

Introduction to Psychological Counselling

The Process of Counselling

Session Week 10

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The Process of Counselling

- As known, Counseling is directed towards people experiencing difficulties as they live through the normal stages of life-span development.
- It is a supportive and empathic professional relationship that provides a framework for the exploration of emotions, behaviors, and thinking patterns, and the facilitation of healthy changes.
- Theoretically, counselling has common elements
 - Responding to feelings, thoughts and actions of the client
 - Acceptance of client's perceptions and feelings
 - Confidentiality and privacy
 - Awareness of and sensitivity to messages communicated in counseling

Counselling Process - Effective Counsellor

- Self-awareness and understanding
- Good health
- Sensitivity
- Open-mindedness
- Objectivity
- Competence
- Trustworthiness
- Interpersonal Attractiveness

Counselling Process – Stages

Stage One	Relationship Building
Stage Two	Assessment
Stage Three	Goal Setting
Stage Four	Intervention
Stage Five	Termination and Follow-Up
Stage Six	Research and Evaluation

1 - Relationship Building

- In this Stage, the task includes:
 - Accurate Empathy Feelings
 - Genuineness/Congruence
 - Positive Regard/Respect
 - Laying foundations for trust
 - Establishing the structure and form the relationship will take
 - Informed consent process
 - Articulating roles of counselor and client – developing a collaborative working alliance
 - Providing a medium or vehicle for intense affect
 - Modeling a healthy interpersonal relationship
 - Providing motivation for change

The Purpose Served

- Nonverbal and verbal attending behaviors
- Paraphrasing content of client communications
- Reflecting client feelings and implicit messages
- Openness and self-disclosure
- Immediacy
- Attending to Client's Theory of Change
- Interactive vs. Didactic Approach
- Promoting Hopefulness

2 - Assessment

- Systematic way to obtain information about the client's problems, concerns, strengths, resources, and needs.
- Foundation for goal-setting and treatment planning.
- Gathering information to promote understanding of client's situation and perspective
- Completion of intake/of psychosocial Standardized (e.g. psychological tests) and Non standardized (e.g. clinical interview) tools
- Completion of Risk Assessment where appropriate
Diagnosis

Change Process

Meeting the client where they are:

- **Precontemplation** - *"I really don't want to change."*
- **Contemplation** - *"I will consider it."*
- **Preparation** - *"I am making a plan for it."*
- **Action** - *"I am doing it, but not regularly."*
- **Maintenance** - *"I am doing it."*
- **Termination**- *"I have no desire to go back to my own ways."*

3 - Goal Setting

- Goal Functions
 - Define desired outcomes
 - Give direction to the counseling process
 - Specify what can and cannot be accomplished in counseling
 - Client motivation
 - Evaluate effectiveness of counseling
 - Measure client progress
- The client articulates where they want their counseling journey to take them
 - Client role as one of *driving the bus*
 - Enhances sense of ownership and motivation – factors important in the change process

Well identified goals help create a roadmap and means to evaluate
Goals may change, evolve as therapy progresses

Qualities Of Treatment Goals

1. Saliency to the Client/Collaborative
2. Small
3. Concrete, Specific, and Behavioral
4. The Presence Rather Than the Absence of Something
5. A Beginning Rather Than an End
6. Realistic and Achievable Within the Context of the Client's Life
7. Perceived as Involving "Hard Work"

4 - Intervention and Problem Solving

Categories of Counseling Interventions:

1. Affective (Models)

- Person-centered therapy
- Gestalt Therapy
- Body awareness therapies
- Psychodynamic therapies
- Experiential therapies

2. Cognitive

- Rational-emotive therapy
- Information-giving
- Problem-solving and decision-making
- Transactional Analysis

3. Behavioral

- Behavior therapy
- Reality therapy
- Cognitive-behavioral therapy

4. Interpersonal/Systemic

- Structural therapy
- Strategic therapy
- Intergenerational systems

4 - Intervention

- Many a time's clients are so much preoccupied with their fears that cannot see the connection between their behaviour and the responses of the others. Confrontation involves a direct examination of incongruities and discrepancies in the client's thinking, feeling and/or behaviour.
- The counsellor tells the client that how their thoughts affect their action and behaviour, which in turn affect the behaviour of others towards them. E.g. Because of fear of discrimination, people withdraw themselves and do not speak to friends and relatives.
- Friends and relatives in turn also respond by not talking to them. Establishment of strong relationship and rapport is essential before commenting on such issues.
- It is a highly intrusive skill hence timing is very important and advice on confrontation must be delivered in an atmosphere of warmth, care and concern.

5 - Termination and Follow-Up

- Collaboration with client in identifying a date in advance –
Note that today, Managed care may dictate
- Role to review progress, create closure in client counselor relationship and plan for future
- Think of this as a means of empowering client
- Counselor always mindful of avoiding fostering dependency and is aware of own needs
- Preparation for termination begins long before
- Open door / plan for possibility of future need
- Termination considered not just at end of successful relationship, but also is considered when it seems counseling is not being helpful

Counseling Success

- Clients “own” their problems and solutions
- Clients develop more useful insight into problems and issues
- Clients acquire new responses to old issues
- Clients learn to develop more effective relationships
- Counsellors:
 - Continuing education
 - Paying attention to relevant research findings
 - Applying research findings to clinical practice
 - Validating efficacy of our work

6 - Research and Evaluation

- Really completed throughout the counseling process – reflected in...
 - Generating hypotheses
 - Trying intervention strategies
 - Determining if/when goal is met
- A plan for evaluation

Learning Journal

Reflective Journal

- Complete your Learning Journal entry from today's class.

Next – Week 11 Session

- Self-Respect and Supervision

References

- Corey, Gerald (2009) Theory and Practice of Counselling and Psychotherapy, 8th ed. (Belmont, CA: Brooks/ Cole)