

NATIONAL INSTITUTE OF TECHNICAL TEACHERS TRAINING AND RESEARCH

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SWAYAM COURSE ON “STUDENT PSYCHOLOGY”

WEEK-8: COUNSELLING SKILLS

INTRODUCTION

Guidance is the process of providing information/alternative choices to students. It can be either group guidance or individual guidance.

Counselling is the assistance given by one individual to another in helping him/her to understand and solve his/her problem. Counseling is a professional help given to the student by a trained counselors.

Counselling involves the following:

- Modification of behaviour
- Interactive relationship
- Collaboration
- Set of clinical skills & teaching techniques
- Positive reinforcement
- Emotional support
- Formal record

FACTS

- We are unprepared
- Variety of Issues
- Identification
- You cannot learn by reading about them
- Being in a helping role is not natural
- You are dealing with concerns, not problems
- Before you begin to help switch to help mode (Clear your own stuff/problems)

SKILLS

- Active Listening
- Expressing Empathy

- Questioning
- Reflecting feelings/ Paraphrasing
- Interpreting
- Summarising
- Responding

ACTIVE LISTENING

Active listening by the Teacher Counsellor encourages the Student to share information by providing verbal and nonverbal expressions of interest.

EXPRESSING EMPATHY

Empathy is the action of understanding, being aware of, being sensitive to, and vicariously experiencing the feelings, thoughts, and experiences of another.

The teacher counsellor should empathize with the student's situation by nodding the head. This is referred to as Empathetic resonance.

QUESTIONING/PROBING

Probing is the Teacher counsellor's use of a question to direct the student attention to explore his or her problem situation in greater depth.

- A probing question should be open-ended
- Probing helps to focus the student's attention on a feeling, situation, or behaviour
- Probing may encourage the student to elaborate, clarify, or illustrate what he or she has been saying

REFLECTION OF FEELINGS

Reflection of feelings is when the teacher counsellor expresses the student's feelings, either stated or implied. The teacher counsellor tries to perceive the emotional state of the client and respond in a way that demonstrates an understanding of the student's emotional state.

PARAPHRASING

Paraphrasing is when the teacher restates the content of the client's previous statement.

- Paraphrasing uses words that are similar to the student's, but not exact or as it is.

- The purpose of paraphrasing is to communicate to the student that counsellor understands what he or she is saying.

INTERPRETING

Interpreting is the teacher counsellor's explanation of the student's issues after observing the student's behaviour, listening to the student, and considering other sources of information.

SUMMARISING

Summarising is an important way for the teacher counsellor to gather together what has already been said, make sure that the student has been understood correctly, and prepare the client to move on. Summarising is putting together a group of reflections.

RESPONDING

Responding is the act of communicating information to the student that includes providing feedback and emotional support, addressing issues of concern, and teaching skills.

OTHER ESSENTIAL SKILLS

- Non Verbal (Eye contact, leaning forward, regard, animate)
- Silence
- Don't try to do too much
- Don't let yourself feel overwhelmed
- Be patient with yourself
- Placebo effect (makes the student/client feel relaxed, reduces stress and it really works)
- Cathartic process (Freud)
- Consciousness raising (Eg. Math performance)

ACTIONS

- Advice
- Goal Setting
- Problem Solving
- Encouragement
- Strategic Interventions

QUALITIES OF AN EFFECTIVE COUNSELLOR

- Positive regard or respect for people.
- Open, non judgmental and high level of acceptance.
- Caring and empathetic.
- Self-aware and self-disciplined.
- Knowledgeable/informed about subject and awareness of resources available within the community.
- Culturally sensitive.
- Patient and a good listener.
- Ability to maintain confidentiality.
- Objective and having clarity.

