

Counselling



Content

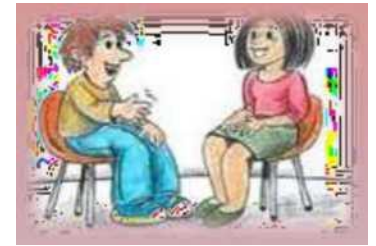
Definition

Key qualities of counsellor
Micro skills of counsellor
Stages of counselling
Gather approach
Types of counselling

Difference between counselling and health education

Conclusion

Definition



Counselling is face to face communication by which you help the person to make decision or solve a problem and act on them.

Counselling is a helping process aimed at- problem solving.

Counselling - done with individual , group or with couple.

Counselling is



- specific to the need , issue and circumstances of each individual client.

- Interactive , mutually respectful collaborative process.

- Goal directed .

- Acceptable to social and cultural context.

Bring changes in attitude.

Key qualities of counsellor

Genuineness

Listening

Unconditional positive regard Believing in client

Make client aware of various alternatives available and explain advantage and disadvantage and implication

Recognize your own limitations.

Patience

Donot block free expression of feelings Non-judgemental

Being in control-stay focussed and donot wander all over the place

Knowledgeable.

Micro skills of counsellor

Listen Actively **how to listen actively ??????**

Accept the clients as they are.

Listen to what your client say and how they say it. Notice the tone of the voice facial expression and gesture.

Keep silent sometimes. Give your client to think ,ask question.

Sit comfortably.

Look directly into the client when they speak ,not on your papers and windows.

Ensure that you are **continually involved** in the conversation by either “nodding head, saying then or oh”

According to communication expert:-

10 % of our communication represented by words.

30 % are represented by sounds we make (by minimum verbal)

60 % are represented by body language (eg- eye contact ,
body posture etc.)

Once counsellor recognize client's feeling let him/her know in clear and simple words that he understood. This is know as **“reflecting feeling”**.

2. Questioning

- Ask the question to understand clearly the client problem or worries to help the client go deeper into his/her own awareness or insight.
- Question- centered around the concerns of client and open ended.

S.No.	Open ended Questions	Closed ended Question	Leading Question
1.	Response more than one	Limits the response of client in one word answer	Unknowingly suggests answer to the client
2.	Invites the client to continue talking and helps in what direction counsellor wants to take conversation	Did not give opportunity to think about what they are saying	Questions are usually judgemental.
3.	Simple yes/no cannot answer the question	Answer- very brief and do not provide much information	
4.	Ex- 1. what difficulties do you experience in practicing safe sex? 2. When did you think would be right time to disclose your test to your spouse?	Ex- 1. Do you practice safe sex? 2. Should I disclose your test result to your spouse?	Ex-1. You do practice safe sex , don't you ? 2. Do you think that your wife will abandon you if she knows about your HIV status?

- **At the time of asking question: Remember**

- > Ask one question at a time.
- > Look at one person
- > Be brief and clear
- > Ask question that serve for purpose
- > Use question that enables clients to talk about their feelings and behaviours.
- > Use question to explore and understand issues and not to collect juicy material for gossip.

- **Don't ask**

- > Irrelevant question.
- > Too many question at one time.

3. Using silence

- Give time to the client to think about what to say next.

- Provide space to experience feeling.

- Allows client to proceed at their own pace.

Give the client freedom to choose whether or not to continue.

4. Non-verbal behaviour

- It is not what you say but how you say is important.
- Majority -non verbal
- Person body language is not similar to what they are saying, it results in verbal confusion/mis-interpretation.
- Effective counsellor-sensitive to nonverbal communication .
- Examples :-gestures, facial expression, posture, eye contact, tapping fingers, change in voice pitch and fluency of voice.

6. Accurate Empathy

- Empathy means- recognition and understanding of clients thoughts and emotions.
- It is characterized by ability to put oneself into another's shoes i.e experience the view point of another within oneself.

7. Paraphrasing

- Counsellor repeat in his/her own words what client has said to show understanding.
- Say in few words so that it can give summary of client's word.

Stages of counselling

- 1. Rapport-building
- 2. Assessment and analysis of the problem
- 3. Provision of ongoing supportive counselling
- 4. Goal setting.
- 5. Counselling intervention
- 6. Termination and follow-up

1. Rapport building -

- Establishing a rapport by being genuine and extend warm welcome to the client .
- Give introduction and orient the client.
- Assure confidentiality of the issue.
- Outline the counselling process fo the client like content, duration, testing options and procedure.

Facilitated by good atmosphere, adequate privacy, seating arrangement and establishing eye contact with the client .

2. Assessment and analysis of the problem:

- Defining and focusing specially on the problem.
- Identifying and assessing the gravity of the client's problem.
- Assessing the impact of the problem on the client's life

Exploring the resources and support available to the client

3. Provision of ongoing supportive counselling Based on the client

4. Goal setting

5. Counselling intervention

Key factors during post test counselling:-

- Cross check the result with the client .
- Provide result to the client in person.
- Ask the client to summarize what was discussed last time.

6. Termination and follow-up.

Stages of Counselling -GATHER

G = Greet client in a friendly, helpful, and respectful manner.

A = Ask client about needs, concerns, and previous use.

T = Tell client about different options and methods.

H = Help client to make decision about choice of method s/he prefers.

E = Explain to client how to use the method.

R = Return: Schedule and carry out return visit and follow-up of client

Greet

Welcome and register client.

Prepare chart/record.

Determine purpose of visit.

Give clients full attention.

Assure the client that all information discussed will be confidential.

Talk in a private place if possible.

Ask

- Ask client about her/his needs.
- Write down the client's: age, marital status, number of previous pregnancies and births, number of living children, basic medical history, previous use of family planning methods, history and risk for STDs.
- Assess what the client knows about family planning methods.
- Ask the client if there is a particular method s/he is interested in.
- Discuss any client concerns about risks vs. benefits of modern methods (dispel rumors and misconceptions).

Tell

- Tell the client about the available methods.
- Focus on methods that most interest the client, but briefly mention other available methods.
- Describe how each method works, the advantages, benefits, possible side effects, and disadvantages.
- Answer client concerns and questions

Help

- Help the client to choose a method.
- Repeat information if necessary.
- Explain any procedures or lab tests to be performed.

Explain

- Explain how to use the method (how, when, where).
- Explain to the client how and when s/he can/should get resupplies of the method, if necessary.

Return

- At the follow-up or return visit ask the client if s/he is still using the method.
- If the answer is yes, ask her/him if s/he is experiencing any problems or side effects and answer her/his questions, solve any problems, if possible.
- If the answer is no, ask why s/he stopped using the method and counsel her/him to see if s/he would like to try another method or re-try the same method again.
- Make sure s/he is using the method correctly (ask her/him how s/he is using it).

Approaches in doing counselling

1. Directive or Counsellor -centred or authoritarian style:-

- Simplest to do
- Counsellor give advices, make decision based on what she thinks is in the the best interest of client.
- Expects the client to follow her advices
- Completely directed by counsellor.

2. Non-directive counselling or client-centred :-

- Counsellor is passive mainly listener.
- Client is active ,expresses herself freely and tells the counsellor what he/she wants.
- After careful reflection and clarification , makes her own decision.
- The main function of the counsellor is to create an atmosphere in which the client can work out his problem.

3. Non-authoritarian style:-

- Neither counsellor nor client controlled.
- Methods of counselling may change from client to client even with the same client from time to time.
- It is highly flexible.

Freedom of choice and expression is open to both the counsellor and the counsel

Counselling and health education

Counselling

Health education

1.	Confidential	Not confidential
2.	One to one process or a small group.	For a group of people
3.	Focused, specific and goal directed	Generalized
4.	Facilitates change in attitude and motivates behavior change	Information is provided to increase the knowledge
5.	Problem oriented	Content oriented
6.	Based on needs of client	Based on public health needs.

Conclusion

Counselling is a process and not merely a technique through which clients are helped to modify their behaviour and cope with their status effectively.

Counselling is not

Telling or directing Giving advice A casual concern A confession Praying

Thank you