

Assignment 1 Video Critique

The following is a critique to identify communication and counseling skills in counseling through a role-played session between two students. Carl Rogers person centered theory will be applied. Carl Rogers is well known in psychology for creating person-centered therapy. He believed each person can grow when they feel good about themselves. The person-centered theory is a client lead therapy. It consists of the counselor using a range of different approaches and skills (Cherry, 2022). The values used within a nursing environment will also be discussed.

At the beginning of the counseling session the counselor greeted the client with a warm welcome, displaying attending behavior. This was shown by the counselor sitting facing the client in a relaxed way with a smile, eye contact and soft tone of voice. Attending behavior is important to help the client become relaxed and to show them that they are respected and being listened to, which will encourage them to talk (Counselling Tutor, 2023). The counselor did not explain the ethics and confidentiality code. This would have been beneficial, as it would have reassured the client that they could freely speak without discrimination, and their privacy would be respected. It would not be repeated to anyone that was not present at the session.

The counselor presented as congruent, they were integrated into the counselor client relationship while being honest, genuine, and real (Yao and Kabir, 2023). According to Sutanti (2020) who cited Rogers (1959) stated this is the most important part of counseling, as it really helps build a relationship with the client. This will help the client relax and feel comfortable, enabling them to speak about their thoughts and feelings. The client was incongruent when first arriving at the counseling session, they seemed quite anxious (Drew, 2023). This is shown as they did not make much eye contact and shifted themselves away from the counselor.

The counselor began by asking open-ended questions to encourage the client to talk, and to gain some knowledge. Open-ended questions are good as they allow the client to speak in as much detail as they wish, enabling them to guide the conversation (OptimistMinds, 2023). The counselor is also showing interest, as well as gaining information through asking open-ended questions. Showing the client that active listening is taking place.

Active listening lets the client know they have the full attention of the counsellor, and they are being heard (Ricks and Brannon, 2023). Active listening is essential as it makes the client feel valued and important. If the counselor was not actively listening, then the client could get deterred from speaking. The client seeing the counselor engrossed in what they are saying encourages them to express themselves. The counselor also displays active listening through paraphrasing the response of the client, which adds reassurance that they are listening, and the client is being understood. This

is done by the councilor repeating back to the client what they had just said, by the councilor summarizing it in their own words. Paraphrasing is also a good method to motivate the client to elaborate on what they had said allowing the councilor to gain more insight (Weger, Castle and Emmett, 2010). The councilor continues to show active listening by leaning in towards the client while keeping eye contact, and nodding showing empathy.

Empathy is one of the core conditions of Carl Rogers person centered theory. Rogers (1957) stated that empathy is to feel what the client is feeling, to imagine that the client's thoughts and feelings were theirs, enabling the client and counselor to communicate and relate as if it was both their worlds. Through empathy, active listening and making the client feel important the counsellor is applying another core condition of Carl Rogers Theory, unconditional positive regard. Unconditional positive regard is accepting the client as they are good or bad without judgement (Nicola et al, 2022). Nicola (2022) stated that Carl Roger believed this is necessary for the client to achieve personal growth.

The client became congruent as the session went on. They seemed more at ease as they were displaying open body language, leaning towards the councilor and maintaining eye contact. As the client became more comfortable in the presents of the counselor, they spoke more fluently, and self-directed the conversation without being prompted by as many questions. Aspirations counselling Services (2023) use Carl Rogers's person-centered therapy approach. They state that with a client-led counseling session the client gains a better understanding of themselves.

The councilor encourages the client to solve their own problem by asking an open-ended question. This worked as the client went on to explain what could be done, so they ultimately helped themselves with what was worrying them. The counselor reassured the client with positive confirmation. This will enable the client to feel they can trust themselves, which will help them feel confident in their own personal growth through realizing that they can solve their own problems.

The councilor summed up the conversation by paraphrasing, then asking an open-ended question giving the client some time to add anything else that they had not mentioned previously. The client now seemed to be happy that their worries had been resolved and left the session seeming confident in knowing how to move forward.

These skills that are influenced from Carl Rogers person-centered theory are important in a Health care environment, so therapeutic relationships can be developed. A Health care professional must be congruent to gain the trust of the patient. When cared for by someone that is genuine and honest, a patient will have more faith in the healthcare professional and will feel more comfortable and safer. To understand what the patient is feeling and thinking a nurse needs to apply empathy, so they can provide emotional

support and help the patient feel at ease. The patient must feel understood and that they are in safe hands as they may be terribly upset and nervous. This can be done by imagining that the patient's situation was their own (Taylor, Lynn and Bartlett 2018). A Nurse must also apply unconditional positive regard, allowing them to treat the patients without jumping to conclusions or judging them. Making the patients feel respected and enabling them to speak about their situation without the fear of being judged.

Carl Rogers Person Centered theory has different techniques to build a counselor client relationship. These skills are also transferable to other environments. Being congruent and applying empathy and unconditional regard, a better understanding of a person's situation is achieved without the factor of judgement, through treating everyone as a respected equal human being. The counselor critiqued in this essay applied these core conditions. Therefore, the client went from being incongruent to congruent as the session went on. Creating a good client counselor relationship. Through the good relationship, the client could relax and speak without fear of judgement, letting them solve their own problem and leave the counseling session happier than when they arrived.

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