



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Communication and Counselling

Lecture 2

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



www.uwtsd.ac.uk

Basic Counselling Skills

- 1. Attending Behaviour
- 2. Closed and Open-Ended Questions
- 3. Active listening
- 4. Paraphrasing
- 5. Summary
- 6. Reflection

Attending Behaviour

- Orienting oneself physically and psychologically
- Encourages the other person to talk
- Lets the client know you're listening
- Conveys empathy

What Does Attending Behaviour Look Like?

SHOVLER

- **S**: Face the other **S**quarely
- **H**: **H**ead nods
- **O**: **O**pen Posture
- **V**: **V**erbal Following
- **E**: **S**p**E**ech
- **L**: **L**ean toward the other
- **E**: **E**ye Contact
- **R**: **R**elaxed

Open-Ended Questions

Questions that clients cannot easily answer with “Yes,” “No,” or one- or two-word responses.

For example.....

- Tell me
- Why
- How
- What

Purposes of Open-Ended Questions:

- To begin an interview
- To encourage client elaboration
- To elicit specific examples
- To motivate clients to communicate

Closed-Ended Questions

Questions that the other can easily answer with a “Yes,” “No,” or one- or two-word responses. For example.....

- “Are you going to have the test done?”
- “Did you drink before you got into the car?”
- “Do you drink often?”
- “Do you exercise?”
- “Do you like your job?”

Closed vs. Open-Ended Question

- C: Are you scared?
- O: ?
- C: Are you concerned about what you will do if the test results are positive?
- O:?
- C: Is your relationship with your husband a good one?
- O: ?

Closed vs. Open-Ended Question

Examples

- C: Are you scared?
- O: **How do you feel?**

- C: Are you concerned about what you will do if the test results are positive?
- O: **What do you think you might do if the test results are positive?**

- C: Is your relationship with your husband a good one?
- O: **Tell me about your relationship with your husband**

Active listening

GROUP ACTIVITY

Paraphrasing

Rephrasing the content of the message

Example:

- **Client:** “I know it doesn’t help my depression to sit around or stay in bed all day.”
- **Counsellor:** How could the counsellor respond ?

- **Counsellor:** “It sounds like you know you should avoid staying in bed or sitting around all day in order to help with your depression.”

Purpose of Paraphrasing

- To convey that you are understanding him/her
- Help the client by simplifying and focusing what they said
- May encourage the client to elaborate
- Provide a check on the accuracy of your perceptions

When to use it

- When you have an hypothesis about what's going on with the client
- When the client is in a decision making conflict
- When the client has presented a lot of material and you feel confused

Steps in Paraphrasing

- Client, a 40-year-old woman: “How can I tell my husband I want a divorce? He’ll think I’m crazy. I guess I’m just afraid to tell him.”

Steps

- 1) Recall the message and restate it to yourself covertly
- 2) Identify the content part of the message
Wants divorce, but hasn’t told husband because he will think she’s crazy

Paraphrasing (cont'd)

- 3) Select an appropriate beginning
For example....., “It sounds like,” “You think,” “I hear you saying,”
- 4) Translate the key content into your own words
Want a divorce= break off, split
E.g., “It sounds like you haven’t found a way to tell your husband you want to end the relationship because of his possible reaction. **Is that right?**”
- 5) **Confirm the accuracy of the paraphrase**

A Summary

- A collection of two or more paraphrases or reflections that condenses the client's messages or the session
- A way to cover more material

Purpose of a Summary

- To tie together multiple elements of client messages
- To identify a common theme or pattern
- To interrupt excessive rambling
- To start a session
- To end a session
- To pace a session
- To review progress
- To serve as a transition when changing topics

Reflection

A verbal response to client emotion

Example

- Client: “So many things are going on right now: another hectic semester has started, my dog’s sick, and my Mum is ill too. I find myself running around trying to take care of everything. I’m not sure I can take it anymore.”

Purposes of Reflection

Helps clients:

- feel understood
- express more feelings
- manage feelings