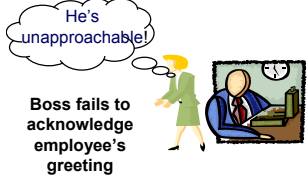


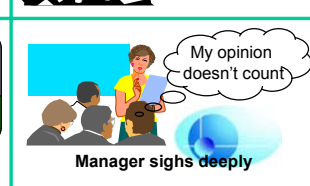


Examples of Decoding Nonverbal Cues

 <p>He's unapproachable!</p> <p>Boss fails to acknowledge employee's greeting</p>	 <p>Boss breathes heavily & waves arms</p> <p>He's angry! I'll stay out of his way!</p>
 <p>I wonder what he's hiding?</p> <p>No eye contact while communicating</p>	 <p>Manager sighs deeply</p> <p>My opinion doesn't count</p>

Contact: Style or Interruption

- **Desensitisation:** Dilute, disregard or neglect feelings
- **Deflection:** Avoid fuller contact
- **Introjection:** swallow rules or opinions whole
- **Projection:** put onto others rather than own for self
- **Retroflection:** turn in on self
- **Egotism:** lack of spontaneity, controlling, pre-edit actions
- **Confluence:** Avoid difference; merge; We, not I



Intervention Style

Authoritative

1. **Prescriptive:** advice and directive behaviour
2. **Informative:** instruct imparting new knowledge
3. **Confronting:** direct feedback and challenges

Facilitative

1. **Cathartic:** Releasing emotions
2. **Catalytic:** Reflect, explore and problem solve
3. **Supportive:** approving, confirming and validating



For Consideration

- Working in PAIRS - find as much space as possible – for 15 minutes (a) works as the counsellor and (b) works as the client:
- Presenting topic: Consider three activities or dreams that you want to fulfil. Talk through how you might achieve these and how you might prioritise these. Or what stops you achieving?
- Counsellor, be curious about this person with their dreams



Counselling Hot Line



Ring! Ring! Click!

"This is a recording. Welcome to the automated Counselling Hotline.
If you are obsessive-compulsive, please press 1 repeatedly.
If you are codependent, please ask someone to press 2.
If you have multiple personalities, please press 3, 4, 5 and 6.
If you are paranoid-delusional, we know who you are and what you want. Just stay on the line until we can trace the call.
If you are schizophrenic, listen carefully and a little voice will tell you which number to press.
If you are manic depressive, it doesn't matter which number you press. No one will answer anyway."



Issues in using Counselling Skills

- Ethics
- Individual or team supervision or support
- Referral network
- Management support and recognition of emotional wear and tear



Specific Issues

- Starting and Finishing
- Silences
- Touching
- Self Disclosure
- Catharsis /Crisis
- Anger
- Referring On
- Responsibility for Change



Counselling Skills

Initiating the exchange

Active listening

- Non Verbal
- S.O.L.E.R.
- Para Verbal
- Verbal

Open Questioning

Paraphrasing

Reflecting Back

Summarising

Silences

Confrontation

- Probing
- Immediacy
- Clarification

Ending the exchange

Issues

- Self Disclosure
- Touching
- Catharsis/Crisis



Factors in Self -Disclosure

- Context in which it is used
- Timing
- Extent of use
- Nature of clients problem
- Level and Complexity
- Accompanying non-verbal behaviour
- **Intention**



Further training

- Universities,
Academically consistent can be inconsistent on skills training
- Local Charities and Pressure Groups
High on practice and supervision but may not be academically linked
- Single School Institutes
Can be expensive, and too narrow in scope of application



Further training

- **Birmingham City University**
 - MSc Integrative Counselling and Psychotherapy
- Local Further Education Colleges
 - Bourneville
 - Halesowen
 - Diploma in Counselling