

The Relational Skills Model

Phases of the relationship development	Process	Skills
Setting up the relationship	Contacting/meeting the client Getting to know the client Communicating with and contracting with the client	Initial Core Skills: Attending Skills Active listening skills and contracting skills
Developing the relationship	Problem identification and assessment	Additional core skills: Presence and communication of the core conditions Paraphrasing Summarising Identifying and reflecting feelings, content and meaning Asking questions
Working with the relationship	Challenging and creating new meaning, different possibilities and perspectives	Enhanced Skills Challenging Confronting Use of self-disclosure, immediacy, and silence Clarifying Reassessing Probing Giving feedback and sharing information
The established relationship	Clarifying and focusing on likely changes Working collaboratively to make plans, set goals and consider and evaluate possible strategies and directions.	Intuitive and learned skills: Deeper empathy Focusing Use of metaphor and hunches Drawing together themes Clarifying and developing goals Action planning
Maintaining and ending the relationship	Implementing and maintaining change Supporting Self-management strategies	Embedded skills: Encouragement, support and affirmations Review, monitor, evaluate and facilitate ending Signposting/referring on

Source: Midwinter, R., and Dickson, J. 2015. *Embedding Counselling and Communication Skills*. Routledge: London

