

Definition



- Counselling is face to face communication by which you help the person to make decision or solve a problem and act on them.
- Counselling is a helping process aimed at- problem solving.
- Counselling – done with individual , group or with couple.

Counselling is



- specific to the need , issue and circumstances of each individual client.
- Interactive , mutually respectful collaborative process.
- Goal directed .
- Acceptable to social and cultural context.
- Bring changes in attitude.

Key qualities of counsellor

- Genuineness
- Listening
- Unconditional positive regard
- Believing in client
- Make client aware of various alternatives available and explain advantage and disadvantage and implication
- Recognize your own limitations.
- Patience
- Donot block free expression of feelings
- Non-judgemental
- Being in control-stay focussed and donot wander all over the place
- Knowledgeable.

Micro skills of counsellor

1. Listen Actively

how to listen actively ?????

- **Accept** the clients as they are.
- **Listen** to what your client say and how they say it. Notice the tone of the voice ,facial expression and gesture.
- **Keep silent** sometimes. Give your client to think ,ask question.
- Sit comfortably.
- **Look directly into the client** when they speak ,not on your papers and windows.
- Ensure that you are **continually involved** in the conversation by either “nodding head, saying then or oh”

- According to communication expert:-
 - 10 % of our communication represented by words.
 - 30 % are represented by sounds we make (by minimum verbal)
 - 60 % are represented by body language (eg- eye contact ,
body posture etc.)
- Once counsellor recognize client's feeling let him/her know in clear and simple words that he understood. This is know as **“reflecting feeling”**.

2. Questioning

- Ask the question to understand clearly the client problem or worries to help the client go deeper into his/her own awareness or insight.
- Question- centered around the concerns of client and open ended.

S.No.	Open ended Questions	Closed ended Question	Leading Question
1.	Response more than one	Limits the response of client in one word answer	Unknowingly suggests answer to the client
2.	Invites the client to continue talking and helps in what direction counsellor wants to take conversation	Did not give opportunity to think about what they are saying	Questions are usually judgemental.
3.	Simple yes/no cannot answer the question	Answer- very brief and do not provide much information	
4.	Ex- 1. what difficulties do you experience in practicing safe sex? 2. When did you think would be right time to disclose your test to your spouse?	Ex- 1. Do you practice safe sex? 2. Should I disclose your test result to your spouse?	Ex-1. You do practice safe sex , don't you ? 2. Do you think that your wife will abandon you if she knows about your HIV status?

- **At the time of asking question: Remember**

- Ask one question at a time.
- Look at one person
- Be brief and clear
- Ask question that serve for purpose
- Use question that enables clients to talk about their feelings and behaviours.
- Use question to explore and understand issues and not to collect juicy material for gossip.

- **Don't ask**

- Irrelevant question.
- Too many question at one time.

3.Using silence

- Give time to the client to think about what to say next.
- Provide space to experience feeling.
- Allows client to proceed at their own pace.
- Give the client freedom to choose whether or not to continue.

4. Non-verbal behaviour

- It is not what you say but how you say is important.
- Majority –non verbal
- Person body language is not similar to what they are saying, it results in verbal confusion/mis-interpretation.
- Effective counsellor-sensitive to nonverbal communication .
- Examples :-gestures, facial expression, posture, eye contact, tapping fingers, change in voice pitch and fluency of voice.

6. Accurate Empathy

- Empathy means- recognition and understanding of clients thoughts and emotions.
- It is characterized by ability to put oneself into another's shoes i.e experience the view point of another within oneself.

7. Paraphrasing

- Counsellor repeat in his/her own words what client has said to show understanding.
- Say in few words so that it can give summary of client's word.