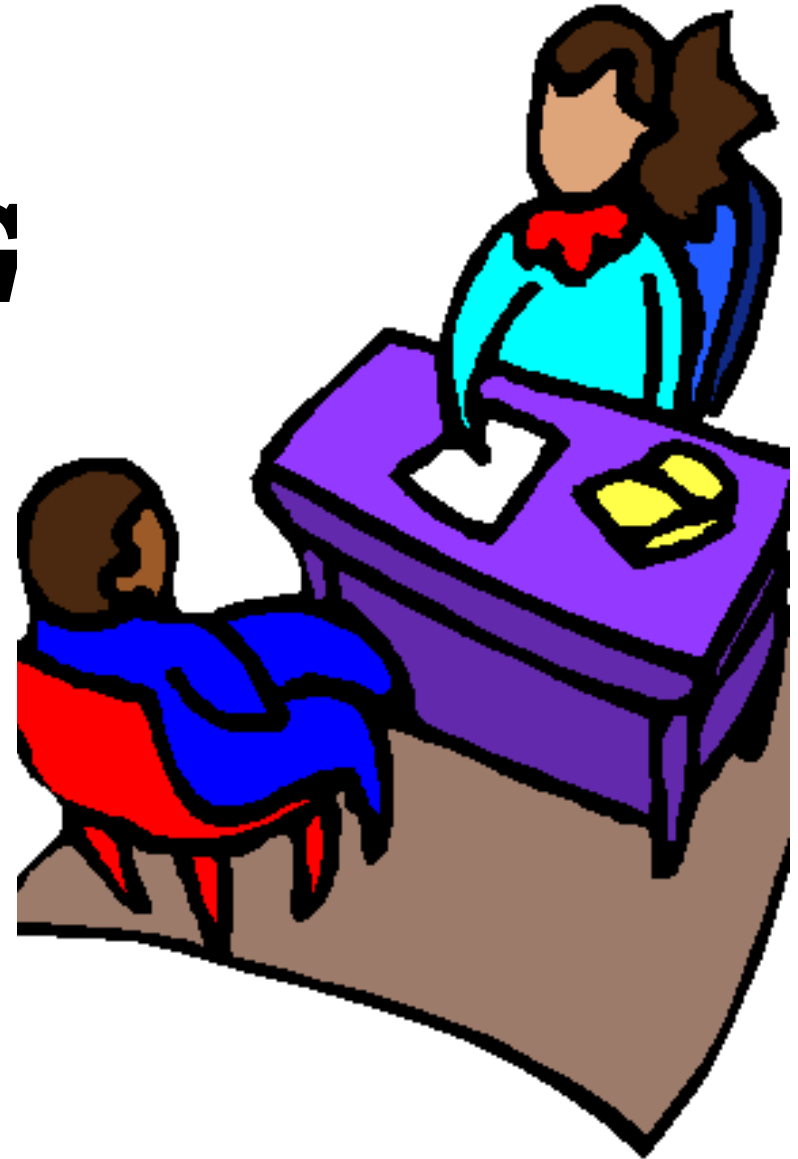


# ***COUNSELING SKILLS***





# OUTLINE

- Counseling- Definition
- Need for counseling
- Counseling session- skills
- Specific techniques
- Characteristics of a good counselor

# DEFINITION



- Counseling is a professional interactive process between counselor and client.
- It is **NOT**...
  - Friendship
  - Telling or directing
  - An interrogation
  - Confession



# OUTLINE

- Counseling- Definition
- Need for counseling
- Counseling session- skills
- Characteristics of a good counselor



# NEED FOR COUNSELING

- Assessment of client's problems
- Exploration of thoughts, emotions and defenses with respect to drug use
- Helping client get a perspective about drug use and its consequences
- Develop individualized treatment plan



# OUTLINE

- Counseling- Definition
- Need for counseling
- Counseling session- skills
- Characteristics of a good counselor

# COUNSELING SESSION- SKILLS

Opening  
technique

Structuring the  
session

Types of  
questions

Communication  
skills (verbal)

Communication  
skills (non-  
verbal)

# SKILLS- OPENING TECHNIQUE

- Establishing rapport with the client
  - Make the client comfortable
  - Greet the client in culturally appropriate way
  - Address client by name or surname
  - Be aware of one's own body language during the session
  - Be sensitive to what client says
  - Let the client talk and ventilate
- Physical arrangement





# SKILLS- STRUCTURING THE SESSION

- Framework or orientation for counseling
- Set rules, guidelines and expectations from future sessions
  - Client not to come intoxicated in session
  - Counseling is a collaborative process
  - To fix sessions in time and keep appointments



# SKILLS- TYPES OF QUESTIONS

## Closed-ended

- Used to interrupt over-talkative client
- Obtain specific information

## Open-ended

- Advantageous to open interviews
- Elicits elaborations
- Establish rapport

# SKILLS- COMMUNICATION SKILLS (VERBAL)

*Listening  
skills*

*Processing  
the  
information*

*Responding*

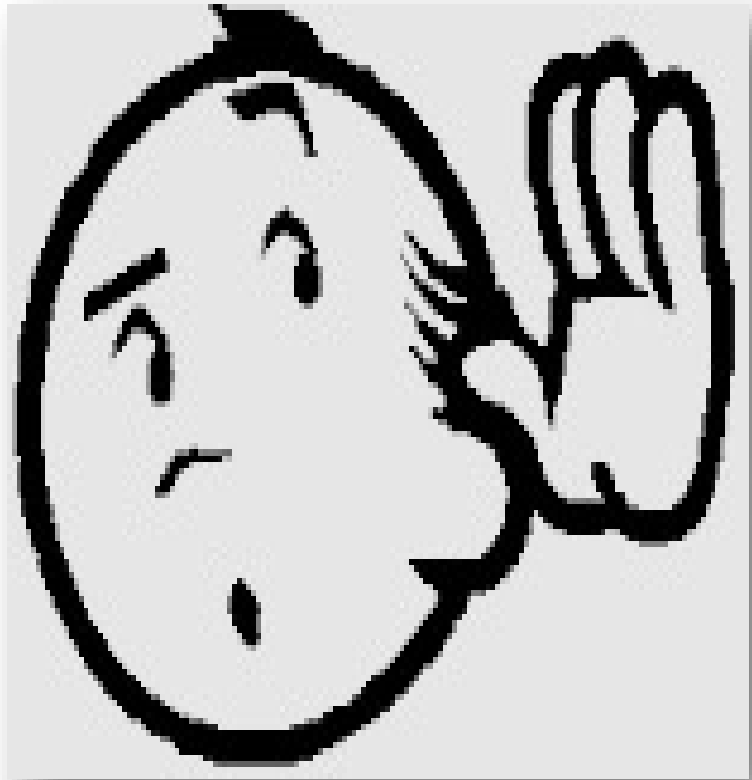
# SKILLS- COMMUNICATION SKILLS (VERBAL)

*Listening  
skills*

*Processing  
the  
information*

*Responding*

# LISTENING SKILLS



- ✧ Listening is most important skill
- ✧ Art of listening- what the client says, and what he/she “*does not say*”
- ✧ Comes with practice

# LISTENING SKILLS

Repeating

- Saying back the message exactly the way client has spoken



Paraphrasing

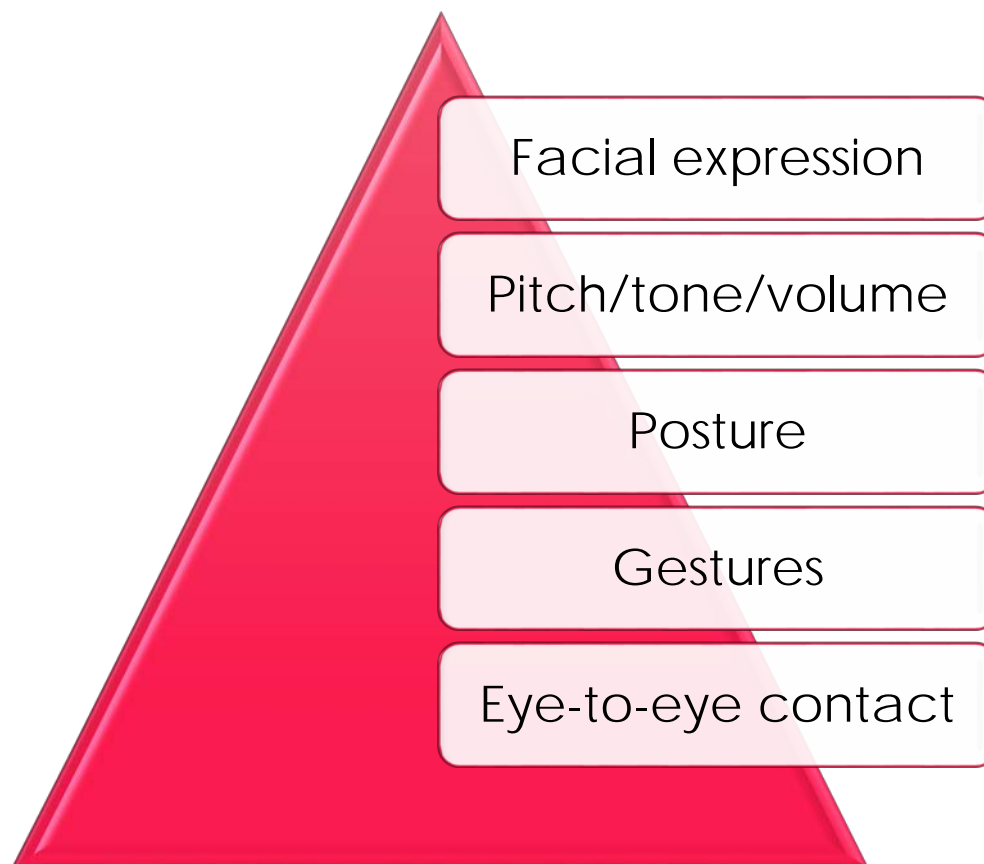
- Summarizing message using similar words spoken by client



Reflection

- Linking emotions/thoughts with client has said

# SKILLS- COMMUNICATION SKILLS (NON-VERBAL)



# SKILLS- COMMUNICATION SKILLS (VERBAL)

*Listening  
skills*

*Processing  
the  
information*

*Responding*



# SKILLS- COMMUNICATION SKILLS (VERBAL)

*Listening  
skills*

*Processing  
the  
information*

*Responding*



# RESPONDING

- Clarification
- Probing
- Interpretation
- Confrontation
- Silence
- Self- disclosure
- Identifying alternatives
- Empathic listening

# RESPONDING- CLARIFICATION

- Used to clarify meaning of what client has said
- Helps client to resolve confusion in his/her thinking process
- Commonly used phrases
  - *"Would you tell me more about..."*
  - *"I did not understand..."*
  - *"Would you please describe what exactly happened?"*

# RESPONDING- PROBING

- Questions intended to encourage clients to express his/her thoughts and emotions in details
- Used to develop insight into one's own issues
- NOTE:
  - Should not be overwhelming for client
  - Should not start with a "WHY"
- Commonly used phrases:
  - "What were your thoughts when you used marijuana after a gap of 15 days?"
  - "How did you feel when...?"
  - "What made you use...?"

# RESPONDING- INTERPRETATION

- Helps in pointing out discrepancies between client's words and actions
- Should be explained in a non- threatening manner
- Should NOT be given as final verdict
- Should be done only when counselor is sure of what client's behavior is indicating
- Commonly used phrases:
  - *"Perhaps..."*
  - *"Correct me if I am wrong, but I think..."*
  - *"Would you agree if I said...?"*

# RESPONDING- CONFRONTATION

- Involves challenging discrepancies and distortions in client's way of thinking
- Note:
  - Difficult technique
  - Should be used only when necessary
  - Should not be done in aggressive manner
  - Should be done very carefully
- Commonly used phrases:
  - *"I m not sure you mean that..."*
  - *"What I think is..."*

# RESPONDING- SILENCE

- Very powerful technique
- Helps client to continue sharing
- Can be used when:
  - Client is indulged in self- analysis
  - Client is expressing strong emotions e.g., crying
- Commonly used expressions:
  - Head- nodding
  - Saying, "Hmmm..."

# RESPONDING- EMPATHIC LISTENING

- Indicates understanding and acceptance of client
- Includes verbal/non-verbal communication
- Commonly used expressions:
  - *"I understand..."*
  - *"I can imagine how you must be feeling."*
- Is different from sympathy





# RESPONDING- SELF- DISCLOSURE

- Contradictory views about how much self-disclosure can be done
- May or may not be helpful in counseling
- Needs to be done with caution

# RESPONDING- IDENTIFYING ALTERNATIVES

- Used when client feels hopeless or helpless
- Is made aware of the choices he/she has with regard to drug use and life, in general
- Commonly used expressions:
  - *"Lets try and see what all options do we have..."*
  - *"I was just wondering whether we can look at it in other ways..."*
  - *"Do you think there could be other alternatives..."*



# OUTLINE

- Counseling- Definition
- Need for counseling
- Counseling session- skills
- Characteristics of a good counselor

# CHARACTERISTICS OF A GOOD COUNSELOR

- Non-judgmental
- Objective
- Calm/supportive
- Genuine
- Self- aware

# CHARACTERISTICS OF GOOD COUNSELOR

## DO's

- Be self aware- "How do I feel about this client?"
- In doubt- stay calm, seek supervision
- Patience is the key
- Be respectful towards client
- Balance between neutrality and warmth

## DON'T's

- Don't preach
- Do not become emotionally involved with client
- Don't argue
- Don't lie or make false promises
- Do not adopt business-like attitude



*THANK YOU*