

COUNSELLING PRACTICE

SHORT COURSE



STUDY GUIDE

HOW TO WORK THROUGH THIS COURSE

Over the following pages, you will move through a logical, self-paced learning experience that can enlighten and educate you in Counselling Practices.

It is important from the outset to understand that learning about something is not the same as just reading about it. Learning implies a permanent change in what you know and can do.

Anyone can read a book and understand it; but for most people the detail of what you read is largely forgotten.

Reading something once only puts information into short-term memory. It is soon lost if you don't 'work' on it. Studying the same information takes longer, but by thinking about it and processing it you can transfer that information to long-term memory. This way, you will enhance your ability to recall and apply that information for years to come. If you take your time to work through the 7 lessons that follow, you will learn.

HOW DOES THIS COURSE WORK?

WATCH THIS VIDEO FIRST

<https://vimeo.com/441179158>

Read, Reflect, Research, Revise

Throughout the following pages, you will find not only things to read about, but also things to do:

1. Throughout each lesson, there are suggestions of things to do under the headings "Learn More". These are all sorts of ideas about things you can do in order to explore the subject further.
2. At the end of each lesson, there are Lesson Review Questions for you to undertake. When you click on this, your computer needs to be online. You will be taken to our cloud-based online school. The answers you choose will be evaluated immediately, and your results can be seen on completion of each test. You can return and repeat tests if you wish.

Undertaking these tasks will involve reflection, research and revision of the topics you read about. By repeatedly encountering each topic in different ways, your perspective on each subject will broaden, and the commitment of information to longer term memory will strengthen.

You don't need to undertake all of the suggested tasks if you don't want to; but we strongly recommend that you do some in each lesson, and that you answer all the Lesson Review Questions.

The more time you spend doing these things, the stronger your learning will be.

Completing the Course

After completing all 7 lessons you will be presented with a final set of Lesson Review Questions which can also be undertaken online.

Do not attempt to do this until you have worked through all 7 lessons, and feel like you have learnt the subject well.

Upon finishing this final assessment you will immediately see your final results, and you can save a pdf copy of those results as a "Certificate of Completion".

Welcome Audio

Click the button below to listen to the welcome audio for this course. This feature is supported by most computers and some mobile devices.



THE CONTENTS OF THE COURSE

LESSON 1 WHERE CAN COUNSELLING BE USED?	8
What Are Counselling Skills?	9
Active Listening	9
Open Questions	10
Closed Questions	10
Paraphrasing	11
Clarifying/Encouraging	11
Minimal Encouragers	12
Silence	12
Summarising	13
Reacting	13
Reflecting	13
Non-Verbal Communication	14
Body Language	14
Electronic Non-Verbal Communication	16
Empathy	17
Body Language As Attending Behaviour	17
SOLER Theory	18
Influencing Skills	18
Confrontation	18
Focusing	20
Reflection Of Meaning	21
Consequences	22
Reframing	22
Self-Disclosure	23
Feedback	24
Advice	25
Role Of Counselling	26
Counselling Skills In Different Areas	26
Personal Relationships	26
As A Parent	26
In The Workplace	27

Teaching.....	27
Employer.....	27
Work Colleague/Team Member.....	27
Health Practitioner.....	28
Sales/Marketing.....	28
Human Resources.....	28
Consulting.....	28
Police.....	28
Lesson 1 additional reading.....	29
Where Can Counsellors Find Work?.....	29
Review what you have been learning.....	31
LESSON 2 HOW TO SEE BEHIND THE MASK.....	32
Defence Mechanisms.....	33
Denial.....	33
Sublimation.....	34
Projection.....	34
More On Body Language.....	35
Eyes.....	37
Mouths.....	37
Heads.....	38
Arms.....	38
Hands.....	38
Personal Space.....	39
Mirroring.....	39
Our Perception Of Others.....	40
Trait Theories.....	40
Stereotypes.....	40
Self-Fulfilling Prophecy.....	41
Personal Construct Theory.....	41
Primacy Effects and Recency Effects.....	41
Halo Effects.....	41
Schemas.....	42
Scripts.....	42
Other Schemas.....	42
Attributions.....	43

Fundamental Attribution Error.....	43
Self-Serving Bias.....	43
Locus of Control.....	44
Covariance Theory.....	44
Lay Epistemology.....	45
Are You Stressed?.....	46
Post Traumatic Stress Disorder.....	46
Treatment of PTSD.....	46
Lesson 2 additional reading.....	46
Dangers of intervention.....	47
Is Stress Always A Bad Thing?.....	47
Stress is Good For Us.....	47
Review what you have been learning.....	49
LESSON 3 EMOTIONS AND ATTITUDES.....	50
Emotions.....	50
Problems With Subjective Reports.....	51
Attitudes.....	52
The Range Of Emotions.....	53
Love.....	54
The Range Of Attitudes.....	55
Attitudes And Behaviour.....	55
Reasoned Action.....	55
Values And Attitudes.....	56
Heider's Balance Theory.....	56
Social Judgement And Attitudes.....	56
Assimilation And Contrast Theory.....	56
Accentuation Theory.....	57
Attitude Change.....	57
Cognitive Dissonance.....	58
Adolescent Crisis.....	60
Lesson 3 additional reading.....	60
Interventions.....	62
LESSON 4 HOW TO COMMUNICATE BETTER WHEN ALL YOU HAVE IS WORDS?.....	63
Counselling In Non Face-To-Face Situations.....	63

Telephone Counselling.....	64
Online Counselling.....	64
Other Issues.....	66
Case Study – Telephone And Online Help – The Samaritans.....	67
Counselling Via Email.....	68
Video Communication.....	69
Social Implications	70
Crisis Counselling - Crisis Intervention.....	71
“Principles of Crisis Intervention:.....	71
Lesson 4 additional reading.....	71
Who Provides Crisis Intervention?.....	72
Responding to a Crisis - Urgent or Routine?.....	72
Review what you have been learning.....	73
LESSON 5 THEORY VERSUS PRACTICE.....	74
Individual Differences.....	74
Client-Centred/Person-Centred (Rogerian) Counselling	75
Cognitive Behavioural Therapy	75
Existential Approach.....	75
Psychoanalysis.....	75
Strength-Based Counselling	75
Putting Theory Into Practice.....	76
Putting Theory Into Practice – Helping A Grieving Child.....	76
Case Study – Child X.....	77
Grief Counselling.....	79
How Do You Deal With Grief?.....	79
Lesson 5 additional reading.....	79
Depression in Childhood	80
Review what you have been learning.....	82
LESSON 6 DIFFUSING DIFFICULT SITUATIONS.....	83
Timing In Counselling.....	83
Case Study: Counsellor Wishes To End Counselling.....	83
Case Study: Client Wishes To End Counselling.....	84
Some Examples.....	84
Diffusing Difficult Situations	85

Case Study I.....	87
Case Study II.....	87
Conflict.....	87
The Suicidal Client.....	89
The Chronically Depressed Client.....	91
Anger Management.....	93
Lesson 6 additional reading.....	93
Understanding and Helping People with an Alcohol Problem.....	94
Review what you have been learning.....	98
LESSON 7 GOLDEN RULES OR TIPS	99
Empathy.....	99
Respect.....	99
Case Study – Euthanasia.....	100
Listening.....	101
Client’s Wishes And Needs.....	101
Case Study I.....	102
Case Study II.....	102
Understanding Oneself.....	103
Focus On Client Strengths.....	103
Adhering To Ethical Codes.....	104
Competence.....	104
Informed Consent.....	104
Confidentiality.....	104
Balance Of Power.....	104
Maintain Professional Boundaries.....	105
Multicultural Awareness.....	105
Burnout and Debriefing.....	105
Relationship and Communication Counselling.....	107
Lesson 7 additional reading.....	107
Review what you have been learning.....	109
FINAL ASSESSMENT	110

The content of this course is developed and owned by ACS Distance Education; and is only authorized to be used by ACS, affiliates of ACS Distance Education, and students of ACS or it’s licensed affiliates.

Based on a book by John Mason and Staff of ACS Distance Education - ISBN: 978-0-9871395-6-6

LESSON 1 WHERE CAN COUNSELLING BE USED?

There are differences between formal counselling and the use of counselling skills.

A counsellor is a person who meets with a client on a professional basis to help to resolve their problems and issues. A counsellor will use counselling skills in their work.

Basically, we can say that counselling is –

A process where a counsellor and client meet up to discuss difficulties the client finds stressful or emotional. Through these helping sessions, the client is able to see their problem more clearly. This can enable them to focus on their feelings and experiences, which can help them to facilitate change. The client/counsellor relationship is a relationship based on trust and confidentiality.

Counselling is not –

- Being judgemental
- Giving advice
- Trying to solve problems for the client

However, many people will use counselling skills. This does not mean that they are counsellors.

As we said in the introduction, a professional counsellor fulfils a different role to someone using counselling skills or techniques.

To summarise:

- Formal counsellors will tend to base their counselling on a particular theory or theories.
- They will receive supervision at regular intervals during their counselling.
- They should abide by ethical guidelines and standards.
- They should have a formal contract with their clients.

Formal counselling is undertaken by a counsellor within a professional setting, but many different professionals use counselling skills e.g. psychologists, psychiatrists, psychotherapists.

It is not just people involved in psychology who use counselling skills. Other people will use them, such as

- teachers
- social workers
- volunteers

Suggested Tasks: ▼

Throughout this course you will be provided with suggested tasks and reading to aid with your understanding. These will appear in the right hand column. Remember: these tasks are optional. The more you complete, the more you will learn, but in order to complete the course in 20 hours you will need to manage your time well. We suggest you spend about 10 minutes on each task you attempt, and no more than 20 minutes.

LEARN MORE >>>

Suggested Tasks

How would you define a counsellor?

Do you see your own work as counselling or using counselling skills?

Make a list of the counselling skills you use in your daily life (at home and work).

- nurses
- doctors

But basically, anyone working with other people in a helping relationship.

This lesson will consider:

- What are counselling skills?
- Who uses them?

What Are Counselling Skills?

Counsellors use a wide range of counselling skills and techniques. These can also be used by other professionals within their daily role. Counselling skills fall into three main areas: attending skills, listening skills, and influencing skills. We will now consider important counselling skills.

Active Listening



Listening is an art that requires practice.

Many people will experience distressing or painful situations that they find hard to talk about. Active listening skills can encourage people to talk. Active

listening helps people to talk through their problems by helping them to find a way to put into words what is troubling them. It may sound odd to consider “active” listening. I am listening, what needs to be active about it? Think about how you listen. How often have you been having a conversation with someone where you have been listening to them talk but whilst you are listening, you are thinking about what you want to say next, planning what to eat for lunch, interrupting them and so on. This isn’t really listening or paying attention. You are not REALLY listening to what they have to say, but thinking about what you are thinking about. Active listening means that you are really paying attention. So what is active listening?

With active listening, you may do some talking, but mainly you are acting as a sounding board for the person to discuss their difficult issue. Active listening should just encourage the person to talk, not influence what they have to say.

Think about this, someone is telling you something distressing and you say:

“I know, I had the same experience when.....”

“I know how you feel.”

“Try not to worry about, it will get better soon.”

“That doesn’t sound so bad, last week, this happened to me.....”

All of these statements may be well-intentioned, but they could lead to the person stopping what they are saying, changing the subject or ending the