

PRACTICUM LEVEL 4

SKILLS AND REFLECTIVE PRACTICE

An article on triad work:



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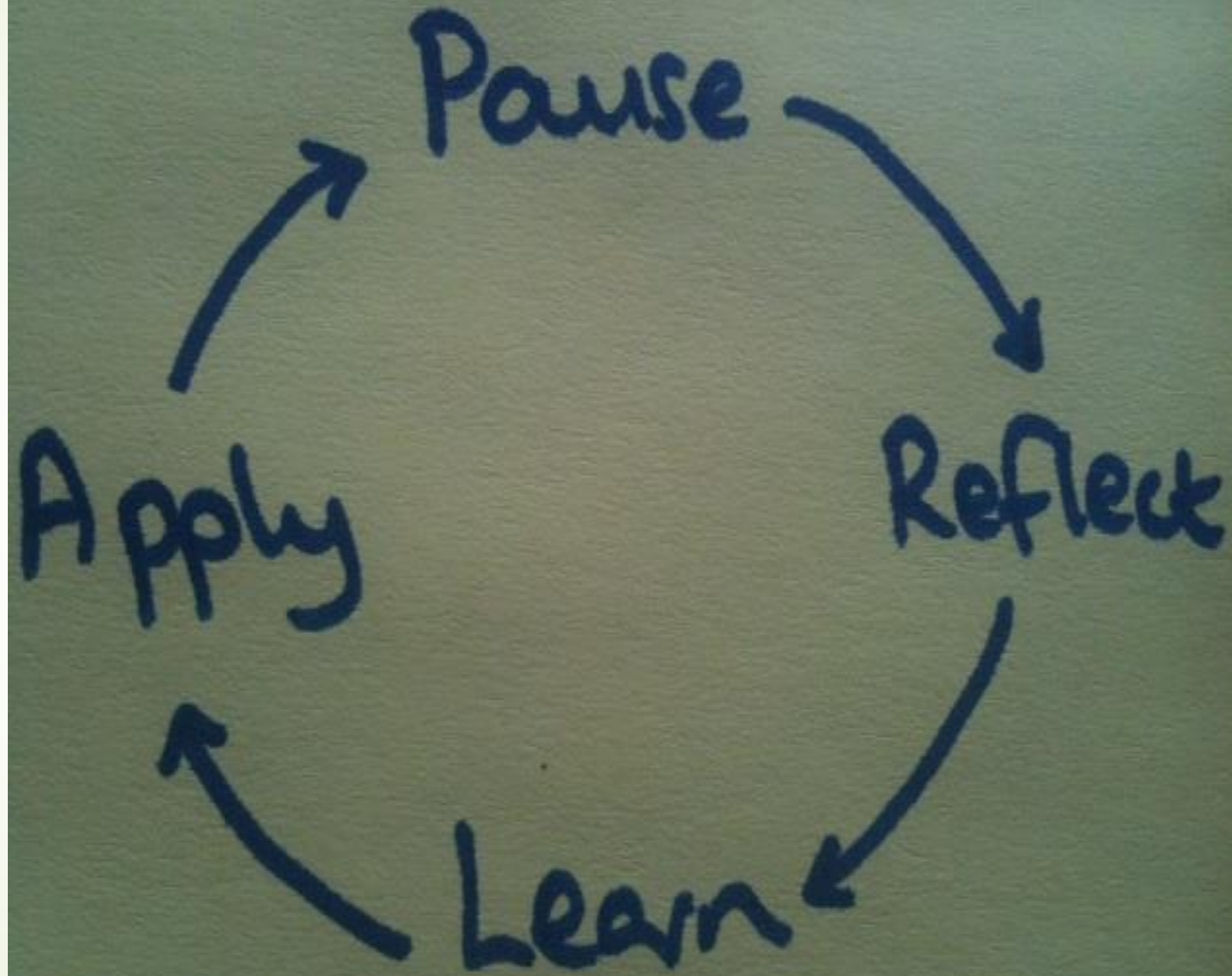
GROUP WORK

FURTHER TO OUR DISCUSSION LAST
WEEK.....

- ➡ DISCUSSION ON.....APPROPRIATE
DISCLOSURE AND THE IMPACT OF TRIAD
WORK

Reflective Professional Practice: What is it appropriate/inappropriate to consider in triads

- ➡ What is Appropriate/Inappropriate disclosure at this level of your training?



ONE OF THE FIRST THINGS THAT YOU
NEED TO DO IS:

➡ CONTRACT!





WE NEED
TO
PRACTICE

...

ATTENDING

ACTIVE LISTENING

PARAPHRASING

REFLECTING

SUMMARISING



ATTENDING

SOLER

Attention
giving

Conveying that
we are
interested and
'with' the
person

Eliminate as many
distractions as
possible, minimise
any possible
interruptions

Think of the way
that you are
sitting standing,
are you
approachable?



Exercise

➤ DISCUSS:





ACTIVE LISTENING

- Be wholly focussed on the person, their body language, what they are saying, the way in which they say it
 - Take in the whole of the message
- 



What gets in the way of active listening?

- Consider what might get in the way of active listening?



What gets in the way of active listening?

- Distractions
- Thinking rather than listening
- Listener planning what they are going to say next
- Stuck on facts – content only, not feelings or the music behind the words
- Our triggers are activated



How do we try to ensure that we are listening actively?

LISTEN

L Looking (but not staring)

Learning all you can

I Iam interested in you

Maintaining my own Identity, Involvement

S Sensing feelings, Sensitive to them,
Supportive, Safe



LISTEN

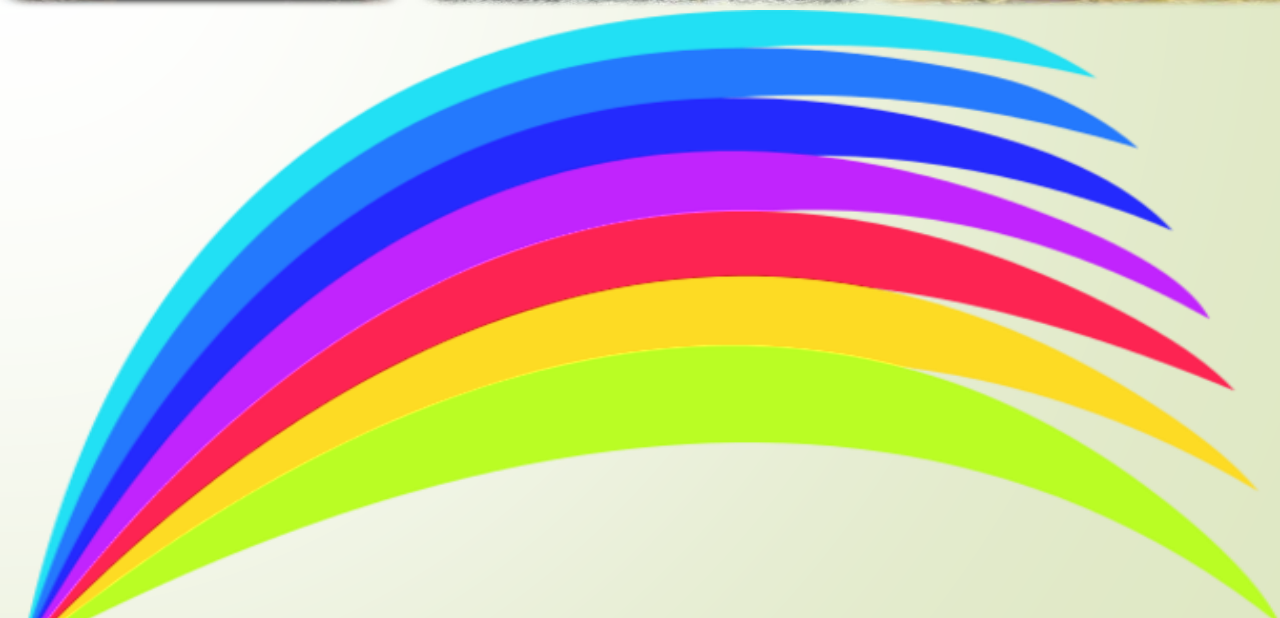
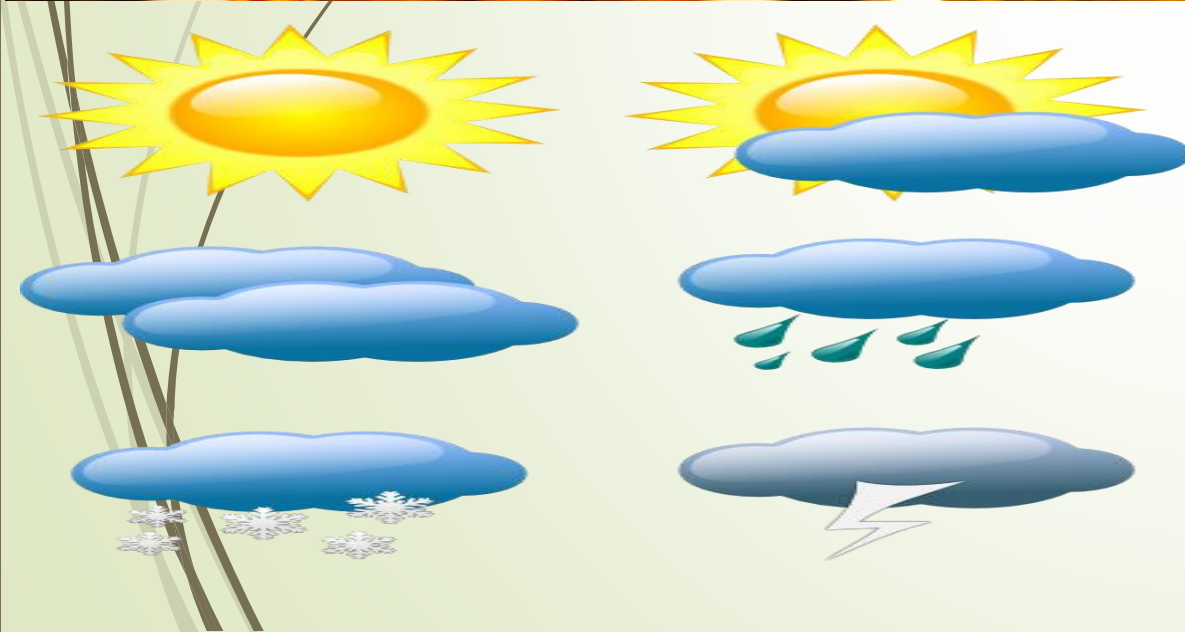
- T Trusting you to know what you need, and to be congruent, so that you Trust in me
- E Enabling you to be yourself, Empowering, and Empathising with you
- N Not having to solve or give your advice, Not telling you what to do, but hearing your needs



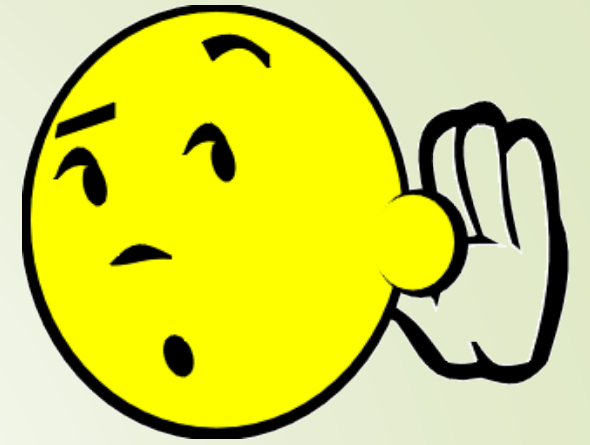
LISTENING

- Read through this poem on listening and discuss with a partner
- Full group discussion

LISTENING PRACTICE



LISTENING SKILLS



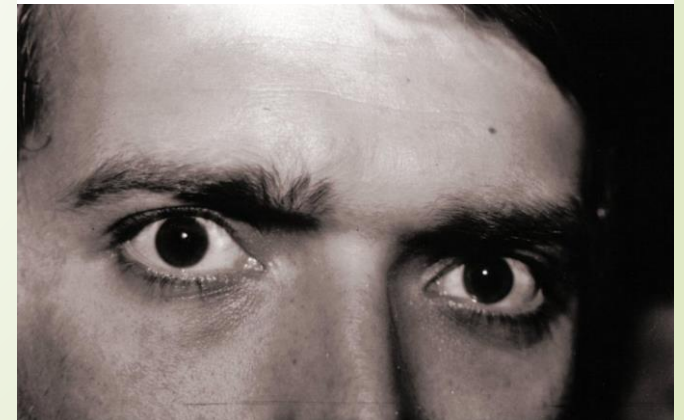
Be aware of the way in which the client delivers what they have to say:

Volume of voice
Pace
Stress
Pitch
Intensity
Vocabulary
Repeated words
Metaphor

LISTENING SKILLS

■ Eye contact:

- Not enough = disinterest
- Too much = invasive





LISTENING SKILLS

→ Creation of a safe space

LISTENING SKILLS

- Minimum encouragers
- Be careful with nodding or with minimal encouragers which can affirm the client's feelings – usually confirmatory, but not if they are talking about feeling worthless for example
- Be yourself and be interested and curious, but not nosey





Paraphrasing

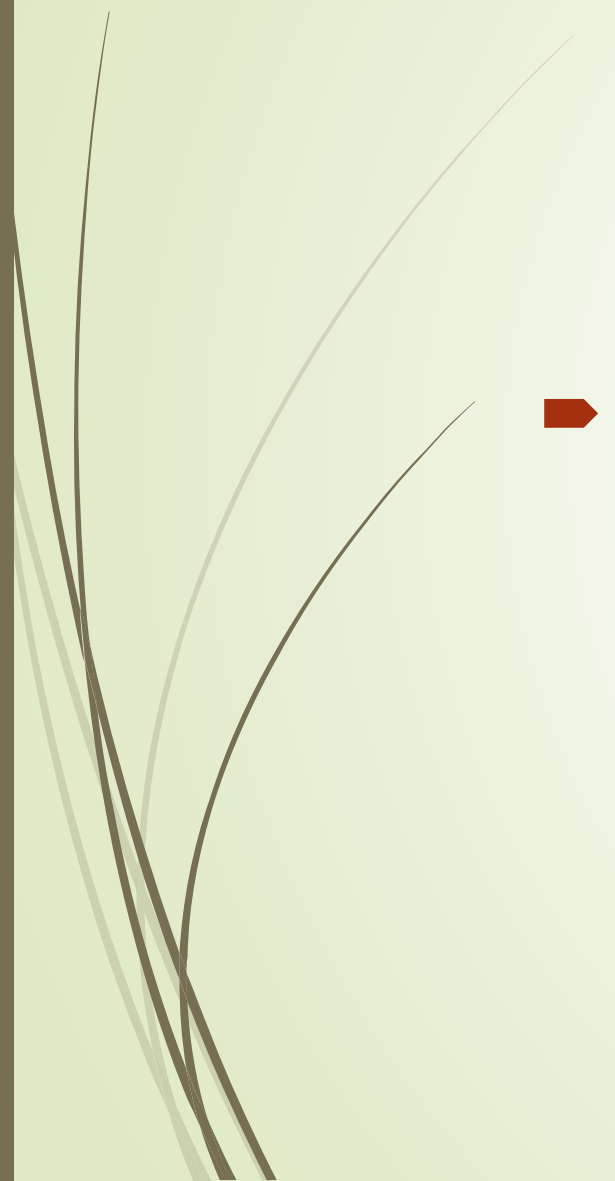
- Identify theme
- Identify thoughts
- Identify feelings [reflection]
- Identity action and behaviour

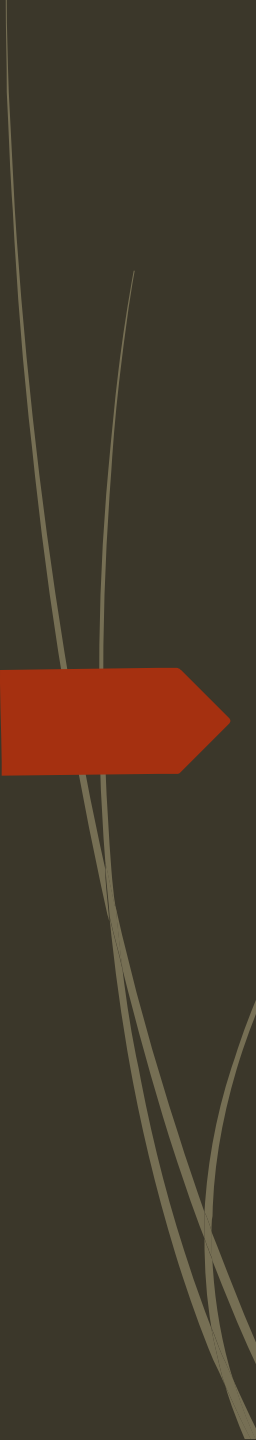


Exercises



EXERCISE ON PARAPHRASING [2]





Key Point:
We need to
understand
and be
understood

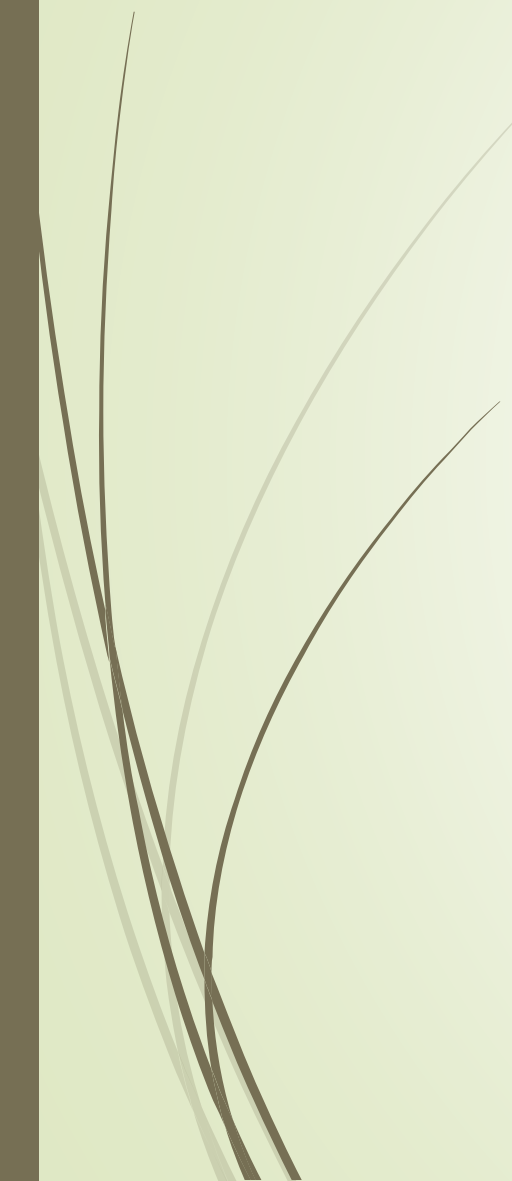
➡ How might we
understand and be
understood?



THE PLACE OF CHANGE IN A HELPING RELATIONSHIP.....



GROUP DISCUSSION

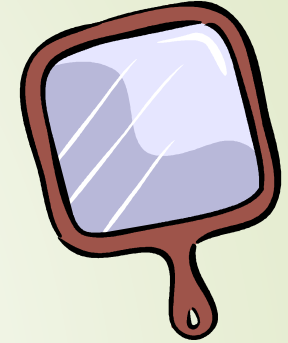




REFLECTING

- Whereas paraphrasing relates to content, reflecting relates to feelings
- The ability to pick up and play back the emotional content of what is said, rather than the factual content
- Closely relates to empathy
- Communicating that we have heard and understood **feelings** as well as facts

REFLECTING



- We are trying to understand the speaker's emotions
- Paraphrasing and reflection can be used in tandem and can act as a kind of mirror for the speaker

REFLECTION OF FEELING

**FEELING
WORDS**



EXPRESSION OF FEELINGS:

MAD



BAD



SAD



GLAD





Exercise on Reflecting

- Discuss with a partner how you might reflect these statements back to a speaker, without changing the meaning and noting how the speaker might feel within your response



Summarising

- Part of active listening
- Paraphrasing and reflecting provide the speaker with a mirror of how they are, summarising helps the speaker gain a more complete picture of their issues
- Shows we are following and are 'with' them
- Allows speaker to correct any misunderstanding



Summarising [Cont'd]

- ➡ Useful when it is time to 'move on'
- ➡ Move discussion forward
- ➡ Feed back what the speaker has communicated
- ➡ Mini summaries keep both listener and speaker on track
- ➡ Especially useful as part of an ending process

SUMMARISING EXERCISE





Summarising and boundaries

- Summarising is useful to keep boundaries – we are half way through our session, we are nearing the end of our session
- Our time is nearly up... summarise and point to what might be explored in future sessions
- Provides closure



Summarising.....

- As a bridge between sessions – starting with a mini summary



Summarising.....to focus

- Of all the things you have been talking about, which one would be most helpful to talk about first?



Summarising.....to focus

- All that you have spoken about are important issues for you, which would you like to explore first?

**But these are
questions, so
try...**

- ➡ Of all the things we talked about, the one that seemed to matter the most is.....



Presenting issue.....

- ➡ How would you succinctly summarise this presenting issue
- ➡ Supervision

Summarising Exercise



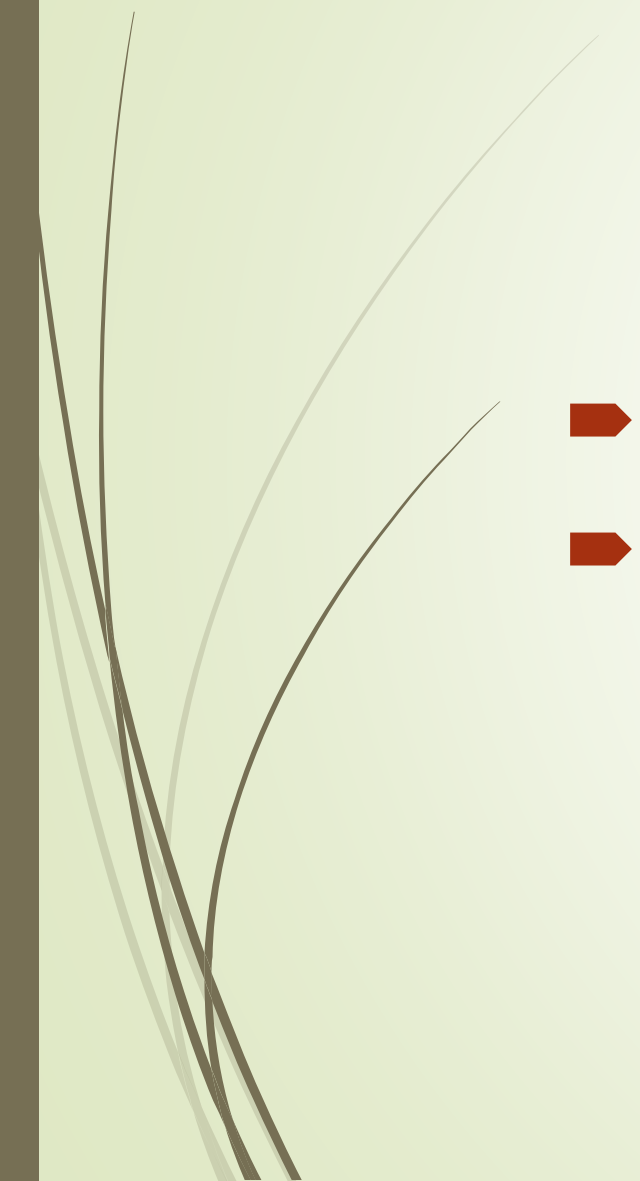


Summarising is.....

- Confirmation of **what has been said** and **feelings**
- **Highlighting themes**
- When **clarification** is necessary
- After a huge amount of **information** has been given



When and how?

- When? In the ways discussed
 - How? Gently and succinctly
- 



Who benefits?

- ➡ The Client
- ➡ The Counsellor



ANY QUESTIONS

QUALITIES OF PERSON CENTERED APPROACH

- Empathy
- Congruence
- Unconditional positive Regard
- The therapeutic relationship



SKILLS ?????

- ATTENDING
- ACTIVE LISTENING
- PARAPHRASING
- REFLECTING
- SUMMARISING



EXERCISE

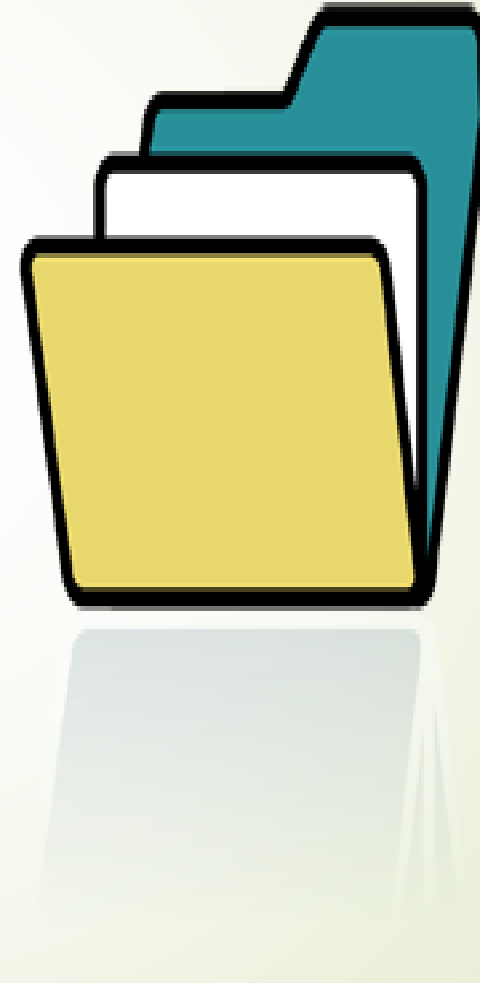
- Person centred counselling depends upon the helper allowing the client to make their own decisions in the counselling relationship
- In small groups, discuss the pros and cons of this approach.
- Discussion in full group



EXERCISE

- The Skilled Helper Model differs from Person centred counselling
- In small groups, discuss the pros and cons of this approach.
- Discussion in full group

COFFEE AND ADMINISTRATION TIME



TRIAD WORK





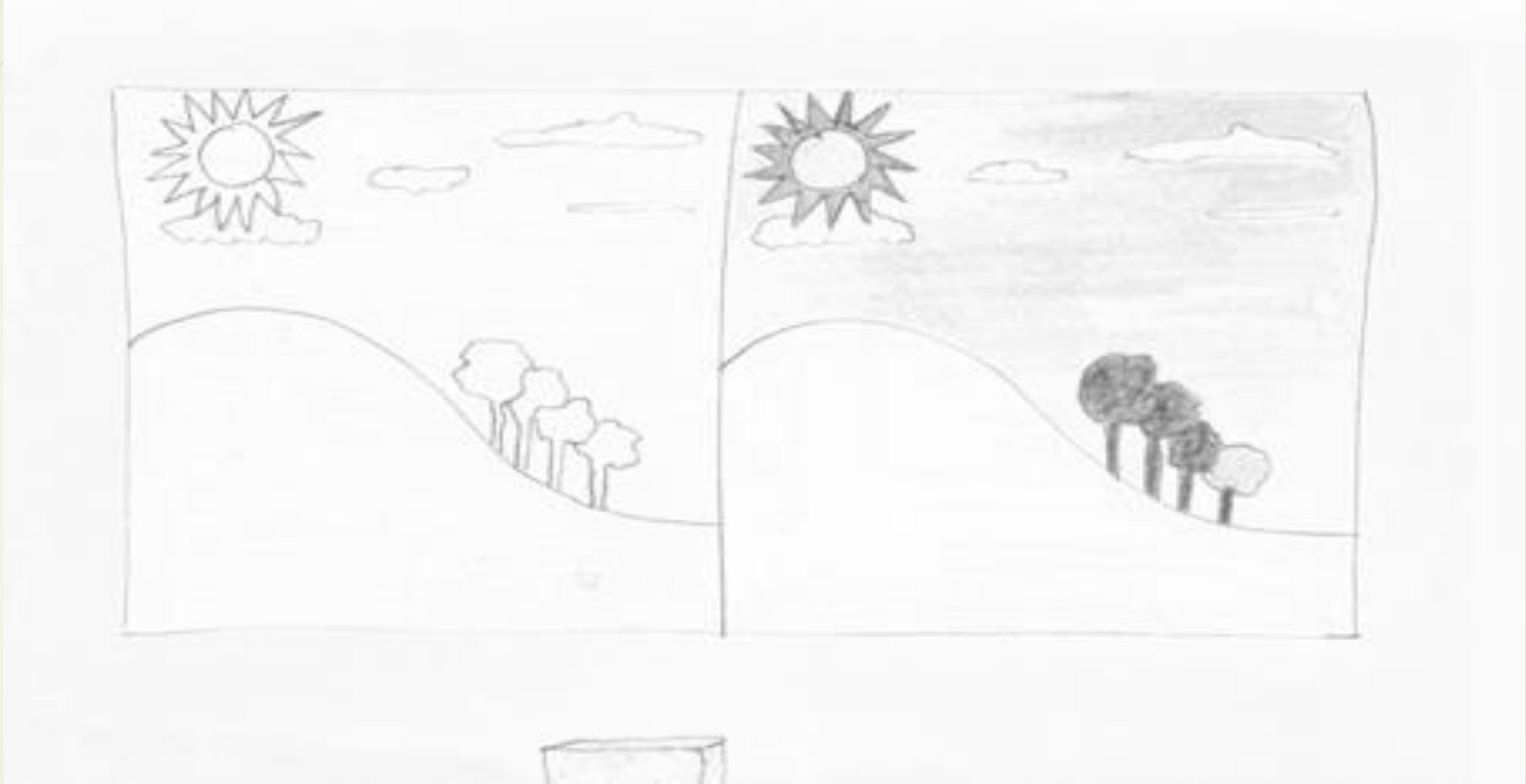
TRIAD WORK

- **Listener** [To keep time]
- **Discloser** ['Real', rather than role play]
- **Observer** **[Observation and Feedback]**
- **Reflection** **[Listener** to use skill sheet to reflect upon session
Observer to use skill sheet to provide feedback
Discloser to take a few minutes to 'park' issues discussed]

GIVING AND RECEIVING FEEDBACK

➡ SMALL GROUP DISCUSSIONS





WAKE UP EXERCISE.....



CLOSING ROUND:

