

# Skills And Techniques

## Core Conditions

- Empathy: Understanding what the client feels and not just what you would feel if you were the client.
- Genuineness: Being who you are without pretense or hiding behind the “therapist” role.
- Unconditional Positive Regard: Accepting the person for who he or she may be without putting conditions on it.

# Skills And Techniques

## Attending

- Physical Attending: Posture, eye contact, and general body position that communicates the counselor is paying attention to the client.
  - Do not have a physical object between you and the client.
  - Maintain a comfortable distance between you and the client.
  - Face the client directly.
  - Establish eye contact.
  - Maintain an open posture.
  - Lean toward the client.

# Skills And Techniques

## Attending

- Psychological Attending: The ability to pick up on the client's non-verbal as well as the verbal messages.

## Examples of Nonverbal Behavior

### Paralinguistics

The client avoids eye contact

Body posture

### Facial Expressions

Yawning

The distance the client puts between the two of you.

# Skills And Techniques

## Active Listening

- Focusing on all aspects of a client's expression.
  - Resist distractions.
  - Listen to the client's tone of voice.
  - Listen for cues to the client's feelings.
  - Listen for generalizations, deletions, and distortions.
  - Listen for common cognitive and emotional themes.



# Skills And Techniques

## Encouraging As A Part of Attending

- Verbal and nonverbal ways of encouraging the client to continue to share his or her thoughts, feelings or behaviors.
  - “Umhum”
  - “Tell me more.”
  - “He yelled at you?”
  - “Can you give me an example?”
  - “And that means...?”
  - Or simply nodding your head.

# Skills And Techniques

## Exploration Skills

- Responding with Empathy: Listening and understanding as if you were the client and then communicating your understanding.
  - Reflecting content.
  - Reflecting feeling.
  - Reflecting meaning.
  - Summarizing content.

# Skills And Techniques

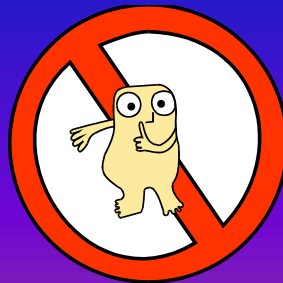
## Probes and Questions

- Probing: Direct or indirect questions to further explore a line of thought.
  
- Questioning:
  - Direct Questions: Questions that are to the point.
  
  - Indirect Questions: Open questions with no question mark at the end.

# Skills And Techniques

## Silence

- It can be used as an encourager.
- It keeps the focus on the client.
- It can help the client absorb what was said.
- It can help the client collect his or her thoughts for expression.





# Skills And Techniques

## Understanding

- Advanced empathy:
  - Attends to the feelings and thoughts that are not expressed by the client.
  - Helps the client see the bigger picture.
  - Helps to open up areas for counseling for which the client is either unaware or has only hinted at.
  - Helps to identify themes.
  - Helps the client own his or her feelings and behaviors.

# Skills And Techniques

## Self-Disclosure

- Sharing personal information with a client.
  - It must be for the benefit of the client and not the counselor.
  - It can be used as a model to help the client self-disclose.
  - It should not take the focus off the client.
  - Used sparingly and appropriately, it can enhance the therapeutic relationship.

# Skills And Techniques

## Confrontation

- A form of advanced empathy which helps the client look at thoughts and behaviors that might be self-defeating or harmful.
  - It is a form of challenge and not a verbal assault.
  - It needs to be done with a high level of empathy.
  - Usually it is in reference to a incongruence or discrepancy on the client's part.

# Skills And Techniques

## Immediacy

- The ability to explore the here and now in the relationship between counselor and client.
  - Immediacy uses present tense statements.
  - It usually relates to the counselors view of the relationship.
  - It adds intimacy to the counseling relationship.

# Skills And Techniques

## Interpretation

- An attempt to impart meaning about a client's behavior based upon the counselor's observations and understanding.
  - It can help increase the client's awareness or insight.
  - Some theories place more emphasis on interpretation than others.
  - Interpretation often puts the counselor in a more authoritarian position within the relationship.
  - Trust with the client is an essential ingredient for successful interpretation.

# Skills And Techniques

## Directives

➤ Instructions given to the client.

- Basically it is the counselor telling the client what to do.
- The timing in giving a directive is important.
- Some theories use more directives than others.



# Skills And Techniques

## Advising

- A form of directive.
  - The advising should not be seen as a command or a demand.
  - Counselors need to take responsibility for the advice they give.
  - Do the advising in such a way as it leaves the client with the ultimate choice.