Substance Institute



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Module 13 –
Student's Manuel
The Counseling
Process

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The	Counseling Process	
coui they	eral well-performed steps can help the nselor engage with the client and ensure listen openly, without judgment or ectation.	
mea	counselor must work on the following sures to build and maintain the tionship with the client (Krishnan, n.d.):	
1.	Introduce themselves clearly and with warmth.	
2.	Invite the client to take a seat.	
3.	Address the client by the name they are	
	most comfortable with.	
4.	Engage in relaxed social conversation to	
	reduce anxiety.	
5.	Pay attention to nonverbal	
	communication to identify the client's	
	emotional state.	
6.	Invite the client using open questions to	
	explain their reason for coming to	
	counseling.	
7.	Allow the client time to answer fully,	
0	without pressure.	
8.	Show that they are interested in the	
	client as a person.	
Eacl	n of the above steps is important. Taken	
	ther, they can facilitate the formation of a	

valuable counseling relationship.

I III+i-	mately, counseling is collaborative and	
	ires a series of ongoing steps – some	
_	en by the client, others by the counselor,	
	several jointly. For a successful outcome,	·
1 1	ropriate resources, time, and focus must be	
Č	riven to each one, and every win must be	
reco	gnized and used to support the next.	
12 V	aluable Skills for Each Phase	
Goo	d communication is vital to all stages of	
coui	nseling. Skills should ideally include:	
	A 1	
1)	Active <u>listening</u> techniques	
2)	Clarification	
3)	Reflection	
4)	Effective questioning	·
Bey	ond that, to build rapport with the client,	
-	nselors must also:	
5)	Be able to experience and	
	show empathy (rather than sympathy)	
6)	See things from the client's perspective	
7)	Have a genuine interest in others'	
	wellbeing	
8)	Use self-reflection to observe themselves	
	and empathize with others	
9)	Show accessibility and authenticity	
	during counseling sessions	
10)	Be flexible in their views and thinking	
	regarding differing values and	
	multicultural issues	
11)	Be able to maintain a sense of humor	

Be resilient and able to bounce back from difficult situations

A mental health practitioner delivering positive outcomes in increasingly diverse populations benefits from developing theory, knowledge, and skills.

	
	
	

7 Techniques to Train Your Active Listening Skills

		To achieve it	
Technique	Purpose	To achieve it	Examples
Paraphrasing	Convey interestEncourage the speaker to keep talking	 Restate the information just received with your own words. 	"So, you showed up at the meeting on time."
Verbalizing emotions	 Show that you understand Help the speaker to evaluate their own feelings 	Reflect the speaker's basic feelings and emotions in words.	"And this made you really angry."
Asking	Get more information	Ask questions.	"And after that, John did not react?"
Summarizing	 Review progress Pull together important ideas Establish a basis for further discussion 	Restate major ideas expressed, including feelings.	"These seem to be the key ideas you've expressed:"
Clarifying	Clarify what is saidHelp the speaker see other points of view	 Ask questions for vague statements. Restate wrong interpretations to force further explanation. 	"You said that you reacted immediately. Was this still on the same day?"
Encouraging	Convey interestEncourage the speaker to keep talking	Disagree.Use varying intonations.Offer ideas and suggestions.	"Then your manager approached you. How did they behave?"
Balancing	 Get more information Help the speaker evaluate their own feelings 	Ask questions.	"Did you perceive the inconvenience to be worse than not being taken seriously?"

The Stages of the Counseling Process

Minutes	Stages & Steps	Description	Client	Counselor
00 - 15	Relationship	(Initial	Willingness	Relationship Starts /
minutes	Building	disclosure)	 process is vital to forming maintaining an effective counselor client relationship 	Launching - Through acceptance and nonjudgmental behavior
			Commitment - be willing and motivated, - change will not happen w/o continued patience & commitment - Through acceptance	Maintaining & Sustaining - treats them with dignity - nonjudgmental
15 - 20 minutes	Problem Assessment	(In-depth exploration)	Faith - having faith in themselves, the counselor, - the process.	Unconditional positive - shows genuine understanding, even if they disagree
20 - 30 minutes	Goal Setting	(Commitment to action)	Motivation - willing to make changes - engage in them involves maintaining - sustaining motivation.	Congruence - The words, feelings - empathy, - actions of the counselor embody consistency
35 - 45 minutes	Counseling	Counseling in Perspective	Viewpoint / Outlook - moving out of the comfort zone and engaging in new thinking patterns and behaviors	
45 - 50 minutes	Evaluation	Assessment	 is the process where the client evaluates your contribution of your services to them. 	
55 – 59 minutes	Termination & Referral	Termination / Referral	 to conducted with sensitivity with the Client knowing that it will have to end. 	

While counseling varies in both form and purpose, most counseling theories embody some form of the following three stages (Krishnan, n.d.): relationship building, problem assessment, and goal setting.

Counselors and clients must both be aware that the counseling process requires patience.

- There is rarely a quick fix, and things may need to get worse before they get better.
- The counselor does not fix the client; the work requires interaction and commitment from both parties (Krishnan, n.d.).
- The counseling process is a planned and structured dialogue between client and counselor.
- The counselor is a trained and qualified professional who helps the client identify the source of their concerns or difficulties; then, together, they find counseling approaches to help deal with the problems faced (Krishnan, n.d.).

Stage one: (Initial disclosure) Relationship	
building	
 The counseling process begins 	
with relationship building.	
 This stage focuses on the counselor 	
engaging with the client to explore the	·
issues that directly affect them.	
• The vital first interview can set the scene	
for what is to come, with the client reading	·
the counselor's verbal and nonverbal	
signals to draw inferences about the	
counselor and the process.	
• The counselor focuses on using good	
<i>listening</i> skills and building a positive	
relationship.	
When successful, it ensures a strong	
foundation for future dialogue and the	·
continuing counseling process.	·
	·
Stage two: (In-depth exploration) Problem	·
assessment	
 While the counselor and client continue to 	
build a beneficial, collaborative	
relationship, another process is	
underway: problem assessment.	
• The counselor carefully <u>listens</u> and draws	
out information regarding the client's	[·

• Information crucial to subsequent stages of counseling includes identifying triggers,

and the reason they have engaged in

counseling.

situation (life, work, home, education, etc.)

timing, environmental factors, stress levels, and other contributing factors.

Stage three: (Commitment to action) Goal setting

- Effective counseling relies on setting appropriate and realistic goals, building on the previous stages.
- The goals must be identified and developed collaboratively, with the client committing to a set of steps leading to a particular outcome.

Stage four: Counseling intervention

- This stage varies depending on the counselor and the theories they are familiar with, as well as the situation the client faces.
- For example, a behavioral approach may suggest engaging in activities designed to help the client alter their behavior.
- In comparison, a person-centered approach seeks to engage the client's selfactualizing tendency.

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Stage five: Evaluation, termination, or referral

- Termination may not seem like a stage, but the art of ending the counseling is critical.
- Drawing counseling to a close must be planned well in advance to ensure a positive conclusion is reached while avoiding anger, sadness, or anxiety (Fragkiadaki & Strauss, 2012).
- Part of the process is to reach an early agreement on how the therapy will end and what success looks like. This may lead to a referral if required.
- While there are clear stages to the typical counseling process, other than termination, each may be ongoing.
- For example, while setting goals, new information or understanding may surface that requires additional assessment of the problem.

SCENARIO - Real-Life Examples of the Counseling Phases

Each client's story is personal and unique.

While there are guiding theories and principles, the counselor must make the counseling process specific to the individual.

The following two real-life examples provide a brief insight into the counseling process and richness of the scenario's counselors face.

SCENARIO - 1 - Lost direction

'Jenny' arrived in counseling with little income, no sense of direction, and lacking a sense of control over her life (Fielding, 2014).

The counselor began by forming a picture of her situation and what had led her to that point.

Sessions then moved on to explore Jenny's beliefs about herself: where they came from, how they affected her, and their appropriateness for current and future circumstances.

A series of brainstorming sessions were used to understand Jenny's needs, family relationships, and past, and identify her irrational beliefs. Once Jenny uncovered her core beliefs, the counselor worked with her to replace them with more rational ones.

·	

Jenny ended counseling overjoyed with her new preferred beliefs, along with a renewed sense of confidence and control over her life.	
SCENARIO - 2 - Saving a marriage	
It is not just individuals who need help, but relationships too. When 'John' and 'Sue-Anne' attended counseling early on in their marriage, it was because, having lost their group of friends, they found themselves on their own with only each other's company (Starak, 2010).	
Early on in counseling, it became clear that they both needed time to ponder some serious questions, including:	
Who am I? What values do I bring to this relationship?	
The exercises helped John and Sue-Anne better understand their values, strengths, and what motivated their daily actions. By focusing on what each of them wanted their relationship to look like, they could clarify how much time they wanted to spend together and their roles within the marriage.	

The counseling process enabled them to form

a shared picture of how their marriage and

life would look from now on.

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