

COSCA Certificate in Counselling Skills Module 1 Unit 8

Fullness of Communication

- Where there is thinking and behaving there are feelings involved
- Sometimes we have to **sense** the feelings being communicated. We do this more often than we think and we just need to learn to listen to ourselves.
- **Feelings are communicated in various ways**
 - Tone of voice
 - Certain words
 - Silence
 - Body language, gestures, eye contact
- **Feelings are hidden in various ways**
 - Staying with facts
 - Lots of detail / elaborating the story
 - Humour as distraction
 - Questions inviting responses
 - Presenting coping self
 - Story with no feeling
 - Talking about others
- Stay alert to feeling cues
- Listen to the unintentional cues – waving hands, jumping legs, kicking feet, smiling etc.
- The listener sensitively uses empathy and genuineness to help the speaker to become aware of these 'feeling messages'.
- It is not necessary to feedback all cues. You may store them for later reference.

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