

TIMOTHY CHABUALASANZA

ID: UB68245HPS77373

PSYCHOLOGY

COUNSELLING SKILLS

ATLANTIC INTERNATIONAL UNIVERSITY

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In therapeutic terms, counselling is a type of confidential assistance that appreciates and attempts to elicit each client's inherent internal resources, coping abilities, and strengths. Counselors can assist clients with immediate concerns, but they can also assist clients with long-term issues from the past. Counseling skills are a combination of soft (interpersonal) and hard (technical) characteristics that a counselor employs to best assist their clients in working through personal issues and overcoming obstacles that are now stopping them from living a full and happy life. Mastering specific counseling skills could make all the difference in whether or not you can provide the best opportunity for personal improvement to your clients.

In the context of counsellor training, it's critical to distinguish between theory and skills. At its most basic level, the term 'skills' refers to the interpersonal tools that counsellors must have or learn in order to effectively engage with clients. Many skills are required for effective counseling and therapy; they work together to create and maintain the therapeutic relationship and increase the chances of a positive outcome from the psychological process. Other skills are applicable to the actual organization of counselling sessions in addition to the talents and counsellor attitudes. Counselling theory, on the other hand, is concerned with human development assumptions and hypotheses. Counseling theory also considers the problems and challenges that can occur at various phases throughout our lives as a result of environmental or other influences. Along with ideas regarding human development and the learning of beneficial and harmful behaviors, the manner in which different forms of therapy and counselling handle these difficulties, as well as their distinct approaches to treating clients, have changed.

Always be culturally conscious when applying counselling skills. e.g Looking someone in the eyes is considered a sign of honesty, integrity, or full attention in Western cultures. However, in some Asian cultures, it is regarded as a show of disdain or rudeness.

A counselor's comprehension of their client, as well as the client's overall comfort and readiness to be sensitive about their personal difficulties, can benefit from a range of skills. A list of useful skills for counselors is as follows:

Active listening

A counselor's ability to listen actively is essential. It is the use of eye contact, facial expressions, and gestures to indicate that you are engaged and focused on what the other person is saying. It can make a client feel heard and valued in the information they've chosen to offer. When most people listen, they filter out what is said and prepare to answer with their own interpretations or agenda. Listening to understand necessitates patience and a set of abilities that, when used appropriately, allow for straightforward communication and deep comprehension. The most prevalent types of skills utilized in effective listening and reacting are listed below.

Attending

Being attentive indicates that the therapist is fully focused on the client, paying attention to what they are saying, doing, the tone of their voice, and their body language.

A trainee counsellor's first skill is attendance. It is the foundation upon which other abilities can be created and applied. Good attendance demonstrates respect for the customer and encourages them to express their opinions and feelings. It also demonstrates that they are being heard and taken seriously. There are various crucial components to attending. These would be:

Eye Contact: Looking someone in the eyes shows that you are focused and paying attention to them. Avoid staring intently because this can make others feel uncomfortable. Simply be yourself and be natural. Keep in mind that eye contact can be considered rude in some cultures.

Body language: Be considerate of your posture. Relaxation is an excellent way to get someone to talk about themselves! Leaning slightly forward in your chair shows that you're paying attention and actively listening to what your customer has to say.

Gestures: You communicate so much with your body motions. Sitting with your arms and legs crossed and slumped up, for example, can give the appearance that you've put up a barrier and aren't paying attention or engaged. It can also be quite distracting to wave your arms around.

Facial Expressions: A good listener will be aware of their facial expressions. Frowning or raising eyebrows can convey disgust or judgment, which can make a customer shut down, whereas smiling at the right times conveys human warmth, which helps to build trust and connection.

How you speak: Attending does not always entail just listening; you may need to offer clarifying questions or repeat what the client has stated. When responding, choose words that are intelligent and precise. Avoid any misunderstandings or ambiguity.

When practicing attending, keep in mind that we only have one mouth and two ears, so we may listen twice as much as we speak.

To initiate and maintain counseling attendance, a counsellor must greet the client cordially and make him or her feel at ease in the counseling atmosphere. The client will feel more at ease giving personal information about their emotions, sentiments, and thoughts as a result of this. A counsellor indicates they value what the client has to say by maintaining eye contact with them. The counsellor also displays respect by looking at the client as they speak. During their time with the client, a counsellor should be aware of the tone of their voice. The client will feel calmer

and less rushed if you speak slowly. It shows that the counsellor has taken the time to listen to the client's difficulties and worries. Facial expressions by the therapist must also indicate interest and comprehension. A critical skill that the counsellor must be confident in exhibiting is tracking, or following the flow of what the client is saying. A counsellor who is unable to do so will be unable to provide the degree of assistance that a counselling client demands.

Failure to attend correctly may lead the client to believe that they are not being fully supported and that they are unable to disclose or progress. Attending also entails paying close attention to everything a client says and does. This entails reading the client's body language as well as accounting for all silences and pauses in the dialogue. Listening actively not only transmits information, but it also encourages the client to continue speaking.

Silence

In counseling, silence allows the client to speak freely about their problems (sometimes a new experience for them). Silence also provides the client with the opportunity to analyze their ideas and feelings without being interrupted. This allows people to acquire clarity on their problems and examine viable solutions. We have been conditioned to be uncomfortable with silence in our culture, which might influence how the counsellor uses quiet and how the client reacts to it. New therapists are generally uncomfortable with pauses, and often hurry in to fill them. The counsellor thereby takes on inappropriate responsibility for the counseling session. The person-centered counsellor has faith in the client's ability to work in a way and at a speed that is appropriate for them. The counsellor hands over control of the topic, speed, and goals to the

client. This includes listening to silences as well as words, sitting with them, and acknowledging that silences may help with the therapy process.

Silences happen for a variety of causes.

It could be for the counsellor:

1. Silence is intentionally used to encourage the client's self-exploration.
2. Silence is intentionally used to encourage the client to "bear the burden" of the dialogue.
3. Silence is used by the organization to allow the therapist to collect her or his own thoughts.
4. A natural conclusion to a debate phase

It might be a good time for the client.

1. To develop connections, to wait for words or images to appear.
2. A place where feelings can be nurtured and developed; a place where the client can recover from "here and now" emotions.
3. An attempt to generate a reaction from the counselor by satisfying a demand for approval or advice.
4. Silence is used by the organization to allow the client to collect her or his own thoughts, recall events, appraise values, and reflect on feelings.

In western culture, silence can feel unpleasant, weighty, and unnatural, and it is sometimes referred to as "uncomfortable" or "awkward" in social contexts. However, as shown by the definition above, silence plays a unique and vital role in counselling, facilitating the client's mobility and journey. While employing silence in counselling may seem odd and intimidating to someone just starting out in the field, student counsellors learn how powerful silence can be via skills practice and placement.

Benefits of Silence to Counsellors

1. Reinforcing Person-Centred Value

For starters, silence enables the client to investigate themselves and promotes the fundamental principles of person-centered counseling. If a client expects their counsellor to give them guidance and answers, silence – possibly accompanied by a warm, accepting smile – might be used to emphasize that looking within at oneself is more beneficial than considering the therapist as an expert. This is linked to the core condition of unconditional positive regard, which assumes that the customer will pick the optimal path for them given the basic requirements.

2. Encouraging Autonomy

Silence offers the client-agency in the counseling session, allowing them to control the pace. Instead of leading the counselling session, the therapist would pose a question, thereby distracting the client from their own thoughts and feelings.

3. Enabling Counsellor Processing

The counsellor can use silence to collect their thoughts and feelings as well as absorb what the client is saying. When a client brings something with them, the counsellor requires time to grasp it and how the client might feel about it. Starting to reflect or paraphrase right away can prevent the therapist from properly processing what the client has said.

4. Marking a Transition

The counsellor can employ silence as a natural conclusion to a conversation or to some material supplied by the client. The client may have come to a natural conclusion in that field and wishes to move on to something else. Silence acts as a form of punctuation in this scenario, allowing the client to move on to new material.

The Benefits of Silence to Clients

1. Making Connections

Silence allows the client to connect the dots - to find the words, images, or feelings they seek. It may be the first time a client has put words to their feelings, especially if they are new to counselling. While they may be aware of the physical sensations that the emotion causes – such as a knot in the stomach or a tightness in the chest - it might take time (especially for a client at the beginning of Carl Rogers' seven stages of process) to find the words to articulate it.

2. Nurturing Feelings

Silence can give a safe area for sentiments to be fostered and developed. The client moves from rigidity to fluidity by processing their material, experiencing an organismic shift and hence a moment of movement.

3. Fully Engaging with Emotions

It's possible that the information being brought is emotionally heavy: the client may cry as they feel the anguish, which had previously been suppressed but is now being felt in its full force. Silence provides the necessary space for such emotions to be properly felt and processed.

4. Enabling Client Processing

Clients, like counsellors, occasionally need stillness to collect their thoughts and be fully engaged with the content at hand.

The Importance of Body Language during Silence

In both written and spoken language, we talk about distinct tones of voice, yet silence has its own set of tones. Silence in counseling is more than just being physically present while remaining silent. Within that quiet, it necessitates complete presence with the client - in other words, psychological touch (one of Rogers' six essential and sufficient criteria for therapeutic personality change) must be maintained at all times. The therapist can pick up on the client's feelings by studying their body language if they maintain this presence and connection. During quiet, just as much communication, power, and significance can be conveyed as during dialogue.

“In an initial interview, long pauses or silence are likely to be embarrassing rather than helpful. In subsequent contacts, however, if fundamental rapport is good, silence on the part of the counselor may be a most useful device.” (Rogers, 1942: 165)

While silence is beneficial in therapy, it must be used correctly. For the appropriate reasons, silence can be uncomfortable and embarrassing. As a result, Rogers recognizes that silence can be unsettling at times, particularly before a therapeutic relationship has been established.

To properly employ quiet, you must have created relational depth with the client, and so comprehend what is going on for the client during the stillness: Silence lengths and possible meanings must be considered against the client's individual experience with them... Silence from the client for an extended period of time could suggest serious pathology. Counsellors should practice utilising silence to improve their comfort with it, and if necessary, utilize personal counseling and/or professional supervision to discuss any challenges they may have withholding an appropriate silence, based on their own past experiences with silence.

Reflecting and Paraphrasing

In counseling, part of the 'skill of listening' is to reflect. It ensures that the customer is aware that their story is being heard. The counsellor accomplishes this by both reiterating and feeding the client a condensed version of their experience. This is referred to as 'paraphrasing.' Reflecting means demonstrating to the client that you have 'heard' not just what they are saying, but also their feelings and emotions when they share their narrative with you. This is frequently referred to as the "music underlying the words" in counseling. It's like holding up a mirror to the customer; repeating what they've said demonstrates that you're paying attention to them. It also allows the customer to double-check that you comprehended what they said; if you didn't, they can correct you. Reflecting and paraphrasing should include not just what the client is saying, but also the emotion or feeling he or she is expressing. The earliest skills we learn as counsellors are reflecting and paraphrasing, and they remain the most valuable. To develop a trusting connection with a counsellor, the client must be heard and respected as a person, not just "listened to."

In counseling, reflection is similar to holding up a mirror and repeating the client's statements exactly as they stated them. You might repeat the entire sentence or just a few words – or even one single word – from the client's presentation. When we apply the ability of reflection, we're aiming to mimic the tone, emotion, and facial expression or body language of the client as they spoke. Instead of asking a question, we can use reflection to clarify our knowledge. When we apply the ability of reflection, we're aiming to mimic the tone, emotion, and facial expression or body language of the client as they spoke. Paraphrasing is the process of reflecting back your

knowledge of the client's topic in your own words. The core of what has been spoken is reflected in a paraphrase.

What is the impact of paraphrasing on the client-counsellor relationship? For starters, it makes the client feel listened to and understood. The client brings their own material, which they are willing to share with you. And you demonstrate that you're paying attention by giving them a small piece of that back — the part that feels most essential. You've written it down. And if you execute it effectively and precisely, and if it corresponds to where the client is, the client will notice and feel heard: 'Finally, someone is really listening, truly comprehending what I'm delivering.' Because it's about developing an empathic relationship with the customer, this ties into empathy. Empathy is also not a one-way street.

In other words, we put ourselves in someone else's shoes as if their reality were our reality - but it isn't, which is where the 'as if' comes in. This has been effectively defined as "walking in the shoes of the client while keeping our socks on"! Empathy is a two-way street; it's not enough for us to be completely immersed in the client's perspective and comprehend their actual sentiments; the client must also believe that we understand. The empathy circle is complete when the customer believes they have been understood on some degree.

Clarifying and the Use of Questions

One of the advanced counselling abilities is the ability to ask questions. Open-ended, probing, or clarifying counseling questions are common. Leading inquiries should be avoided since they could establish an agenda that is outside the client's frame of reference.

Counselling Questions types.

1. Open-ended questions

Open-ended questions are those that don't have a simple "yes" or "no" answer and instead require the respondent to elaborate on their arguments. Open-ended inquiries allow you to see things from the client's point of view because you obtain input in their own words rather than canned responses. Open questions are used by the counsellor to clarify his or her understanding of the client's feelings.

Questions that need to be answered:

- It may with how what, or who
- requires a response other than "yes" or "no"
- to obtain information (what happened as a result?); Consider hypothetical situations (how might you deal with...?) or explore your thoughts, feelings, attitudes, and beliefs (what were you expecting to accomplish?).

When considering whether or not to ask a client a question, consider whether the query is necessary. A general rule is to only ask a question if you believe it will: Help the speaker explore their own approach by clarifying your understanding. When handled appropriately, open questions can help to establish a trusting connection in which the speaker feels free to discuss their concerns. The counsellor should be cautious when asking "why," as it can come off as judgmental and make the counsellor sound like a teacher interrogating a youngster. Try substituting the word 'what' for the word 'why.' Rather than asking, "Why did you do that?", try asking, "What made you do that?" You'll be shocked at how much more you both learn and how much better the conversation flows!

2. Close-ended questions

Closed-ended questions are those that can only be replied to by choosing from a limited set of possibilities, such as multiple-choice questions with a single-word response, such as "yes" or "no," or rating scales (e.g. from strongly agree to strongly disagree). Closed-ended queries only provide a little information. In terms of the responses given, closed questions may be unhelpful. Many people think they're asking 'open questions,' but they're actually asking sophisticated

'closed questions.' When a counsellor uses 'closed questions' repeatedly, the client may speak less and less, and the counsellor may feel pressured to ask more and more questions in order to keep the relationship going. Closed inquiries, on the other hand, can be employed in counseling. The therapist, on the other hand, must know when a closed inquiry is suitable.

3. Clarifying Questions

Simple factual questions qualify as clarifying questions. They explain the situation and provide the details so that the counsellor may ask excellent probing questions and provide helpful comments. Clarifying questions examples:

Is this what you said...?

What materials were used in the project?

Is it possible that I misheard you say...?

Is it possible that I misunderstood you when you said...?

What were the criteria you used to...?

What additional options do you have...?

Is it possible that I misheard you when you said...?

Is it correct that I paraphrased what you said?

To ensure that the counsellor does not misunderstand the client's frame of reference, clarification is used. When the counsellor asks a clarifying question, the client has the option of correcting the counsellor or confirming that the counsellor understands. Empathy, which is a prerequisite in therapeutic interaction, requires being in the client's frame of reference. Open questions are used sparingly by someone trained in the "art of listening" to help clarify what the client has said so that they can reflect and paraphrase it more properly.

Questioning with empathy

Meanwhile, appropriate questioning might help you develop a deeper relationship with your customer. The word 'appropriate' is crucial in the phrase 'appropriate questioning.' That's because queries are frequently improper, and this might disrupt the therapeutic relationship's empathy. Make sure you're simply asking questions to clarify your understanding; don't be invasive, and keep in mind that when a client answers a question, they're not accessing the emotional area of their brain.

Person-Centered Counseling: Questioning

We understand that the client is the expert in the person-centered approach to counseling, as Carl Rogers stated. It is not our responsibility to guide the client; it is their responsibility to guide us, and it is our responsibility to walk beside them in their subjective world. That is our empathic connection with the client. If we ask a question, it's to improve our understanding of what the client is providing. We must be very careful that our inquiries do not set the agenda and that we let the client do so, even if we can see that the meat of what the client needs to work on is in a different direction (which can be difficult). So, if we ask the proper question, the client will suddenly notice a gigantic pile of potential for growth. This isn't our adventure, though; it's the client's. It's up to them to locate the mound of opportunity, which may or may not be the same as the one we see.

Focusing

Focusing is a counselling practice that entails actively listening to what the client has to say before deciding on a specific subject to concentrate on. Zooming into detail in a photograph is similar to focusing. The counsellor focuses on the emotions that accompany the client's tale, or

narrative. Focusing allows the client to go deeper into the emotions at the heart of the story.

Focusing is a term that is frequently misconstrued, which is understandable. When we think of the word 'focused,' we may be led to believe that it refers to us giving more attention and truly concentrating on something the customer brings. This, however, is not the case.

Making decisions about what issues the customer wishes to address is part of focusing.

The client may have identified a variety of topics and problems, and focusing allows the therapist and client to focus on the key areas of concern by clearing away some of the less important background material. Prioritizing issues and deciding on the urgency of the issues brought up by the client may be part of focusing. During the counselling session, the counsellor strives to keep the focus on the client's agenda and requirements. If the customer mentions an emotion word, one of the areas we might choose to focus on is that. In counseling, it is common for a client to come in with a tale. Despite the fact that they bring in the weight of the material, there is a sense of security in staying in the story since there is a separation between this and the feelings that underpin it. Some of these emotions may be excruciatingly uncomfortable. And as therapists, it is our job to be present with clients when they are experiencing difficult emotions.

There are many techniques where the counsellor may be more directive and solution-oriented, but in person-centered counseling, we must invite the client to explore something. First and foremost, we must put ourselves in their shoes. The client is bringing their personal narrative. Perhaps they'll mention a feeling term as they go through the story. There are many techniques where the counsellor may be more directive and solution-oriented, but in person-centered counseling, we must invite the client to explore something. First and foremost, we must put ourselves in their shoes. The client is bringing their personal narrative. Perhaps they'll mention a feeling term as they go through the story. As a person-centered counsellor, you might just utilize a simple reflection of the feeling term the client supplied. That would be me noticing that

sensation and allowing the client to go to that feeling and focus on it, drilling down to bring more of themselves (if they wish and feel ready to do so).

Focusing entails considering the consequences of prioritizing. How would dealing with one issue first affect the other issues? What does this imply for the customer? m The counsellor may think about the following questions:

Which issues require immediate attention?

Which of these can be postponed?

Focusing also entails making an estimate of how long the counseling will take and discussing it with the client. In addition, the counsellor must consider his or her own level of expertise as a therapist. Are there any concerns about the client's ability to cope or competency in dealing with the problem? Is it necessary to refer on? Goal-setting and/or negotiating with the client may be part of focusing. It entails a realistic evaluation of what is feasible.

If there has been a moment of movement throughout the counselling session, we can use concentration again. If the client has had any progress or growth, no matter how minor, that might be a huge gain for the client, and it is a terrific place to start. Counsellors aren't there to dig up pain and drag clients to places that aren't comfortable for them. Counselors can also concentrate on anything that the client perceives as a victory or a small step forward. These are moments that we can appreciate.

Building Rapport

Rapport is defined as a feeling of being connected to another person. We must create rapport with a client in order to operate effectively with them. Whatever form of counseling the therapist

is using, rapport is crucial. A sense of connection with another person is referred to as rapport. How the counsellor controls their own feelings toward the client, as well as how they conduct themselves with the client, will help and foster rapport. Clients are unlikely to be able to work productively with a counsellor unless they establish a sense of rapport.

The counsellor must consider the following factors in order to create rapport with the client:

- Being well-prepared for the session, unhurried, calm, and ready and prepared to be there for the client for the duration of the session, putting their own troubles and difficulties out of the way.
- Making a safe and trusting environment, which includes taking the time to make the environment appealing; providing a restful, clean, uncluttered, and pleasant environment; and ensuring that there are no intrusions and that the space is soundproofed.
- In counseling, showing respect to the client is an important aspect of establishing rapport with the client. Being aware of who the client is, including knowing the client's name (for second and subsequent sessions) and recalling crucial details about their difficulties (by reading the last session's notes).
- Offering empathy, making an effort to be present with and for the client, and attempting to understand how the client feels and perceives things (which is likely to differ from the counsellor's perspective).
- Having an accepting demeanor, which includes remaining unshocked regardless of what the client brings; being nonjudgmental, regardless of how surprised or appalled we are by the client's behavior; providing unconditional positive regard (UPR) to the client, regardless of how they have been behaving; and maintaining respect for the person (though not always condoning the behaviour).

- Being unhurried and giving the client space to express themselves; allowing the client to stay with whatever feelings arise without trying to fix all of the problems simultaneously, and being patient with clients who find it difficult to talk about themselves.
- Being consistent means being honest in a thoughtful and considerate manner, rather than being 'brutally honest' in a confrontational or impolite manner, but gently correcting unhealthy ideas and behaviors when the time comes.

If rapport is developed, the client will begin to trust the counsellor, laying the groundwork for genuine growth and healing.

How do you recognize when someone is establishing rapport with you?

Counselors utilize a variety of techniques to build rapport with their clients.

Tasks

- Discuss the client's motivation for seeking counseling and the changes they hope to see as a result.
- Explain why you're calling for counseling and what you're hoping to get out of it.
- Be open to the client's inquiries and respond appropriately.

To build rapport, counselors employ a variety of techniques.

- It's not only about listening when it comes to active listening; it's also about making sure the customer feels heard. To do so, we must also reply with respect.
- Silence is used to allow the client to process their ideas and feelings without being distracted.
- Reflecting and paraphrasing - gives the client the impression that they are thoroughly understood.
- Use of questions with care

Ascertain if the environment is suitable for the client. Keep the following points in mind:

- Is the client comfortable and welcome in the room and furnishings?
- Is the room at a comfortable temperature for counseling to take place?
- Confidentiality: Does the room provide a private and secure environment for the client to discuss their problems?

Summarising

Summarisation is a technique that is typically employed at the choice points of a counseling interview when the counselor wishes to make links between two or more issues. The counselor blends two or more of the client's thoughts, feelings, or behaviors into a broad topic in a summary. Otherwise, if the client appears to be flitting from one topic to the next with no clear emphasis or direction, a summary can assist the client in determining which topic is most significant. Summarization can also be used to end a conversation.

A summary combines components of what the speaker has said so far and serves at least three purposes.

1. It may assist the speaker in crystallizing what they've been saying in a more cohesive and integrated manner, allowing them to connect facts and feelings.
2. It might provide a springboard for additional research into a certain topic or area.
3. It frequently serves as a crucial perception check for you because it brings together things addressed over time and helps the client explain any misconceptions you may have about him or her.

Summarizations are typically employed in the following situations:

1. When you want to frame the beginning of a session by reviewing the high points of a prior session, summarisations are frequently employed.
2. The client's presentation of a topic was either incomprehensible or simply too long and rambling.
3. A client appears to have said everything that matters to her or him on a certain topic, and summarizing gives you closure so you can move on.
4. Making plans for the next stage in therapy necessitates a mutual evaluation and agreement on what has been learnt thus far.

Summarizing differs from paraphrasing in that a summary usually covers a longer length of time than a paraphrase. As a result, summarizing may be employed after a period of time has passed, such as midway through – or near the end of – a counseling session. The summary encapsulates the major topics that have emerged. When summarizing, the therapist is reflecting back 'the key points of the session so that the client can review and 'correct' the counsellor if any sections of the summary appear to be incorrect.

Summarising can also be utilized to ease the client into the next session by reminding them of the main points discussed previously. Before the client arrives for the session, go over their notes and pull out the main subject (or a few themes – no more than three) that they brought from their prior session. Summarize them at the start. This can help the client "settle in" to the session; it also tells them that you remember their material well, which can assist in creating and solidifying the therapeutic relationship. Using a summary at the start of a session in this way does not contradict the principle of the client's absolute freedom to bring whatever they want to each session for person-centered counsellors: you can still convey the client's absolute freedom to choose to develop any of that work or to bring something entirely different this time. It is up to them to make the decision.

Immediacy

Immediacy is "the key ability to focus attention on the here and now interaction of counsellor and client with helpful timing in order to challenge defensiveness and/or heighten awareness," according to the dictionary. The therapist shares how they are feeling in relation to the client when they use immediacy. When counsellors wish to examine and respond to what the client is expressing, they use immediacy as a therapy tool. Immediacy is also utilized to tap into communications that are spoken in the present moment. It is to react quickly to a situation or it is to answer to the needs of the clients. Immediacy is a talent that allows both the counsellor and the client to address issues that develop in the therapeutic interaction. When counsellors and clients construct a therapeutic connection, they create an interpersonal relationship that both the counsellor and the client build. The client-counselor relationship may be deteriorating or have shaky links. When this happens, the therapist employs the immediacy skill. Immediacy is beneficial since it aids in the monitoring and management of the therapeutic interaction. There are two forms of immediacy: relationship-focused immediacy and relationship-focused immediacy. Relationship-focused immediacy focuses on how the client and counsellor are doing in their working alliance. The second is event-oriented immediacy, which focuses on the therapy relationship's specific concerns.

If the use of immediacy backfires, the counsellor–client relationship may be strained (preferably only briefly), with the client feeling misunderstood. Immediacy should not be employed too early in treatment in this case because established trust and a strong therapeutic relationship are required to repair the connection. It is one of the more sophisticated counselling abilities, and should only be attempted after the therapist has had some counseling experience. However, if

immediacy goes well, the results can be enormous, with the customer feeling powerfully acknowledged and understood. It can also aid with concentration in counseling.

Immediacy may appear to conflict with person-centred theory, which promotes the therapist being entirely immersed in the client's worldview. It's the only time a person-centered therapist will speak from their own point of view, expressing an instinctual sensation they want to share with their client.

How to Apply Effective Counseling Techniques

- a. Be sincere.

It's fine to double-check and ask for clarification if you don't understand something.

- b. When reflecting back, try to be succinct.

The majority of the talking should be done by the speaker.

- c. Reflect back in your own terms.

When summarizing or paraphrasing, it's best to use your own words to prevent sounding like a parrot.

- d. Avoid speaking in a surprised or skeptical tone of voice.

This could suggest that the speaker is untrustworthy or strange.

Conclusion

Counseling skills are actually just "the art of listening," and they can be used by anyone in any job function, not only counselors. We immediately think of a variety of jobs where counseling skills might be beneficial, such as social work in nursing. To name a few, the medical profession,

the police, and the ambulance service. The art of listening, on the other hand, can be learned by practically anyone.

Expertise and a wide set of skills are required to become and be an effective counselor.

Education, training, practice, experience, and supervision can all help to acquire these talents.

Building strong and constructive therapeutic relationships, delivering on agreed-upon goals, and obtaining effective outcomes as part of the psychological process all require good counseling abilities. Counselors can develop new and existing skill sets and assist people move closer to how they want to live by changing how they think, feel, and act by spending time and energy.

While open communication and empathy are important, so is offering the tools that the client will need to tackle their difficulties. They can conquer new and existing challenges once they are empowered.

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