



### Module 1 - Unit 2

- Formal counselling and the counselling approach
- Qualities and Skills in the helping relationship

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### Qualities of the Helping Relationship

- Think of a time when you wanted to talk to someone about a personal issue and you did so.
  - Was it a good / helpful experience?
  - Was it a bad / unhelpful experience?
- List the ideal qualities of a helpful interaction / relationship that would enabled you to discuss anything important about yourself



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- Aims of Counselling Approach** (counselling skills)
- To enable others to deal with their problems effectively
  - To build up others' skill in avoiding, anticipating or dealing with problems in the future

**Formal counselling**

- An explicit agreement between counsellor and client with a clear role demarcation
- Aims to explore, discover and clarify ways of living more resourcefully towards greater wellbeing

**Counselling Approach / Formal counselling is NOT:**

- Solving people's problems for them
- Encouraging people to depend on you for solutions



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## Qualities and Skills

### Qualities

- Acceptance Genuineness Empathy

### Skills

- Attending (non-verbal)
- Reflecting feelings (from words and body language)
- Paraphrasing content (from the story and facts)
- Clarifying (checking out your understanding)
- Summarising (putting it all together)



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## Counselling Skills

- Listening
- Paraphrasing
- Summarising
- Asking questions in a helpful, non-interrogatory way
- Encouraging Speakers to clarify thoughts
- Focusing
- Challenging
- Opening and closing interviews
- Pacing and timing
- Use of silence
- Establishing confidentiality
- Making contracts
- Setting targets
- Referring speakers when necessary



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