

COUNSELING SKILLS

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Counselling Skills

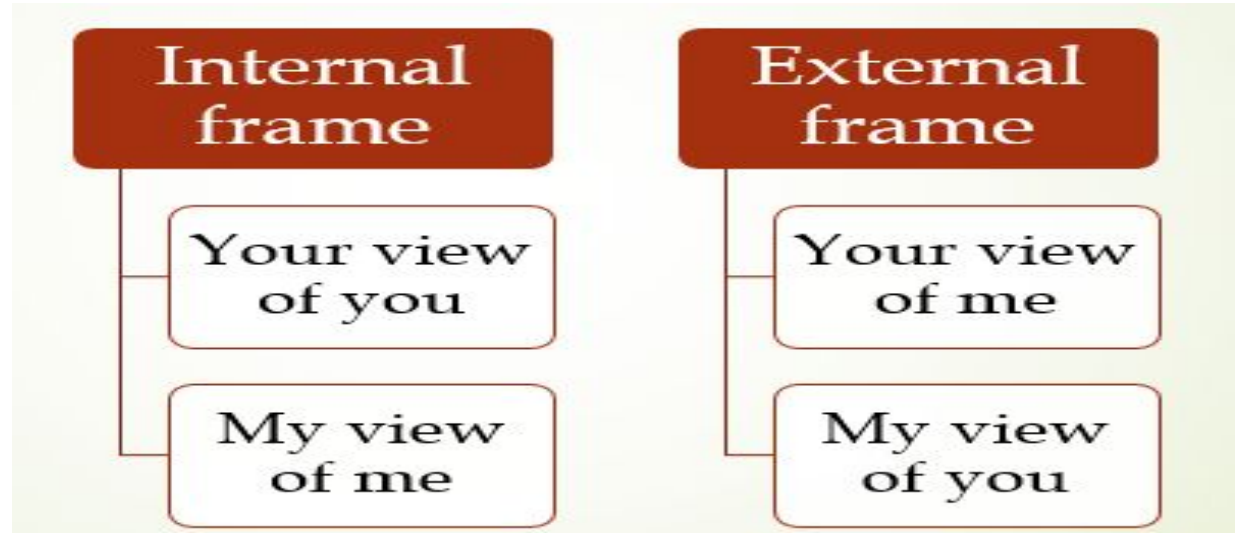
Counseling skills are a combination of interpersonal and technical skills that counselors use to help clients overcome obstacles and live happier lives. These skills help counselors build trust and rapport, and ensure that clients feel understood and heard.

Skills

- ☐ **Understanding The Internal Frame Of Reference**
- ☐ **Showing Attention And Interest**
- ☐ **Paraphrasing And Reflecting Skills**
- ☐ **Starting, Structuring And Summarizing**
- ☐ **Asking Questions**

Offering challenges and feedback
Managing resistance and making referrals
Facilitating problem solving

Internal Frame of Reference



Understanding the Internal Frame of Reference

- **Use Active Listening**
- **Possess An Attitude Of Respect And Acceptance**

Showing Attention and Interest

- **Be available**
- **Adopt a relaxed and open body posture**
- **Lean slightly forward**
- **Use Appropriate Gaze and Eye Contact**
- **Convey appropriate facial expressions**

- **Use touch sparingly**
- **Be sensitive to personal space and height**
- **Concluding comments**

Paraphrasing

- ❑ **Expresses the meaning of a client statement in different words**
- ❑ **Rewording at least the crux of the client's message**
- ❑ **Mirror reflections that are clearer**
- ❑ **Clients may show appreciation with comments like “ That's Right”**

Reflecting feeling

Identifying feelings

- Body messages
- Vocal messages
- Feelings words and Phrases
- Physical reactions
- Feelings imagery and idioms

Reflecting Feelings

- Main feeling
- Strength of the feeling
- Check the accuracy

Starting, structuring and Summarizing



Asking Questions

Questions about feelings and physical reactions

Questions about thinking

Questions about communications and actions

Feelings and reactions

- When did you start feeling this way?
- Tell me more about the feelings

Thinking

- What thoughts did you have before/after/during the situation?
- What do you think she was thinking

Communications and Actions

- How did you behave?
- What did you say?

Challenging and Feedback

Challenges comes from your external frame of reference, with the aim of helping clients to develop new and better perspectives about themselves and their problem situations

Two Distinctive characteristics

**Fairly close to client's existing internal
frames of reference**

**To be given in a relatively non- threatening
manner**

Feedback

Feedback based on observations

Facilitating Problem Solving

- **Clarifying goals**
- **Generating and exploring options**
- **Assisting planning**

Managing resistance and making referrals

Use active listening skills

Join with clients

Give permission to discuss reluctance and fears

- **Invite cooperation**
- **Enlist client's self interest**
- **Reward silent clients for talking**

Conclusion

Effective counseling is built on a foundation of essential skills that foster trust, empathy, and communication.



Thank You