

Working within the relationship

Clarifying, Probing and Challenging

Working with stories - Clarifying

- Clients tell us their stories in different ways, they never start at the beginning and can often tell it in a very convoluted manner.
- Sometimes it can be difficult to keep track of the client's stories.
- We need to sometimes interject and clarify.
- How might we do this?

Challenging and Clarifying Values

- Respect – Core conditions
- We do not need to be passive, however. We do not need to condone acts of aggression, violence or intolerance
- We can acknowledge our values in a non-judgemental manner
- The session belongs to the client and the client's needs to be the focus, rather than our own feelings and values.
- We can summarise, paraphrase and challenge, yet still acknowledge the client's values.

Enabling the client to reassess

- We, as helpers, are there to encourage self reflection
- We are also there to support the client in seeing a different point of view.
- We don't give advice, but we can support the client as they make informed choices about their lives

Giving Feedback and Sharing Information

- Giving feedback and support is helpful for the client if undertaken in a positive manner.
- Charles *et al* (1999) suggest that there are three different models of sharing:
 - *Paternalistic*: The professional is seen as the expert and patients agree to the professional's decision and choice by passively acquiescing
 - *Informed*: The sole responsibility of the professional is to transfer the information. Patients do all the deliberating and decision-making with no professional steer
 - *Shared*: Patients and professionals share information two-way and then both agree on decisions. Both ask and answer questions and build consensus. This approach is characterised by listening – on both sides.

Observing Process and Skills

- Watch the next video clip and consider:
 - Which skills does the Counsellor use to challenge the client?
 - How does the client respond?
 - Can you identify examples of creating new meaning and perspectives with the client?
 - Can you identify other skills?
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- Video Clip 4d

Triad Work

- In the role of client, describe something that you find difficult to do
 - E.g complaining about something
 - Asking for a pay rise
 - Commenting on unfairness
 - Disclosure
- Working within triads aim for 20minutes. See if you can incorporate the other skills, such as silence and challenging skills.
- Again, record the session so that you are able to observe and reflect on this later.