# MAR GREGORIOS COLLEGE

## OF ARTS & SCIENCE

**Block No.8, College Road, Mogappair West, Chennai – 37**

**Affiliated to the University of Madras**
**Approved by the Government of Tamil Nadu**
**An ISO 9001:2015 Certified Institution**



# PG DEPARTMENT OF

# SOCIAL WORK

**SUBJECT NAME: COUNSELING THEORY AND PRACTICE**

**SUBJECT CODE: HAWEF**

**SEMESTER: III**

**PREPARED BY: PROF. YAMINI RAJAGOPAL**

**ELECTIVE PAPER – II- 1.CounselingTheory and Practice**

Total Teaching Hours: 45

**Objectives:**

- To develop a basic understanding of theory and skills in counselling
- To learn the different approaches and to develop an eclectic approach to counselling
- To integrate counselling skills in Social work practice

**Unit 1**

**Concept of Counselling:**

Definition, principles and goals; factors influencing counsellingprocess;Counsellorasaprofessional:attitudes,values,beliefs,relationship, burn–out stress management, self-renewal. Client as a person: voluntary and non – voluntary client, expectations, client'sbehaviour.

**Principles**

1. Principle of acceptance—accept the patient with his physical, psychological, social, economical and cultural conditions.

2. Principle of communication—communication should be verbal as well as non-verbal and should be skilful.

3. Principle of empathy—instead of showing sympathy put yourself in patients shoes and then give reflections accordingly (Empathy is ability to identify with a person.)

4. Principle of non-judge—mental attitude-do not criticize or comment negatively regarding patient's complaints.

5. Principle of confidentiality—always keep the patient's name, and the problem strictly secrete and assure the patient about the same.

6. Principle of individuality—treat each and every patient as unique and respect his problem as well.

7. Principles of non-emotional involvement—not getting emotionally involved with the patient and avoid getting carried away with his feelings.

**Goals**

1. Listening keenly to the patient is the main goal.

2. Identify the need of the patient. E.g., parents need counselling for their children's behaviour problems.

3. To make the patient to ventilate his emotions properly and help him to be aware of his own emotions and encourage him to be independent.

4. Main problem should be focused so that the sub-problems should be identified by the patient himself.

5. Make the patient to accept himself with his problem and help him to adjust with it till it gets over.

6. To focus on his strengths by studying the case and produce positive attitude in him and ultimately help him to reduce his negativity

**Factors influencing counselling process;**

There are many factors within the counseling process that may contribute towards success including:

- Understanding of client and counselor roles
- Bonding between client and counselor
- Open listening
- Unconditional acceptance
- Exploration of problems
- Insights and awareness of issues
- Periods of reflection and inner thought
- Opportunity for carthasis and emotional release
- Learning new models and ways of thinking
- Desensitization of sensitive issues
- Trial and adoption of new ways of thinking and acting
- Feedback on success of trials
- Ongoing practice and improvement

**Counsellor as a professional:**

*Professional counseling is a professional relationship that empowers diverse individuals, families, and groups to accomplish mental health, wellness, education, and career goals.*

 **Attitudes**

**Counselor attitudes** refers to the attitudes that counselors hold. Research in this area of counselor characteristics suggests that some of these attitudes may be unhelpful in their work while others may be beneficial.

### Values and beliefs

- Respecting human rights and dignity
- Protecting the safety of clients
- Ensuring the integrity of practitioner-client relationships
- Enhancing the quality of professional knowledge and its application
- Alleviating personal distress and suffering
- Fostering a sense of self that is meaningful to the person(s) concerned
- Increasing personal effectiveness
- Enhancing the quality of relationships between people
- Appreciating the variety of human experience and culture
- Striving for the fair and adequate provision of counselling and psychotherapy services

### Relationship counseling

Relationship counselling is a collaborative process involving developing a trusting and respectful relationship with the counsellor.

### Burn–out stress management

Burnout is a syndrome which occurs due to prolonged emotional strain of dealing extensively with other human beings, particularly in helper and recipient relationships. Burnout is categorised as a type of stress. Unlike normal workplace stress which predominately affects individuals physically, burnout affects individuals emotionally.

**Client as a person:**

Respecting and considering as an individual.

**voluntary and non – voluntary client**

voluntary clients approach voluntarily and non voluntary clients does not approach voluntarily

## Unit 2

**Different Approaches of Counselling;**

**DifferentApproachesofCounselling;**Approaches:Overviewofalternatea pproaches: yoga, meditation, storytelling, art therapy, psychodrama, medical clowning, laughter therapy, movement therapy. Need for Eclectic approach tocounselling

**Approaches**:

Over view of alternate approaches:

**Yoga**

Hindu spiritual and ascetic discipline, a part of which, including breath control, simple meditation, and the adoption of specific bodily postures, is widely practised for health and relaxation.

**Meditation**

the action or practice of meditating.

**Storytelling**

**the activity of writing, telling, or reading stories**

**Art therapy**

a form of psychotherapy involving the encouragement of free self-expression through painting, drawing, or modelling, used as a remedial or diagnostic activity.

**Psychodrama**

An extemporized dramatization designed to afford catharsis and social relearning for one or more of the participants from whose life history the plot is abstracted

**Medical clowning**

**Definition** of "**Medical Clowns**" Medical **clowns** – also called "therapeutic **clowns**" or "**clown** doctors" – are trained professional performers who use improvisation, physical comedy, magic, puppetry, and music to bring laughter, physical and mental well-being, and hope to patients.

**Laughter therapy**

A type of **therapy** that uses humor to help relieve pain and stress and improve a person's sense of well-being. It may be used to help people cope with a serious

disease, such as cancer. **Laughter therapy** may include **laughter** exercises, clowns, and comedy movies, books, games, and puzzles.

**Movement therapy**

**Movement therapy** refers to a broad range of Eastern and Western **movement** approaches used to promote physical, mental, emotional, and spiritual well-being. Some forms of **movement therapy** that combine deep-tissue manipulation and postural correction with **movement** education are also known as bodywork **therapies**.

**Need for Eclectic approach to counselling**

**Eclectic counseling** is defined as the synthesis and combination of directive and non-directive **counseling**. It represents a middle status between the two extremes represented by the 'non-directive' technique on one hand and the 'directive' technique on the other.

**Unit 3**

**Types and Techniques to Counselling**;

**Types and Techniques to Counselling**; Types: directive counselling, non-directive counselling, individual counselling, group counselling, community counselling, peer counselling. Counselling Techniques: Initiating contact, intake, rapport building, establishing structure, interaction, attending behaviour, observation and responding, SOLER

Types:

**Directive counselling,**

**Directive Counselling** is a type of approach that the counselor plays a significant role. He replaces the emotional behavior of the client with deliberately rationale behavior. Although he avoids mandatory advice, in general, it focuses on the counselor's viewpoint.

**Non-directive counselling**

Non-**Directive Counselling**: In this type of **counselling** the counselee or client or pupil, not the **counsellor** is the pivot of the **counselling** process. He plays an active role and this type of **counselling** is a growing process.

**Individual counselling,**

**Individual counseling** (sometimes called psychotherapy, talk therapy, or treatment) is a process through which clients work one-on-one with a trained mental health clinician in a safe, caring, and confidential environment.

**Group counselling,**

**Group counseling** is a form of **counseling** where a small **group** of people meet regularly to discuss, interact, and explore problems with each other and the **group** leader. **Group counseling** seeks to give students a safe and comfortable place on campus where they can work out problems and emotional concerns

**Community counselling,**

**Community counseling** is a generic term for any of professional counseling that treats dysfunction occurring within a group of related people

**Peer counselling.**

**Peer counseling** is a helping process that involves one-on-one interaction or interaction between members of a group, who have several things in common. In an academic setting, it usually refers to students helping their fellow students

Counselling Techniques:

Initiating contact,

**Intake,**

**Intake** interviews are the most common type of interview in clinical psychology. They occur when a client first comes to seek help from a clinician. ... The client begins to perceive the characteristics of the therapist during this **intake** interview and the clinical relationship between the two starts to form here.

**Rapport building,**

**Rapport** is defined as a harmonious relationship between people while understanding each other's feelings and ideas. It is extremely important that you as the client feel comfortable and safe with the counselor

**Establishing structure,**

Structure in **counseling** is defined as a joint under- standing between the counselor and client regarding the characteristics, conditions, procedures, and parameters of **counseling**. **Structuring** refers to the in- teractional process by which structure is reached.

**Interaction,**

an occasion when two or more people or things communicate with or react to each other

**Attending behaviour,**

**Attending behaviour** is a **counselling** microskill used to encourage clients to talk and show that the **counsellor** is interested in what's being said. When is it used? Throughout the entire **counselling** interview. Particularly important in the initial stages of establishing rapport

**Observation and responding,**

**Responding** is useful throughout all stages of a **counselling** interview. It helps the **counsellor** to clarify and encourage clients' stories. ... **Observation** is a skill that is utilised throughout the

entire **counselling** interview. **Observing** body language, tone of voice and facial expressions.

**SOLER**

**SOLER stands** for Sit squarely, Open posture, Lean towards the client, Eye contact, Relax.

**Unit 4**

### The Eagan Model of Counselling:

**The Eagan Model of Counselling:** Stage- 1: Problem exploration and clarification- Part I – Attending & listening, orienting oneself to the present, Micro skills- active listening- verbal and non-verbal messages and behaviour; Part II – Helper's response and clients self-exploration, Helper's skills- accurate empathy (primary level), respect, genuineness, concreteness, Clients' skills – self exploration

Stage- 2: Integrative understanding/ dynamic self-understanding, Part I- focusing, summarizing, probing for missing experiences, behaviour feelings. Part II- Helper's skills- skills of stage-1, self-disclosure, immediacy, confrontation, Client's skill - non- defensive listening, dynamic self-understanding

Stage- 3: Facilitating action; developing new perspective; preferred scenario, Part I - helping clients see alternatives; choose and formulate action plan; implement and evaluate.

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**STAGE -1**
**Problem exploration and clarification**
**Part-1**

**1.Listening**

Verbal

Listening with ears to the words spoken by the clint

Non verbal

It is listening with the non verbal mode of communication of the client which is through bodylanguage and other emotions and movements of the clients.

**2.Attending**

The process of acquiring information using soler method.

**3. Primary level empathy**

It involves communicating basic understanding of what client is feeling and experiencing.

**4.Genuineness**

The counselor has to be spontaneous, open and non defensive in his attitude towards the client.

**5.Respect**

It is a regard for the client , understanding his uniqueness

**6.Unconditional positive regard**

Showing warmth and love to the client

**7.concreteness**

Very specific and clear

Stage- 2: Integrative self understanding

**1.Advanced accurate empathy**

Helping the client to understand but what he thimks through his non verbal

## 2. summarising

Main feelings ,themes patterns, are systematically presented(paraphrasing)

## 3. Self disclosure

Conveying about overself, benefits are creating more trust encouraging clients talks , improves genuineness.

## 4. Immediacy

Way of exploring and understanding , here and now

## 5.Confrontation

a hostile or argumentative situation or meeting between opposing parties.

Stage- 3:

## 1.Facilitating action

**Facilitating Action** Learning Groups. The leverage point for success in the **Action** Learning process is the quality of its **facilitation**. ... Our **facilitation** helps group members to recognize key moments for learning, to capture that learning, and to spread it across their organizations

## 2.developing new perspective

Counsellor helps to see different percpective of the same situation or a person whereby a client gets a birds eye view of the situation and person.

**3.Preferal scenario**

Helps in finding out different alternatives for situation at hand , the client is able to work on the pros and cons of each and then decide.

**4. Implementing and evaluating**

Implenting the ideas and evaluating them

**Unit 5**

**Counselling in different settings**

Marital, family, HIV/AIDS, pastoral counselling, student guidance and counselling, career guidance and grief counselling, counselling suicidal clients, gerontologicalcounselling, adolescent counselling, de-addiction counselling and disaster counselling

**Marital,**

**Marriage counseling**, also called couples therapy, helps couples — married or not — understand and resolve conflicts and improve their relationship. **Marriage counseling** gives couples the tools to communicate better, negotiate differences, problem solve and even argue in a healthier way.

**HIV/AIDS,**

**HIV/AIDS counselling** is a dialogue between a client and a care provider aimed at enabling the client to cope with stress and to make personal decisions related to **HIV/AIDS**. The **counselling** process includes the evaluation of personal risk of **HIV** transmission and the facilitation of preventive behaviour.

**pastoral counselling**

**Pastoral counseling** is the practice of talking with individuals, couples, and families to increase their understanding of emotional and religious conflicts and to help resolve problems using religious and other resources

### Student guidance and counselling,

Counselling and guidance, referred to as psychological and educational support, provided to pupils/students in nursery schools, schools and other educational institutions involves:

- identifying pupils'/students' individual developmental and educational needs and psychological and physical abilities, and environmental factors which have impact on their functioning in a nursery school, school or educational institution; and
- addressing the needs identified.

### career guidance

**Career counseling** is related to other types of counseling (e.g. marriage or clinical counseling). What unites all types of professional counseling is the role of practitioners, who combine giving advice on their topic of expertise with counseling techniques that support clients in making complex decisions and facing difficult situations. Career counseling is focused on how the individuals manage their journey through life, learning and work (career). This includes career exploration, making career choices, managing career changes, lifelong career development and dealing with other career related issues.

**Grief counselling,**

**Grief counseling** is a form of psychotherapy that aims to help people cope with the physical, emotional, social, spiritual, and cognitive responses to loss.

**Suicidal clients**

Counseling guide on **suicide** prevention, learn to identify the warning signs, how to get help , and additional awareness resources.

**Gerontological counselling,**

**Gerontological counselor** job growth is much faster than average and these well-paying careers require training, licensing, certification and higher education.

**Adolescent counselling,**

**Adolescent counselling** is **counselling** aimed at young people to help them make sense of their feelings, behaviors and thoughts and entails the use of unique techniques that draw out the expressive nature of a young person like art therapy or more traditional approaches like talking therapy.

**Disaster counselling**

A form of counselling offered to the victims of major disasters, including accidents such as aircraft crashes, criminal acts such as terrorist bombs, and natural catastrophes such as earthquakes. The survivors of such disasters often experience post-traumatic stress disorder and other psychological problems. US *disaster counseling*.