



Introduction to Counselling Skills

Practical Skills Session Week 4

1

Aims

Check in Process

Mindful based activity

Review of contract

Structure of session/ Review Skills

Role of Observer

Small Group work

Closing Round

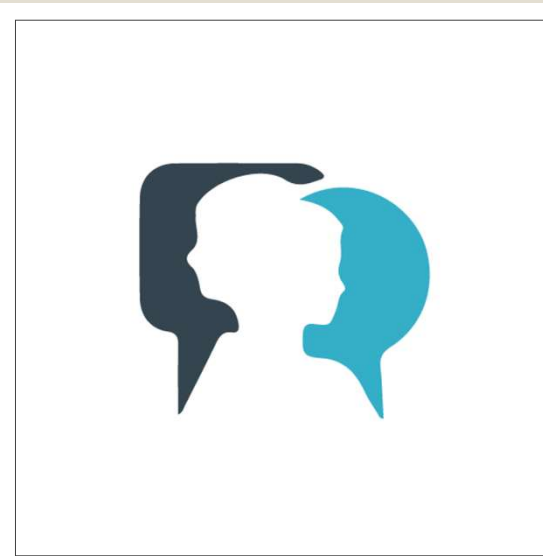
2



Beginning *(Contracting)*

- Welcome – Introduction
- Time – 10 minutes
- Confidentiality - limits of confidentiality
- Recognition of observers
- Ethical Framework BPS/BACP/Student Code of Conduct
- If you need to stop at anytime, please let me know
- Opening question: What would you like to speak about today.

3



Middle *(the Dialogue)*

- **Demonstrating Active Listening Skills**
- SOLER – Nonverbal skills, Using Minimal encourages
- Reflective Skills - Restating, Paraphrasing, Summarizing
- Identifying and reflecting feelings, content and meaning. "track the client" (Cully and Bond 2004)
- Asking Questions
 - Closed and Open Questions, Clarifying Questions

4



Open Questions

- Open questions are questions that do not have a "yes" or "no" answer.
- The helper/counsellor uses open questions to clarify his or her understanding of what the client is feeling.
- Open questions:
 - may begin with how, what or who
 - require an answer other than 'yes' or 'no'
 - may be used to gain information (what happened as a result?); explore thoughts, feelings, attitudes and opinions (what were you hoping to achieve?); or consider hypothetical situations (how might you deal with. ..?)

Cont....

- Open questions, if used respectfully, will help build a trusting relationship where the speaker feels safe to explore what is going on for them.
- One final observation: Be very careful with the 'why' question, as sometimes this can feel very judgmental and might make you sound like a teacher questioning a child.
- Try swapping the word 'why' for 'what'. So instead of saying, 'Why did you do that?', ask, 'What made you do that?'
- You will be surprised how much better the conversation flows, and how much more you will both find out!





Closed Questions

Closed questions are questions that lead to "yes" or "no" answers.

- For example:
 - "Do you feel sad?" No.
 - "Do you feel happy?" No.

Is there a good time to use a closed question?

Clarifying Questions

- Clarifying questions are open questions used by the counsellor to make sure they fully understand what the client means.
- Clarification is used so the counsellor does not misunderstand the client's frame of reference.
- Someone who is skilled in the 'art of listening' will use open questions sparingly, to help clarify what the client has said so that they can reflect and paraphrase it more accurately



Person-Centred Approach to questions

- In the person-centred approach to counselling, Carl Rogers believes that the client is the expert—
- It's not for us to guide the client; it's for the client to guide us, and for us to walk with them in their subjective reality. That is the empathic bond that we have with the client
- In asking a question, is it for our knowledge—for us to better understand what the client is bringing?
- Need to be careful that the questions don't set the agenda, that they allow the client to do this, even when (and this can be difficult) we can see that the meat of what the client needs to work on is in a different direction.

9



Ending (Closing the Session)

- Acknowledging that you are coming to the end of the session.
- Summarizing the main points
- Acknowledge the next session

10

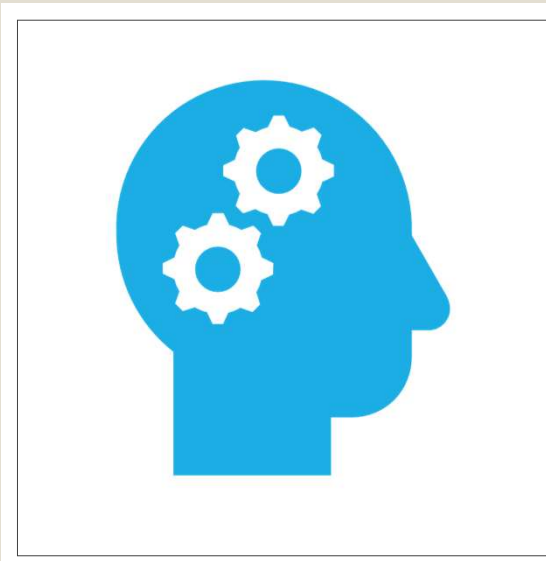


Gibb's reflective Cycle

- Description
- Feelings
- Evaluation
- Analysis
- Conclusion
- Action Plan

Adapted from: Gibbs, G. (1988) Learning by doing: a guide to teaching and learning methods. Oxford: Further Education Unit

11



Skills Practice

12



Observations/Closing
Round