

NAMASTE

BASIC COUNSELLING SKILLS

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I will pay more for the ability to deal with the people than any for any other ability under the sun.

John D. Rockefeller

**Courage is what it takes to stand
up and speak;
courage is also what it takes to sit
down and listen**

Winston Churchill

Pause and Ponder

**The reason why we have two ears
and only one mouth is that we
may listen the more and talk the
less.**

Zeno of Citium

Pause and Ponder

Don't walk ahead of me,

I may not follow.

Don't walk behind me,

I may not lead

Just walk beside me,

And be my friend.

Anon

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 issue 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

Managing feelings

Prakash, 45, is a section officer, recently separated from his wife. As a consequence the event, Prakash is emotionally disturbed. Around this time, Prakash found himself becoming increasingly emotionally and sexually attracted to Jamuna who is working in the same office. Jamuna also sent a signals that she is also interested to him. Prakash realized that as a young officer he needed to manage his feelings of vulnerability , loneliness, and sexual attraction without involving Jamuna. Prakash explored with a trusted supervisor how best to manage his feelings.

1. As a counselor what would be your suggestions to manage Prakash feelings?

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**

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**
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- **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**

client deserves:

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

Personal Qualities and Attitudes

- **A desire to work with people.**
- **Respect for the right and ability of people to make their own decision**
- **Self-awareness**
- **Unbiased attitude towards various populations groups**
- **Tolerance for values that differ from one's own**
- **Empathetic**

Relationship among different roles

Supervision Coaching Mentoring Counseling

Areas of manager

Areas of employee



Decreasing inputs of a manager

Roles of counselor

- Respect the norms, values, and attitudes of an individual, or a group, while counseling.
- Continuously build a rapport with the parents, family, community, and client to protect, care and rehabilitate the client through positive developments.
- Establish rapport, trust, and confidentiality with the client.

Continued

- Assist the individual to find support from organization, or their environment.
- Provide co-ordination with other agencies/services.
- Evaluate the process (e.g. documentation) and arrange follow-up.
- Be a good role model for the client by showing empathy, patience, respect, optimism, during the counseling sessions.

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**

Perceptual errors of a counselor

- **Similarity error**
- **Contrast error**
- **Negative information**
- **First impression error**
- **Perceptual error**
- **Stereotyping**
- **The hello effect**
- **Projection**

DIFFICULT MOMENTS IN COUNSELLING

- **Client uncomfortable with counsellor's gender**
- **Counsellor short of time**
- **Counsellor cannot establish good rapport**
- **Counsellor and client know each other socially**

Continued

- **Client talks continuously and inappropriately**
- **Client flirts with counsellor**
- **Client asks personal question of counsellor**
- **Counsellor embarrassed by subject matter**

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**

Vocal communication

- **Volume**
- **Articulation**
- **Emphasis**
- **Speech rate**
- **Use of pauses and silences**
- **Cultural considerations**
- **Other important areas not listed above**

Bodily communications

- **Facial expression**
- **Gaze**
- **Eye contact**
- **Gestures**
- **Postures**
- **Physical proximity**
- **Clothing**
- **Cultural considerations**

The greatest discovery of my generation is that human beings can alter their lives by altering their attitude of mind.

William James

Thank you

Have a good day and nice time