

Template

Assessment Component 2 – Practical Skills

You must assess and produce a reflective commentary that demonstrates your ability to recognise basic active listening, counselling skills, for the given scenario.

You must watch the assessment video on Moodle and then produce a brief commentary under each of the following skills. You will need to watch this video several times to do this assessment well. This commentary must be accompanied by at least one notation re: where in the video this is evidenced (see example below)

At the end of this commentary, you must then produce a self-reflection - reflective commentary on what you have learned from this exercise in relation to your own listening skills.

Please submit the following assessment template through turnitin (*See word Document on Moodle*)

Awareness of Boundaries	I feel there was a good awareness of boundaries shown as from the beginning. The counsellor first asked if it was alright to go over the contract details, the client was explicitly told the session would be 15 minutes and finally confidentiality was discussed and the things that would cause the counsellor to break said confidentiality. However there were boundaries that weren't discussed like being contacted outside of session times.
Ethical framework – creating a safe space	Before the session started the counsellor mentioned that they abide by the BACP guild lines and clarifies that these sessions are confidential unless they break these guild lines or if questions are asked/information is given to their supervisor but no identifying info will be given
Active Listening Skills SOLER S O L E R	Following SOLER, in my opinion the seating was too close to one another and too forward facing as opposed to a more comfortable angel. The counsellors openness was good, their legs and arms weren't crossed or defensive looking however there wast any noticeable leaning in but this could also be in part to the distance of the chairs being too close. Eye contact was good but in my opinion was too strong as continued and held eye contact cannot always help nervous or anxious clients. Similarly to what I said for openness, the counsellor appeared relaxed and comfortable.
Minimal encouragers	There was a significant amount of minimal encourages with the counsellor nodding, say yes or vocable sound to indicate they are actively listening.
Reflective Skills	
Restating – A word or Phrase	The counsellor uses restating a few times, usually to voice back how the client says they are feeling and adds on to that with what they have to say. An example of this is at 6:33 were they repeat “a lot of pressure” before going to to ask about the clients responsibilities.

Paraphrasing/Reframing	Paraphrasing is also used a few times by the counsellor to re-clarify what the client has just said in a shorthanded way, as can be seen at 4:37: "it seems overwhelming and all encompassing at this time?"
Summarising	The use of summarising is well done when used and is mainly seen at the beginning and the end of the video, as in the beginning at 3:40 a counsellor summarises the clients situation which they have just been told to assess whether their understanding is correct and the second summary is given at the end of the session in an attempt to encompass everything important that has been said so far.
Use of question or other skills	Another skill I observed in the video was the use of questions to get a further insight on the client, at 4:50 the counsellor asked "what have you been doing" in referral to their problems. On the other hand there was no use of silence, while this understandable due to the session lasting 15 minutes; it is still a valuable skill to use.

Demonstrating Core Conditions

Empathy, Unconditional Positive Regard Congruence	Empathy, unconditional positive regard and congruence were all shown well throughout the session, never looking down on the client and being courteous of their feelings and behaviours.
--	--

Reflective Commentary: A Self-reflection (maximum 1000 words):

Reflect on your own skills and development.

- What skills do you feel you would be most competent in? and Why?
- What skills would you struggle with the most?
- What are some considerations for future growth?

Use the Gibbs Cycle of reflection as a guide: Reference Support is required:

During my time in this course I have learnt many valuable skills and expanded upon skill I already had. The skills I feel I am competent in are; S.O.L.E.R as I take care of how I behave and present myself around people, especially in a counselling setting. As I have attended counselling previously myself and know how it feels to be a client I feel I'm aware of what makes someone feel comfortable when it comes to demeanour and arrangement. Furthermore I feel that I am good at minimal encouragers, I am usually very vocal that I am actively listening even in average conversation and this is something that can easily be passed into counselling skills. Lastly I feel I have a lot of empathy and can very easily extend this to others even if I don't have experience or understand their situation however I do feel I may have too much empathy which causes me to become emotional over the situations of others which is something I feel have to work on.

On the other hand there are also many skills I struggle with and am still working on improving, one of which being silence, I personally find it hard to not interject into something a person is saying and this still goes even in a counselling setting unfortunately. I am working towards being able to not only stay quite, not interject my thoughts into what is being said but also being able to leave silence in the air to give the client room to compose themselves, think and possibly push them to fill the silence. During this course I've been given many chances to practice this skill and I feel I have gotten better however I feel I still need to practice and keep in mind the power silence can have and use it in further scenarios. Another skill I feel I struggle with is asking questions as I can find it difficult to either find the right time to ask a question or find the right question as I worry my question will either be too off topic, too personal, sensitive or impolite. I understand the use of questions is very important as it can give a better insight into the clients life or who they are as a

person and over time in this course I have also had the chance to try and use questions in a counselling setting but I will continue to practice and build my skills with what I have learnt. Another skill I'm not entirely confident in is rephrasing, I am unsure if I am inherently bad at this skill however it is one I avoid doing quite often out of fear that I have misunderstood what the client is saying and in rephrasing what they have said incorrectly makes it appear that I am not entirely listening. This is a skill I need to openly practice more accept that I can make mistakes or even misunderstand because even if I do misunderstand then I will be corrected and can continue with my thoughts and ideas in the right place. Lastly, a skill I haven't come into much conflict with so far but I have worries about is unconditional positive regard. Unlike empathy, which I feel can be felt and given to most people in a counselling setting as whether you agree with the person or not you can still feel empathy for their problems or them as a person however for unconditional positive regard I feel if a person's opinion were so against my own morals or has admitted to doing something that goes against my morals I may have a problem being able to see them with the lens of unconditional positive regard however this isn't something I have run into yet but something I feel I may struggle with and have to prepare and learn how to respond and behave in this scenario.

My considerations for my future growth is that; I have to be able to identify my weaknesses in order to be able to work on them and build them into skills, I also need to be able to learn from my mistakes and weaknesses and make changes so that I can improve them. With time and continued practice I will be able to grow my weaknesses into skills that I can utilise in future cases. I also want to take my own experiences in therapy and counselling into consideration as I have seen on multiple different occasions how many different types of therapies and counsellors work to utilise their skills and I hope in future I will be able to apply this first hand knowledge into my own work. Most importantly I feel the ability to self reflect is the most important way to grow and learn, by looking what what I am already able to do competently and look at what I don't do as well and what need to do to improve in future will be the best way to learn and improve my skills.