills of good Counseling

- **Active listening**
- **Bodily attending skills**
- **Skills for dealing with reluctance and resistance**
- **Questioning skills**

continue

- **Interpersonal skills**
- **Micro-communication skills**
- **Skills for recognizing and accepting feelings**
- **Skills for showing sensitivity to difference, e.g. cultural and racial**

continued

- **Helping to generate alternative (s)**
- **Helping to choose the alternative**
- **Helping to develop action plan**
- **Refraining skills**
- **Referral skills**
- **Ending the helping contact**

**Thank you**

**Have a good day and nice time**