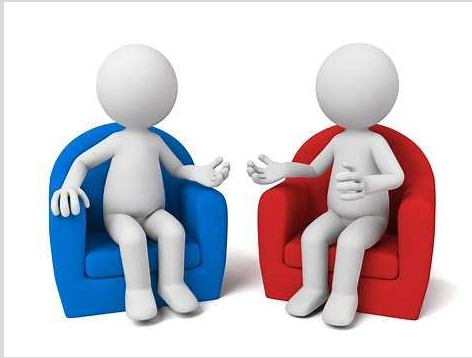


INTRODUCTION TO COUNSELLING SKILLS



Skill of Communicating: Setting
up the Relationship

1

AIMS FOR TODAY



REVIEW &
CONNECTION



ESSAY
PREPARATION



SKILLS WORK



WEEK 3
EVALUATION

2

Carl Rogers Core Conditions



Empathy



Unconditional Positive Regards



Congruence

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Midwinter and Dickson (2015)

**Setting up the
Relationship**

**Developing the
Relationship**

**Working with
the
Relationship**

**The
Established
Relationship**

**Maintaining
and ending the
relationship**

4

What is the counselling contract?

“An explicit bilateral commitment to a well-defined course of action” (Berne, 1966)

This is a mutual agreement negotiated between the Counsellor and the Client prior to the commencement of counselling. It articulates the responsibilities of the Counsellor towards the Client, and also the Client's responsibilities in the counselling relationship.

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THE ‘TYPICAL’ CONTRACT IN COUNSELLING

Confidentiality – Ethical
Codes/Frameworks – BACP

Sessions

Fees

Cancellation and Holidays

Duration of Counselling

Online or telephone guidance

Endings



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DISCUSSION ON BOUNDARIES



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BASIC COUNSELLING SKILLS

1. Listening
2. Empathy
3. Genuineness
4. Unconditional Positive Regard
5. Concreteness
6. Open Questions – next session
7. Counsellors Self Disclosure
8. Interpretation – A new perspective – Patterns and themes
9. Information Giving

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Reflective Skills



Restating- A phrase or a word.



Paraphrasing,



Summarising

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PHRASES THAT HELP/HINDER COMMUNICATION

There are some very useful 'tips' to aid effective communication and help you communicate to the client the core conditions of empathy, unconditional positive regard and congruence.

Phrases such as:

- 'It seems as though . . . ' / 'It seems as if . . . '
- 'What would happen if . . . '
- 'Can you tell me more about . . . '
- 'How do you feel?' / 'How do you feel about . . . '
- 'Can I just check out that I've got this right . . . '
- 'You seem/look/appear [a bit/very] upset/angry/sad/pleased'
- 'Could you explain a little more about . . . '
- 'Let me know if I got this right . . . '
- 'I'm wondering . . . '

Rebecca Midwinter, & Janie Dickson. (2015). Embedding Counselling and Communication Skills : A Relational Skills Model. Routledge.

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Unhelpful Phrases

- 'You should/ought to/must do this . . .'
- You obviously are/feel . . .'
- 'Oh don't worry, it's not important/everything will be OK'
- 'Don't cry, it's not that bad' • 'I know exactly how you feel'
- 'Don't be silly'/'That's really silly' • 'You don't really mean that'/'Don't be angry/upset'
- 'It could be worse . . .'
- 'If I were you, I'd . . .'
- 'Moving on .

Rebecca Midwinter, & Janie Dickson. (2015). Embedding Counselling and Communication Skills : A Relational Skills Model. Routledge.

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Restating a word or phrase

Why might this be helpful?

When is it not helpful?

Demonstration and examples

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Paraphrasing – Rephrasing

- The skill of paraphrasing is listening to the meaning of what your client has just said and rephrasing it, showing your understanding of what the client has just said back to them using your own words. So you are picking up the essence of what has been said without interpreting it.

Good paraphrases are brief, focused on the client's experience and could contain both facts and feelings. They are tentative, non-directive and non-judgemental. The helper tries to follow the tone and feeling behind what the client is saying and attempts to match this in the paraphrase. Here are some examples to consider:

Demonstrations and Examples

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SUMMARISING

Summarising is gathering together the content, themes and feelings of what the client has presented to you. It provides some order to the information and process, and again demonstrates that you have listened and made sense of what the client is bringing.

Summaries are helpful when a client brings multiple issues and the helper needs to check they have heard accurately. It gives the client an opportunity to define and agree on what has been said. Some useful opening words to a summary can be:

- 'What I have heard you say is . . .'
- 'I understand from what you are saying that . . .'

A summary can be a good skill at the end of a meeting but equally can be used within the session to help the conversation move forward.

Rebecca Midwinter, & Janie Dickson. (2015). Embedding Counselling and Communication Skills : A Relational Skills Model. Routledge.

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Skills Practice



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WHAT DID YOU NOTICE



How did it go? What were you feeling?



What were you as the client?



What were you feeling as the helper?



What work well?



What were the challenges?

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