

Introduction to Embedded Counselling and Communication Skills

ECAS7012

Mentoring, supporting and leadership skills.

Early Reflections.....

What is “counselling”?

Early Reflections.....

What is “counselling” not?

- Counselling V Advocacy

Early Reflections.....

What are “embedded counselling skills”?

Embedded Counselling Skills

“A useful counselling conversation can take place within about 8-10 minutes. This length of time represents the typical window of opportunity that a teacher, doctor or manager has to allow someone to talk through something that is troubling them” (McLeod, 2007)

ACTIVITY

Spend a few moments thinking about a situation where you have been involved in helping role. Note the main issues involved. What were called to do? Were there any difficulties or dilemmas for your? Where do you think the real power lay? What was the outcome? How did it make you feel.



Introduction to Counselling Skills

Overview of Counselling Approaches

Overview of different approaches to Counselling

1. Psychoanalytical and Psychodynamic
2. Behaviour Therapy and Cognitive Therapy
3. Existential and Humanistic Theories
4. Social Constructivism and Postmodernism – *Multicultural Approaches, Narrative, Collaborative Approaches*
5. Neuroscience and Theories of Psychotherapy

Psychodynamic
Approach –
Psychoanalysis
(Sigmund Freud and
Beyond)

Understanding the Psychodynamic Approach

Foundations of Psychodynamic Theory The approach focuses on unconscious processes and childhood experiences influencing behavior and emotions. The term psychodynamic refers to the transfer of psychic or mental energy between the different structures and levels of consciousness within people's minds.

Therapeutic Techniques

Methods like free association, dream analysis, and transference interpretation reveal unconscious conflicts.

Modern Psychodynamic Therapy

Evolved to include object relations and attachment theories, focusing on relationships and emotional bonds.

Therapeutic Relationship Importance

Trust and openness in therapy help explore complex emotions and unresolved internal conflicts.

Behaviour Therapy and Cognitive Therapy – CBT

Principles and Techniques of CBT

Core Principles of CBT

CBT integrates behaviour and cognitive therapies to change maladaptive thoughts and behaviours effectively.

Common Techniques

Key CBT techniques include cognitive restructuring, behavioural activation, and exposure therapy to treat various disorders.

Collaborative and Goal-Oriented

CBT involves therapist-client collaboration with goal setting, progress monitoring, and skill practice.

Effectiveness and Empowerment

CBT is evidence-based and empowers clients with coping strategies for long-term mental health management.

Humanistic Approach – Person-Centred Therapy (Carl Rogers)

Core Principles of Person-Centred Therapy

Core Conditions for Therapy

Empathy, unconditional positive regard, and congruence create a safe, supportive therapeutic environment.

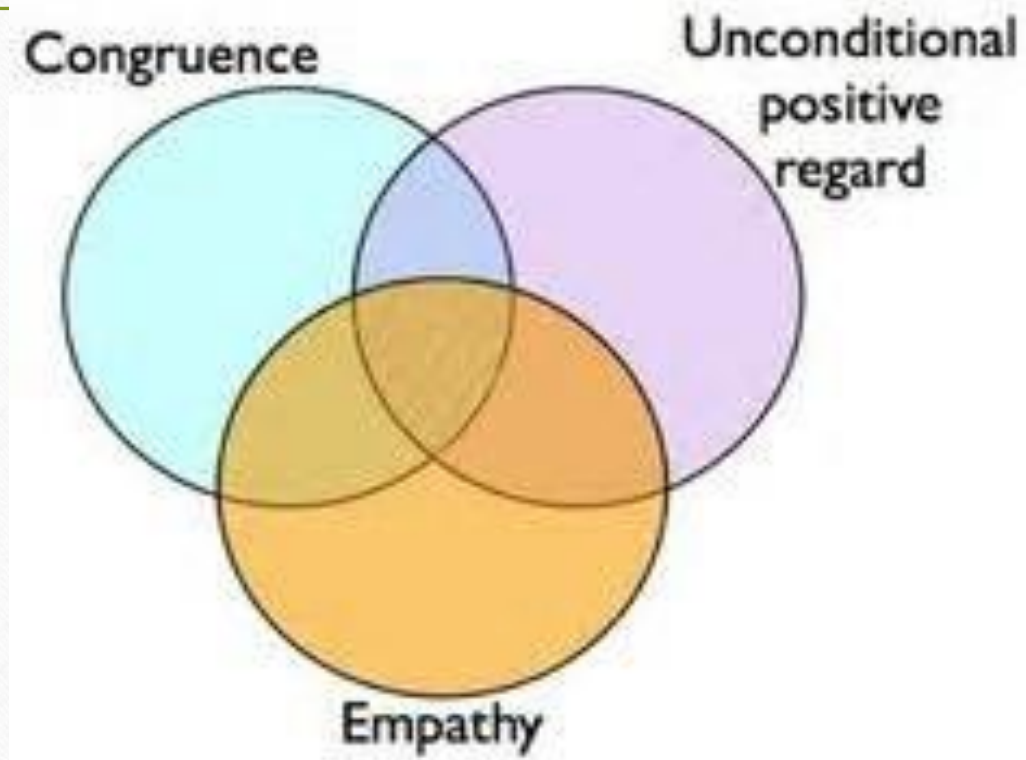
Client as Expert

Person-centred therapy empowers clients as experts in their own lives, with therapists as facilitators.

Growth and Self-Acceptance

Therapy fosters self-exploration, helping clients align actions with authentic selves for well-being.

Core Conditions – Carl Rogers – Person Centred Approach



Exercise

The Qualities of a Helper

Please watch the video and then consider the questions on the next slide

Reflections – personal development

- Identify the skills you feel you would need to develop further to become a “good” counsellor, or skilled helper?
- How would you ensure you maintained appropriate boundaries in such a role? What could be the risks be...?

BACP Ethical Principles

Principles direct attention to important ethical responsibilities. Our core principles are:

- **Being trustworthy:** honouring the trust placed in the practitioner
- **Autonomy:** respect for the client's right to be self-governing
- **Beneficence:** a commitment to promoting the client's wellbeing
- **Non-maleficence:** a commitment to avoiding harm to the client
- **Justice:** the fair and impartial treatment of all clients and the provision of adequate services
- **Self-respect:** fostering the practitioner's self-knowledge, integrity and care for self

Ethical Conduct in Counselling

- Contracting
- Confidentiality
- Safeguarding

Professional understanding needed of:

- ethical, legal and professional implications of the care of patients with mental illness
- the implications of mental capacity legislation for practice
- mental health legislation relating to compulsory detention and treatment
- the ethical and legal issues of restraint.

BACP Code of Ethics

- <https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/>

Impact on Self

- Exploring how to support the needs of the secondary breast cancer nurse

“Its been a crappy few weeks , ladies passing away.. I know its what I do now but it hurts”

(Ann Baker, 2018)



Counselling V Embedded Counselling Skills

What Are Embedded Counselling Skills?

- Use of counselling techniques (e.g., active listening, empathy, reflection) by professionals whose main role isn't counselling (nurses, teachers, social workers, clergy, police)
- Recognising 'empathic opportunities' and engaging in brief, focused therapeutic conversations within everyday professional interactions

Core Components of Embedded Counselling

- **Core skills:** listening, empathic reflection, exploring emotions, strategic questioning, using silence and metacommunication, self-awareness
- **Context matters:** negotiating appropriate time/space, understanding organizational and cultural constraints
- **Referral awareness:** knowing when a situation exceeds competence and requires specialist input
- **Reflective practice:** using supervision and peer support for ongoing improvement

Dimension	Embedded Counselling	Professional Counselling	Psychotherapy
Deliverer	Non-specialist professionals	Qualified counsellors	Clinicians with modality training
Role Focus	Part of wider role	Primary role	Primary role
Training	Short skills-based	Extensive theoretical	Deep theoretical & clinical
Session Nature	Brief, opportunistic	Formal sessions	Long-term sessions
Scope of Practice	Emotional support & referral	Complex issues	Chronic mental health

Embedded Counselling vs Professional Counselling/Psychotherapy

- Embedded: Delivered by non-specialist professionals as part of their role
 - Professional: Delivered by qualified counsellors or psychotherapists
- Embedded: Brief, opportunistic conversations;
 - Professional: Formal, scheduled sessions
- Embedded: Shorter, skills-based training;
 - Professional: Extensive theoretical and ethical training

Benefits of Embedded Counselling

- Accessibility: Immediate support in familiar environments
- Stigma reduction: Normalises emotional support as part of everyday interactions
- Early intervention: Catches issues before they escalate
- Professional integration: Complements specialist support with clear referral pathways

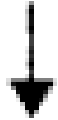
Basic Counselling and Communication Skills

Active Listening & Responding Skills

- What can create blocks to “good listening”?
- Why is self-awareness important?

SOLER – Attending Skills

S



Sitting at a comfortable angle and distance.

O



Open posture.
Arms and legs uncrossed.

L



Leaning forward from time to time.
Looking genuinely interested.
Listening attentively.

E



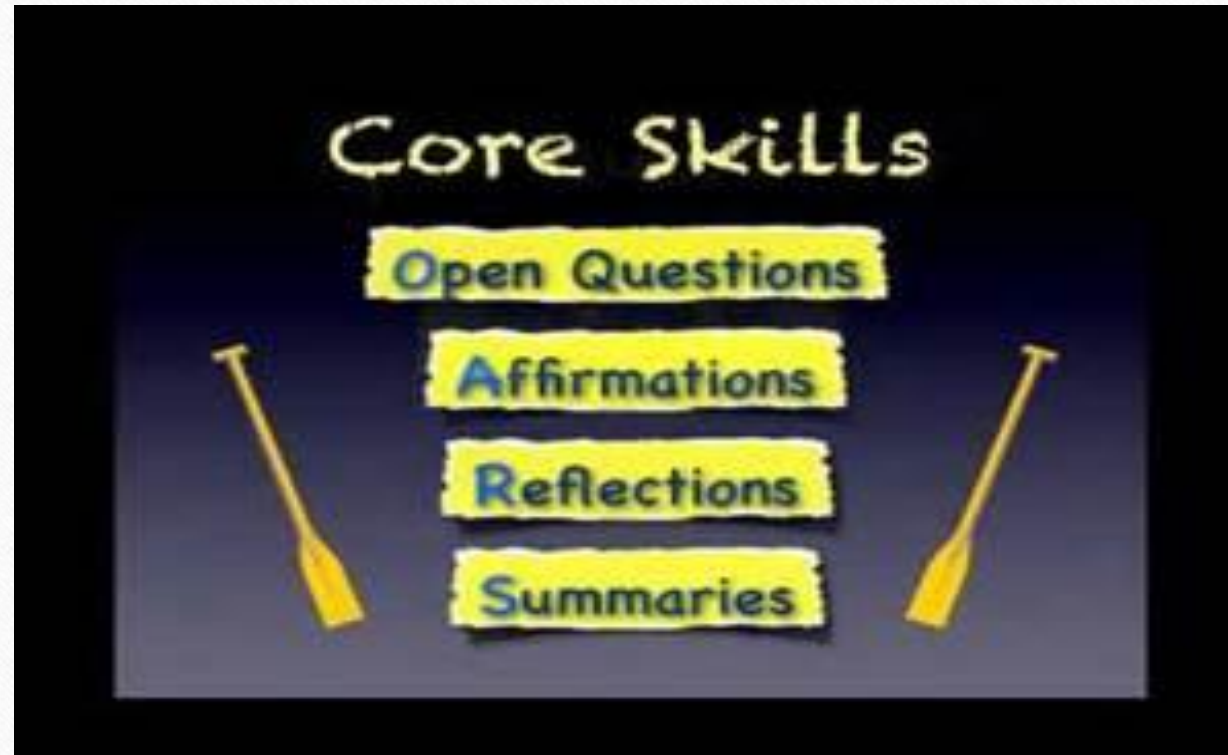
Effective eye contact without staring.

R



Remaining relatively relaxed.

OARS – Core Communication Skills



Advice-giving....should we?

- E.G., in MI, one offers information or advice *with permission*.
- A key issue is not to just unload information on someone, but to understand their perspective and needs carefully and help them reach their own conclusions about the relevance of any information you provide.

BOX 1.2. Some Verbs Associated with Each Communication Style

Directing style	Guiding style	Following style
Administer	Accompany	Allow
Authorize	Arouse	Attend
Command	Assist	Be responsive
Conduct	Awaken	Be with
Decide	Collaborate	Comprehend
Determine	Elicit	Go along with
Govern	Encourage	Grasp
Lead	Enlighten	Have faith in
Manage	Inspire	Listen
Order	Kindle	Observe
Prescribe	Lay before	Permit
Preside	Look after	Shadow
Rule	Motivate	Stay with
Steer	Offer	Stick to
Run	Point	Take in
Take charge	Show	Take interest in
Take command	Support	Understand
Tell	Take along	Value

Summary of Session

- Working and training in fields involving helping skills requires robust interpersonal qualities and ethical awareness
- Distinction between ethics & practice, and ethics & research, but broad principles the same
- Specific competencies outlined by different organisations but again broadly similar
- Importance of self-care, self-reflection and self-development key to those working in counselling/helping professions

Coffee Break

- After the break... Skills practice!

References

- McLeod & McLeod (2015). Research on embedded counselling. *Counselling Psychology Quarterly*.
- McLeod & McLeod (2022). *Embedded Counselling in the Helping Professions*.
- BACP Counselling Skills Competence Framework.