

Course Materials
Introduction to Counselling
Unit – III


Compiled by

Dr.J.O.Jeryda Gnanajane Eljo
Assistant Professor
Department of Social Work
Bharathidasan University
Khajamalai Campus
Tiruchirappalli-620 023

Unit - III

Approaches to counselling: Directive Counselling, Non Directive Counselling and Eclectic Counselling; **Counselling Skills;**
Interviewing: Listening and Interpersonal skills, communication, communication barriers, Overcoming Communication barriers

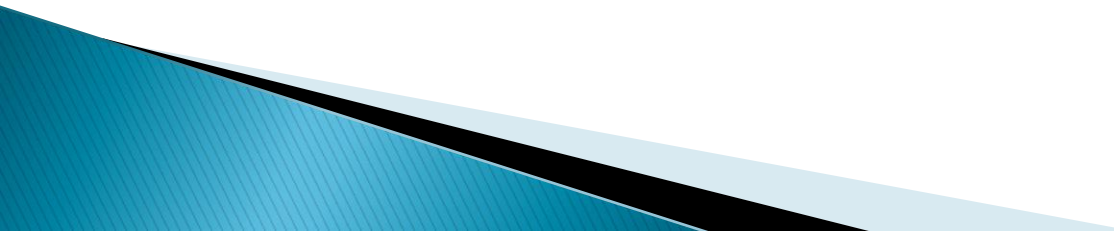
Directive Counselling

- The counselor plays an important role .
 - A major goal is to replace the emotional behaviour of the individual -with deliberately rationale behaviour .
 - Although he avoids dictatorial advice - this approach is also known as counselor-centered.
 - The counselor plans the counseling process - to analyze the problem – to identify the triggers- to identify the exact nature of the problem- and provide various options
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Steps of Directive counselling

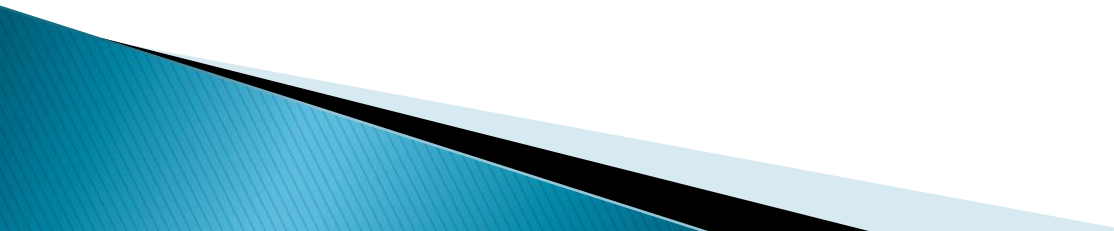
- **Analysis** - It includes collection of information about the individual
- **Synthesis** - After collection data the information is organized in the logical manner to analyse the individual
- **Diagnosis** - The diagnosis consists of the interpretation of the data in relation to the nature and problem, the causes of problems
- **Prognosis** - Under this step a prediction is made about the future development of the problem.
- **Counseling** - To bring about adjustment and re-adjustment to the individual in relation to his problem
- **Follow –up** - Follow-up with the client is extremely necessary. The role of counselor is important as he has to make the individual understand and accept strength, weakness and faults

Non Directive Counselling

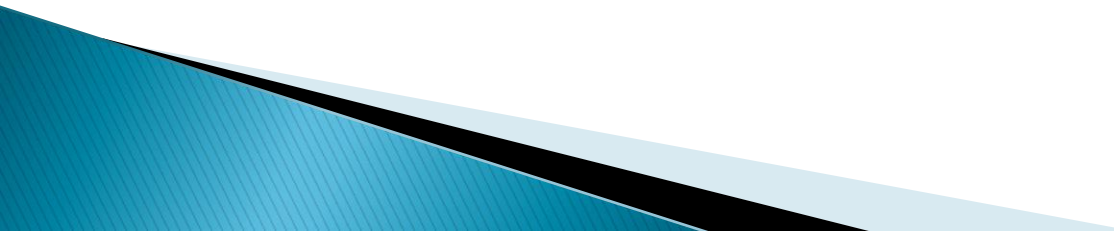
- Counselor listen
 - Support
 - Encourage the client without forcing
 - It has been influenced by humanistic theories in the tradition of Carl Rogers
 - But techniques used in non-directive counseling are common in many forms of psychological counseling and treatment today
 - The therapist /counsellor believes that the client has an inherent capacity to grow
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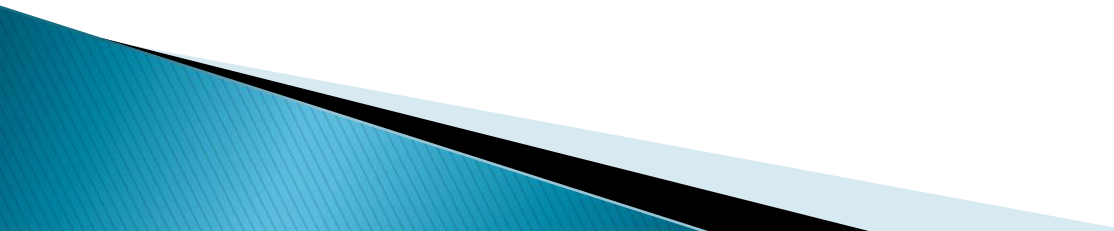
Steps in Non-Directive Counseling

- Defining the Problematic Situation
 - Free Expression of Feelings
 - Development of Insight
 - Classification of Positive and Negative Feelings
 - Termination of Counseling Situation
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Characteristics of Non-Directive Counseling


- It is a client-centered counseling.
 - The client has capacity and drive that he/she can grow and develop so that he/she may face the situations in reality.
 - Counselor is passive to the maximum.
 - Its use reduces psychological tensions.
 - In this type of counseling, defensiveness falls down.
 - There is closeness between the picture of the self-drawn by the client and a desirable or an ideal picture of his own.
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- Through this counseling the clients psychological adjustment improves.
 - Client's behaviour is considered more matured emotionally.
 - A person is accepted in his/her originality and he/she is free to express his any attitude.
 - This school of thought is just reverse to that of directive counseling.
 - In this counseling, the entire responsibility is of client or the person.
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Eclectic Counselling


Eclectic counseling

- It is the synthesis and combination of directive and non-directive counseling.
 - It represents a middle status between the two extremes represented by the ‘non-directive’ technique on one hand and the ‘directive’ technique on the other.
 - The counselor is neither too active as in the directive counseling nor too passive as in the non-directive counseling.
 - Follows the middle path between these two.
 - The needs of a person and his/her personality are studied by the counselor.
 - The main techniques used are reassurance giving information, case history, testing etc.
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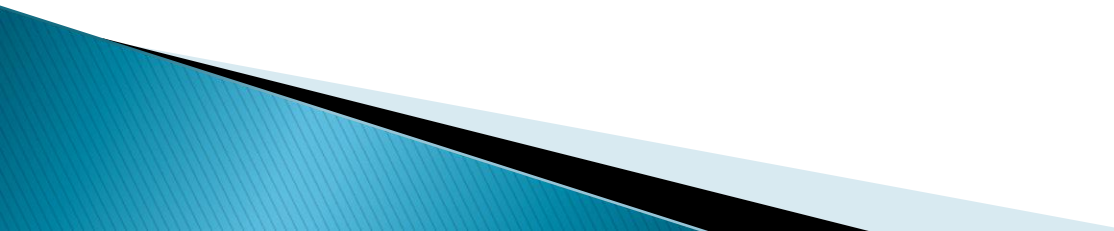
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Steps in Eclectic counseling

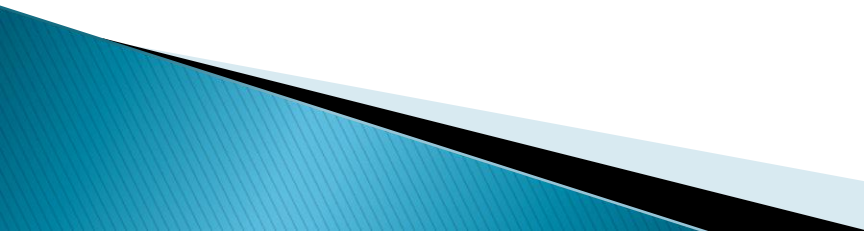
The leading exponent of the Eclectic counseling Thorne, suggested the following in the process

- Diagnosis of the cause
 - Analysis of the problem
 - Preparation of a tentative plan for modifying factors
 - Securing effective conditions for counseling
 - Interviewing and stimulating the client to develop his own resources
 - To assume its responsibility for trying new modes of adjustment
 - Proper handling of any related problems which may contribute to adjustment
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Counselling Skills

- ▶ Clients are the vast majority of ordinary people with many problems, many people function reasonably well, some not.
 - ▶ Counsellors assist clients to help themselves.
 - ▶ They use counselling skills to develop client's capacity to use their human potential both now and in future
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Counselling Skills

- **Attending Skills** - Attending involves giving all of your physical attention towards the client
 - **Observing** - Asking clients about his/herself about reason for coming
 - **Infrequent Questions** -This trick is to ask questions that are designed to spur the conversation on when it gets struck
 - **Attentive Silence** -Silence is an opportunity for the speaker to reflect on what he or she has said and to gather their thoughts before their next statement
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Responding Skills


➤ **Reflecting skills**

Reflective listening is to serve as a mirror for the person speaking. Reflecting his /her feelings

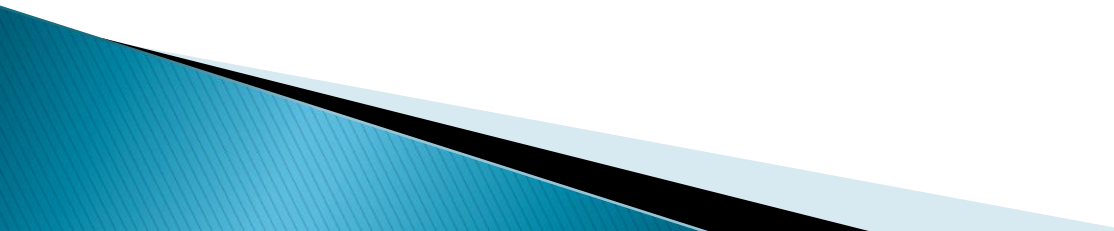
➤ **Probing**

Good probing questions ask for elaboration, classification and repetition. It helps client to fill in missing pieces

Interviewing

- Human services professionals usually structure an interview, with a beginning, middle and end
 - They ask open-ended questions
 - Paraphrase responses
 - Summarize a client's needs, and encourage him/her to have conversation and learning
 - To influence a client to take positive actions
 - Accommodate multicultural clients and demonstrate a high level of empathy with diverse people
 - Recognize and handle client resistance
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Listening

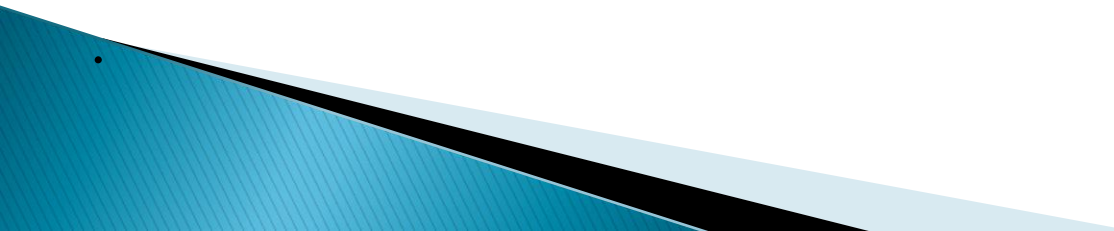
- Active listening is an essential skill
 - It develops a positive and healthy interaction with a client
 - There are numerous situations in which counsellors can utilise
 - Active listening build rapport with clients
 - And improve overall communication
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Interpersonal skills

Measures


- How adept you are at interacting with others?
- Active listening is an interpersonal skill
- How to communicate with client
- Respect the client as him or her
- Interpersonal skills helps to resolve conflict with others

People learn interpersonal skills by

- Interacting with family members
 - Going to school
 - socializing with their peers
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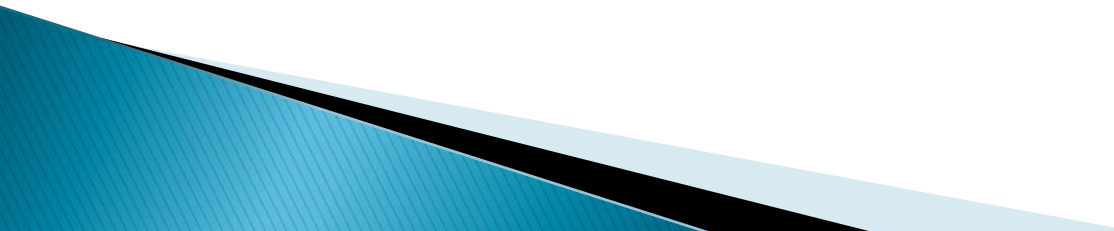
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Healthy Interpersonal Skills

- Reduce stress
 - Resolve conflict
 - Improve communication
 - Enhance intimacy
 - Increase understanding
 - And promote joy
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Communication

Communication can impact counseling in a variety of ways, such as through listening skills and multicultural issues

- Communication occurs between humans when the meaning of symbols is manipulated to stimulate meaning
 - Important for promoting cooperation with client
 - Get along and thrive in acquiring and sharing information through various venues
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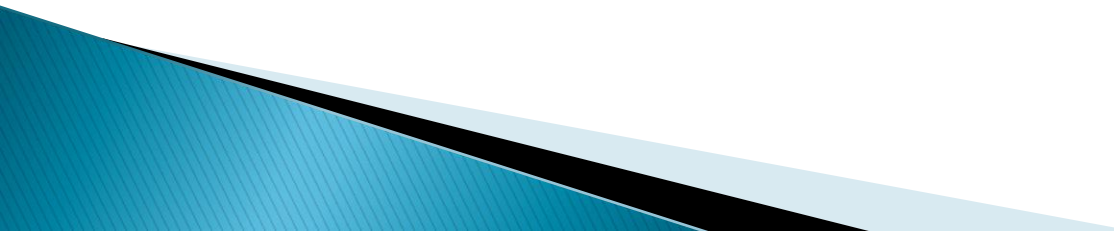
Types of Communication



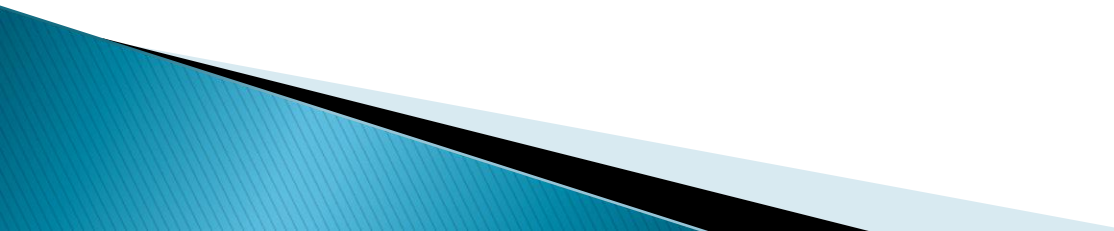
Verbal communication

Non-verbal communication

Verbal communication

- **Intrapersonal Communication**
 - **Interpersonal Communication**
 - **Small Group Communication**
 - **Public Communication**
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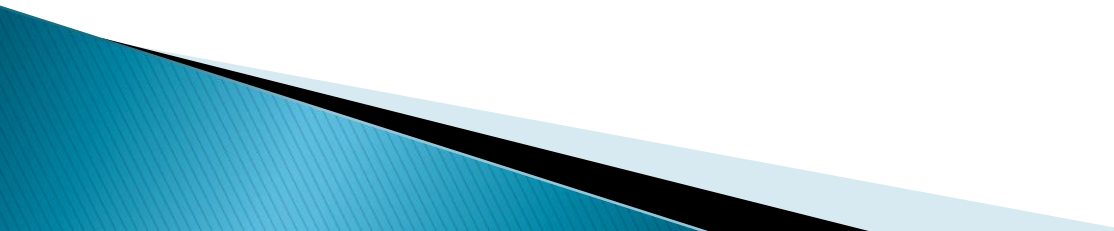
Non-verbal communication

- Open ended questions
 - Paraphrasing
 - Reflection of feeling
 - Asking effective questions
 - Focusing
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Communication barriers

- ▶ The use of jargon
- ▶ Over-complicated or unfamiliar terms.
- ▶ Emotional barriers and taboos.
- ▶ Lack of attention
- ▶ Lack of Interest
- ▶ Lack of distractions
- ▶ Irrelevance to the receiver.
- ▶ Differences in perception and viewpoint
- ▶ Physical disabilities
- ▶ Barriers to non-verbal communication
- ▶ Language differences
- ▶ Expectations and prejudices
- ▶ Stereotyping
- ▶ Jump to incorrect conclusions.
- ▶ Cultural differences

Overcoming Communication barriers

- ❖ Active Listening
 - ❖ Use Simple Language
 - ❖ Give Constructive Feedback
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Acknowledgment

- ▶ **I wish to place on record, the sincere appreciation and thanks to Mr.A.Mohamed Yasir Arafath (Doctoral Research Scholar), Department of Social Work, Bharathidasan University, Tiruchirappalli-23, for the able assistance in the preparation of this Course Material Unit - III.**