

Meaning of Counselling

1. Counselling is not a process of giving advice, but it is a process of helping your Client who is genuinely in need.
2. It aims to help an individual to help himself to overcome his problem.
3. Counselling is different from a casual conversation as it builds a professional relationship with the patient.
4. It is totally FOCUSED, SPECIFIC and PURPOSEFUL

Skills and Techniques of Counselling

1. Listening skills—you should always listen carefully and not question the patient too frequently. Allow him to ventilate through your listening.
2. Attending skill—your proper attention should be given to the patient to show interest and concern-verbal and non-verbal.
3. Feedback—expressing the meaning of patient's feelings and summarizing his problems.
4. Probing—focusing in depth on particular aspects of the situation.

5. Confronting—help the patient to realize his problems or help him to become aware of what he is suffering from, by making proper statements.
6. Interpreting—presenting the alternative ways or angles to look at his situation.
7. Self-disclosure—share your attitude, opinions and experiences.
8. Non-dependence—do not make the patient dependent rather make him self sufficient to solve his problems independently.
9. Questioning—ask open ended questions so that the patients gets the clue to open up with you. Do not ask too many close-ended questions.
10. Incomplete sentence—encourage the patient to complete the sentence if he is not able to do so.

11. Refocusing—if the patient is going off track or talking in circles get him back to maintain the theme without hurting any of his feelings.
12. Silence—be with the patient's feelings while he is crying and do not prevent him from crying. Let him cry and ventilate himself.
13. Connecting—show connection between thought, behaviour and result or effect of what has gone before.

Principles of Counselling

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 of Counselling

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.