

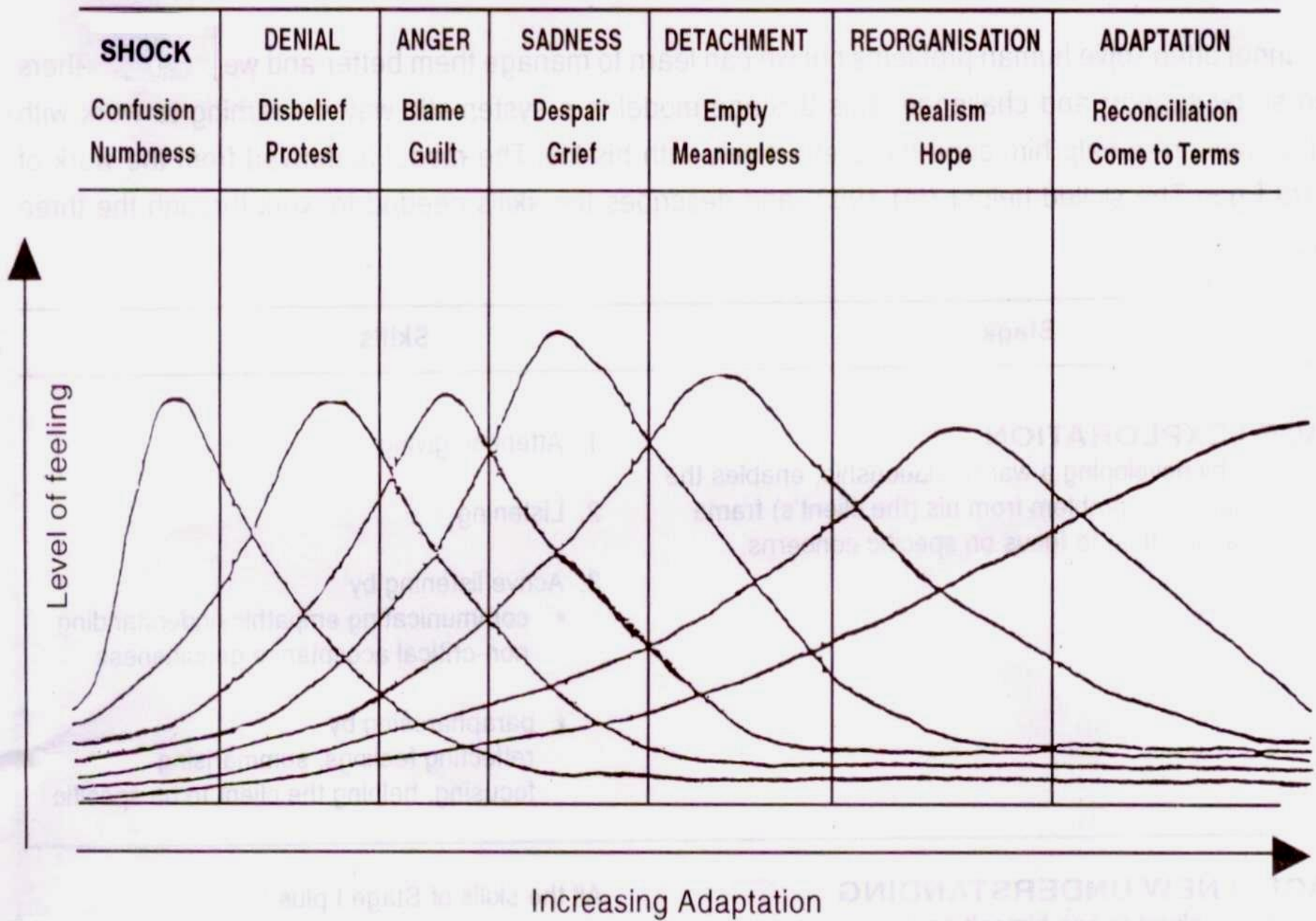
COUNSELLING

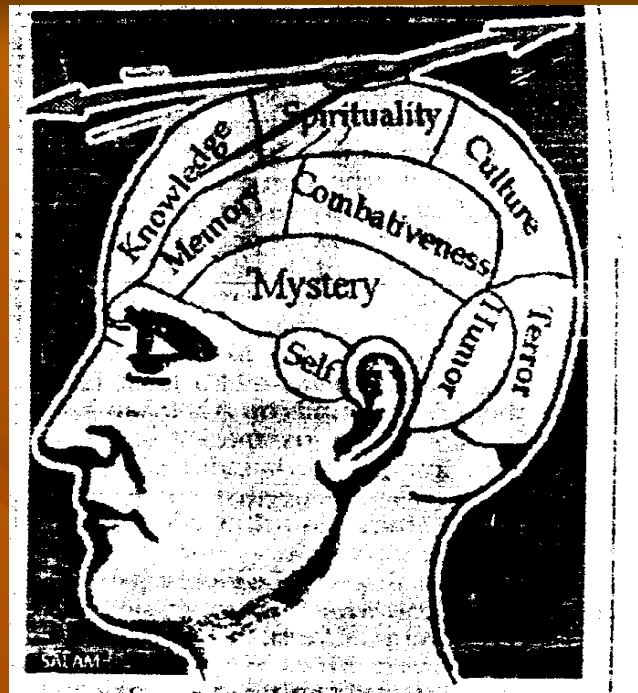
Dr.Saroj Arya

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MODEL OF ADAPTATION TO LOSS





MIND

COGNITIVE

AFFECTIVE

CONATIVE

INTELLECT

EMOTIONAL

ACTION/BEHAVIOUR

BLOCKS TO COUNSELLING

- Reassuring
- Logical Argument
- Diverting
- Advising
- Inappropriate Questioning
- Moralising
- Threatening
- Ordering
- Praising
- Criticizing

Concept of Counselling

- The basic meaning of the word '*Counselling*' is '*Helping*'.
- Counselling is a process wherein the counselor helps the client in an *interpersonal relationship*.
- Counselling involves helping others to understand themselves better and to be more effective in solving their problems.
- Counselling refers to various skills and principles of helping. Self reliance is a central tenet of counselling.
- The essence of counselling is **helping others to help themselves**.

Definition

- **Hackney and Cormier(1996)** define counselling as “helping process involving responding to the feelings, thoughts and actions of the client”.
- “Counselling implies a relationship between a client and counsellor for the purpose of helping the client to solve or prevent problems” (**Sampson and Bloom,2001**).
- **Charles and Jyothsna (2011)** defined, “counselling is a process in which the helper expresses care and concern towards the person with a problem to facilitate person’s personal growth and positive change through self understanding”

AIMS OF COUNSELLING

➤ INFORMATION GIVING

- **One-to-one teaching.** Information empowers the clients while lack of information creates dependency.

➤ GIVING EMOTIONAL SUPPORT

- **Some problems are so interactable that lending emotional support and warmth can help people who feel helpless.**

➤ PROMOTING INSIGHT

- **Counselling is to assist people in the process of self discovery. A clearer self awareness is the key to solution of many problems.**

➤ **CONFLICT RESOLUTION**

- **Counselling can help people to resolve in interpersonal and intrapersonal conflicts.**

➤ **DECISION MAKING**

- **Counselling can help people weigh pros and cons of the situation to arrive at critical decisions.**

➤ **PROBLEM SOLVING**

- **The aim of counselling is to systematically analyse difficulties, find solutions and act accordingly.**

ATTRIBUTES OF EFFECTIVE COUNSELLOR

- Genuineness – Genuine concern for helping
- Personal warmth – warm interpersonal interactions.
- Client respect – positive regard
- Sensitivity – to human relations
- Empathy – client's frame of reference

Characteristics of a Good Counsellor

Personal and professional qualities of counsellors are very important in facilitating helping relationship.

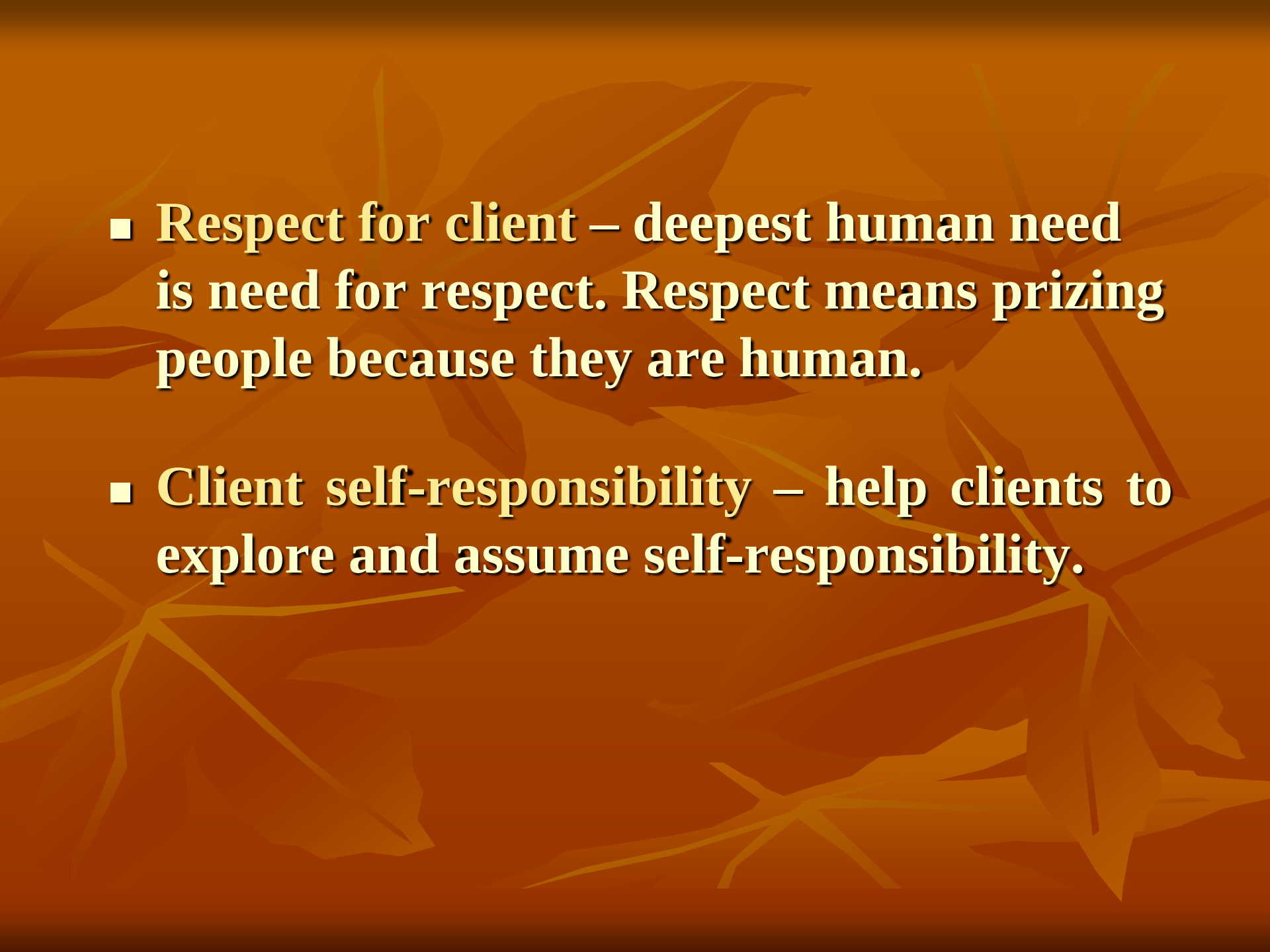
Essential qualities of good counsellor:

- Self awareness
- Honesty
- Congruence
- Competence
- Acceptance
- Trustworthiness
- Respect for people

- 
- Open minded
 - Caring and empathetic
 - Objective
 - Integrity
 - Sensitive
 - Patience
 - Good listener
 - Ability to communicate
 - Non judgmental
 - Non threatening
 - Non dominant
 - Whole person

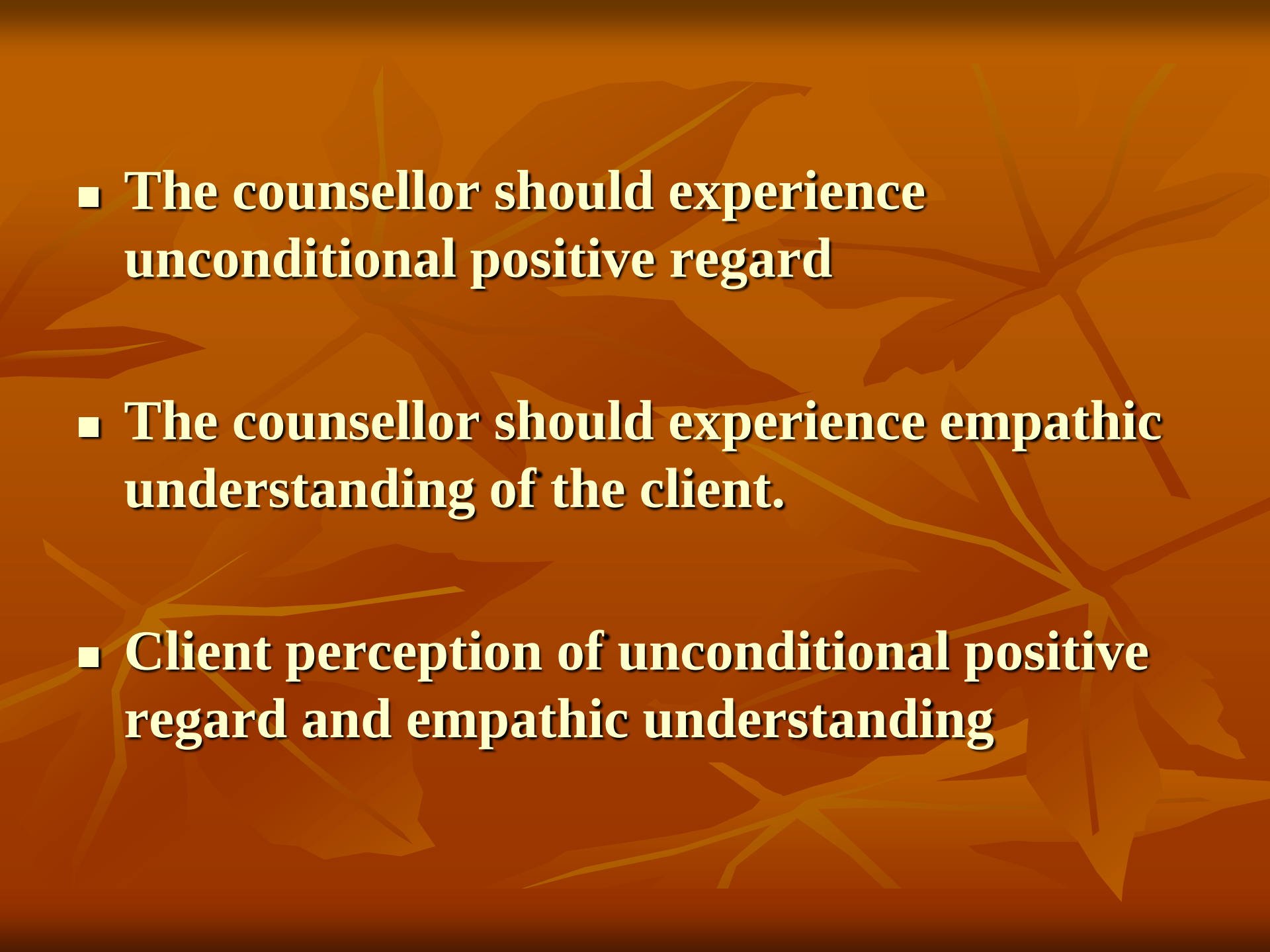
VALUES IN HELPING

- **Helper Competence** – competent helpers do help, while incompetent helpers actually harm.
- **Helper Genuineness** –genuine people feel comfortable of their interactions with others.
- **Helping pragmatism** – customer era, customers deserve the best.

- 
- **Respect for client – deepest human need is need for respect. Respect means prizing people because they are human.**
 - **Client self-responsibility – help clients to explore and assume self-responsibility.**

ESSENTIAL CONDITIONS FOR COUNSELLING

- Two persons are in psychological contact
- The first person is the client who is vulnerable and depressed
- The second person is counsellor who is calm and composed.

- 
- **The counsellor should experience unconditional positive regard**
 - **The counsellor should experience empathic understanding of the client.**
 - **Client perception of unconditional positive regard and empathic understanding**

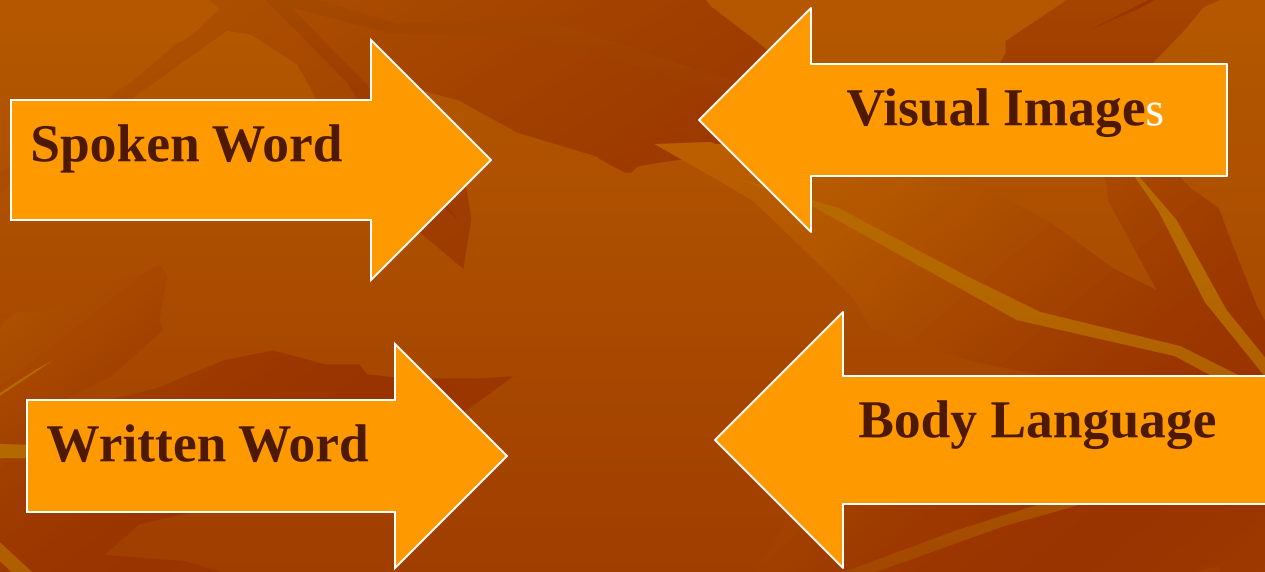
FIRST SIGHT AND MEETING

- Physical appearance (Manner & Bearing)
- Surroundings
- Placement
- Eye contact
- Greeting
- Movement and gestures
- Voice quality

Rapport Building

- Rapport is important to work well with a client, we need to establish rapport with them.
- Rapport means a **sense of having connection with the person.**
- If rapport is established, the client will grow to trust the counsellor, and good foundation is laid for real growth and healing.

Interpersonal Communication in Counselling



Importance of Counselling in FDR

- Counselling plays a pivotal role in Family Dispute Resolution.
- In today's scenario configuration of the 'contemporary family' is undergoing a revolutionary change.
- Turmoil and instability are the order of the day in individual, family and society.

- In the warfare of modern competitive society, there is 'emotional alienation' among marital partners. The strife of competition reduces empathic understanding, distorts communication, impairs mutuality of support and sharing and decrease satisfaction of married life.
- Sexual union is a fundamental bond which becomes mechanized and depersonalized.
- Marital disharmony leads to family instability which in turn leads to mental health issues.
- Hence the need for Psychological counselling to individual members, marital partners and family as a whole.

- Interpersonal communication is a person to person, two-way, verbal and non verbal interaction that includes sharing of information and feelings between individuals or in small groups to establish trusting relationships.

A 3-STAGE SKILLS MODEL OF HELPING

- **Stage I Exploration - Help explore 'the problem'**
 - Attention giving and Active listening
- **Stage II New Understanding - New perspectives**
 - Communication Skills: Verbal and Non verbal
- **Stage III Action -To plan, implement and evaluate**
 - Creative thinking, Problem solving and decision making, Plan Action, and Evaluating

COUNSELLING SKILLS

- ATTENDING SKILLS
- LISTENING SKILLS
- INFLUENCING SKILLS
- RESPONDING WITH EMPATHY

ATTENDING SKILLS

- S-Face client **SQUARELY**
- O-Adapt an **OPEN** posture
- L-**LEAN** towards the client at times
- E- Maintain **EYE CONTACT**
- R-Remain relatively **RELAXED**

Listening Skills

- Door opening-“would you like to talk about it?”
- Minimal Encouragers- “Go on”, “Right”,
“Mmm”
- Attentive Silence: (from a few seconds to 2
minutes)

INFLUENCING SKILLS

Communication skills

- Verbal & Non-verbal
- Support
- Suggestions

EMPATHY

- Empathy is a form of human communication which involves both listening and understanding and communicating understanding to the counselee.
- A helper cannot communicate an understanding of the client's world without getting in contact with that world. Empathy in this sense is primarily a mode of human contact.
- THE HELPING MODEL MUST BECOME OUR SECOND NATURE.

Advanced Accurate Empathy

- Two levels of accurate empathy:
 1. At an "interchangeable" level, the counsellor communicates understanding of client's experience and feelings that are readily available to client's perception. This is **primary-level accurate empathy**.
 2. At an "additive level" the counsellor probes more deeply, communicating understanding of feelings, experiences and motivations that the client expresses in implicit ways and are not so readily available to the client's awareness. This is **advanced accurate empathy**.

Counselling

**Offers you
a safe place
to learn to
be you**

**Listens and responds
to your needs**

**Enables you
to relate
better with
others**

**Allows you to
be you**

**Empowers
you to
enjoy life**

**Helps you
to navigate
change**

**Confidential
non-judgemental
support**

**Builds your
self-esteem
and
confidence**

Benefits of Counselling

- Feel better about yourself
- Feel more at peace
- Feel more successful and more joyful.
- Feel more connected to others
- Reduce stress at home, in the workplace, or in relationships.
- Identify the goals that you have in life.
- Learn new behaviours to achieve your goals.



Domains of Counselling

PRE-MARITAL COUNSELLING

- **Save your marriage before it starts,
Preparing for lifelong love just make it easier.**

**True love never ends,
It begins with thoughtful preparation**

- Premarital counselling is highly recommended for couples planning to marry
- The problems couples face in marriage develop in most cases due to lack of problem solving strategies and conflicting role expectations in marital relationship.
- Premarital education and marriage skill training are necessary for marital stability.

Why Premarital Counselling (PMC)?

- Increasing Communication Skills

We are not all born with exceptional communication skills
PMC helps to learn how to share feeling with one another

- Understanding each other

What makes a relationship last a lifetime?

It is the understanding between each other

PMC helps to know the value of getting to know each other and build a relationship of understanding.

- Avoiding Marital Depression

PMC reflects about strength and weaknesses of each other
Learn to live with them or deal with them.

Areas of Counselling

Premarital counselling focuses on :

- **Compatibility** – With your spouse and future in-laws
- **Expectations** – About work-family balance, careers, household responsibilities, time spent together
- **Communication**- With your spouse, parents in-laws
- **Conflict Resolution** – How to deal with big and small problems, financial matters, constant bickering, meddling in laws.
- **Intimacy and Sexuality** – Frequency of sexual relations, making time, making love versus just sex.
- **Long term Goals** – Personal, family and career

Benefits of Premarital Counselling

- It can help reduce the stress of planning a wedding.
- It can reduce the risk of divorce.
- It helps to celebrate their relationship.
- It can lead to a significantly happy marriage.

Just like we have *health insurance*

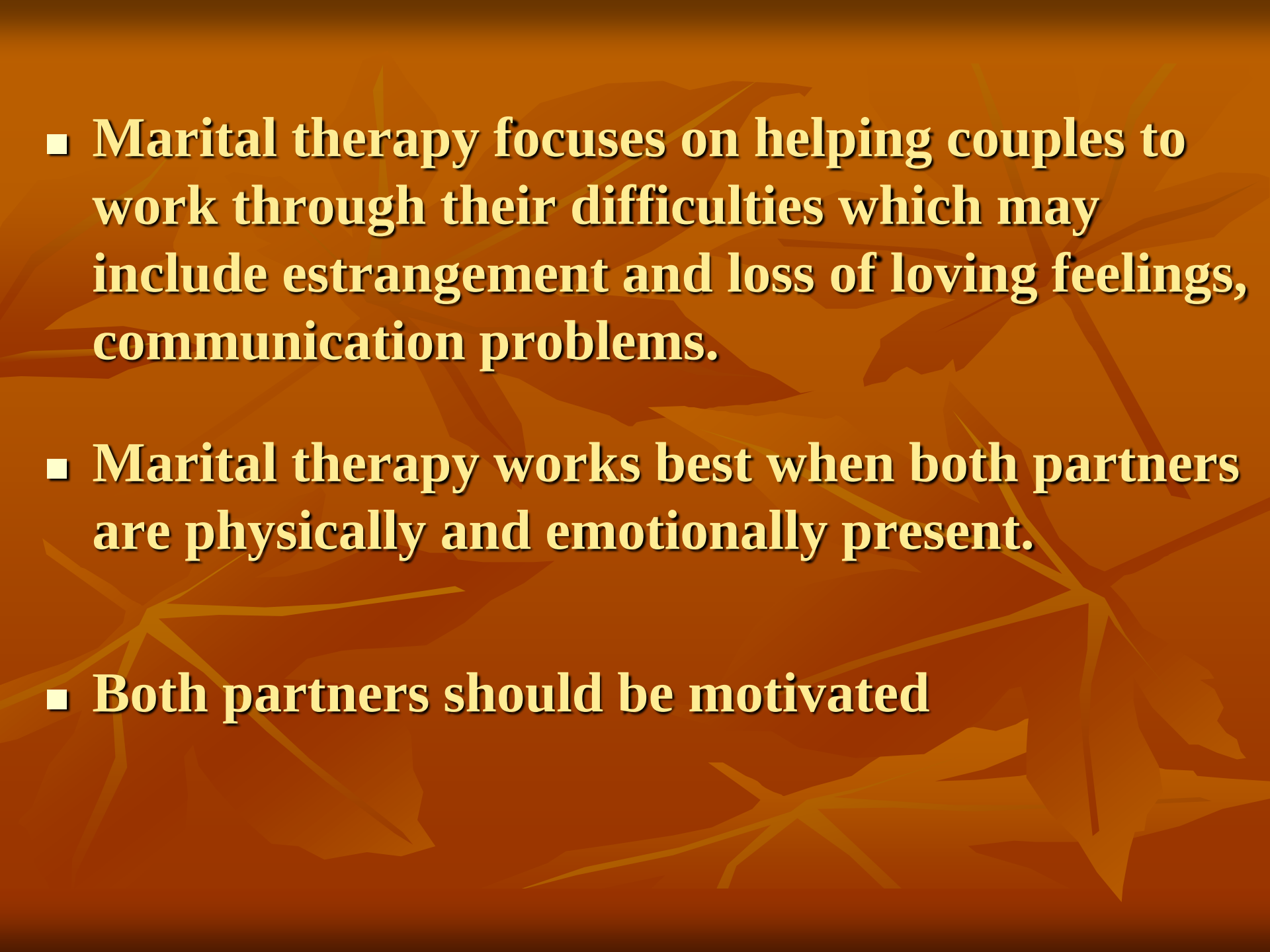
Premarital counselling is *marital insurance*
for the couples so that it can enhance the quality of
their marital life together.

It is walking the path with eyes open to what realistically
lays ahead for them without dampening the glow of
love radiating from within.



MARITAL COUNSELLING

- It is wonderful to keep a marriage healthy and happy over time, although quite a difficult task.
- Successful marriage depends on two things finding the right person, being the right person
- 3Cs – Constant Commitment & Concern for each other
- Marital counseling is probably the best single thing that people in troubled marriages can do to help heal their marriages.

- 
- The background of the slide features a warm, orange-brown color palette with faint, stylized silhouettes of autumn leaves scattered across the surface. The leaves vary in size and orientation, creating a subtle, textured backdrop for the text.
- **Marital therapy focuses on helping couples to work through their difficulties which may include estrangement and loss of loving feelings, communication problems.**
 - **Marital therapy works best when both partners are physically and emotionally present.**
 - **Both partners should be motivated**

Duration

- **Marital therapy is generally offered once per week with each session lasting between 60 and 90 minutes.**
- **8 to 12 sessions are required to bring about significant and lasting changes.**

Marital Issues

- **Resolve conflicts**
- **Infidelity recovery**
- **Process of separation**
- **Marriage enrichment**

STRATEGIES

- **Joint Activities**
- **Attending to partner**
- **Accommodative behavior**
- **Positive Attributions**
- **Sharing Tasks**

Areas of Intervention

Safety

- First and foremost, therapists work to provide a trustworthy and safe environment which can contain and manage couples' anger, frustration and contempt.
- Maintain confidentiality and privacy.
- Promote calm problem solving.

Skills Education

Therapist has to teach couples –

- Problem solving skills
- Communication skills
- Soothing skills

Problem solving skills

- **Problem solving skills can help couples learn techniques to help them better manage their conflicts.**

Interpretation

- **When partners' fail to understand one another therapist interpret meaning to promote each partner's understanding of the other.**

Communication Skills

- Healthy partners communicate positive feelings of trust and affection towards each other through words and gestures in a cyclical manner .
- Communication between chronically conflicted takes on a negative, defensive and demanding tone.
- ‘I’ statements better than ‘you’ statements.
- Active Listening

Focal and not global criticism

- **In healthy marriages partners are able to forgive each other mistakes and preserve an overall positive impression of each other.**
- **In troubled marriages global criticism of each other can degrade their mutual trust and affection.**
- **The counselor encourages the partners to criticize the facts and not to draw conclusions about the person.**

Soothing Skills

- Soothing skills practice help couples to better tolerate stressful situations.
- Time-Out
- Talking and venting feelings
- Relaxation techniques
- Soothing environments
- Exercise
- Distraction

Relationship Strengthening Skills

- Relationship strengthening approaches help couples to strengthen the bonds that hold them together in spite of conflicts.
- Relationship Inventories/Exercises-can reawaken interest in each other.
- Partner Pleasing Exercises –Offering a gift or doing something which will please the partner.

- **Forgiveness-** It involves willing to "lose a battle in order to win the war"; to swallow pride, disavow revenge, and to allow something that hurt you to go unanswered.
- **Sex-** Reasonably frequent sexual relations between committed partners are often an important part of what keeps a relationship healthy



FAMILY COUNSELLING

- We all start our life within a family.
- Family affects who we are and who we become.
- Family has a bearing on :
 - Our language
 - Our habits & Customs
 - Learn how to love
 - Learn how to interact with others

Family lays the foundation for a health and happy life.

What is Family Counselling ?

- Family counselling is treatment of the family to improve psychological functioning among its members and family as a whole.
- Family therapy offers families a way to develop and maintain a healthy functional family

Family structure refers to

- **System and sub-systems of family**
- **Family's organizational characteristics**
- **Transactional patterns within the family.**

Aim of Family Therapy

- **Structure of the family is transformed which will change position of members leading to change in individual's symptom**
- **Individual symptomatology is resultant of change in family structure.**

Types of Family Counselling

- **Structural Family Therapy** focuses on adjusting and strengthening the family system to ensure that the parents are in control and that both children and adults set appropriate boundaries.
- **Systemic Family Therapy** focuses on the unconscious communications and the meaning behind family members' behaviors.

- **Bowenian Family Therapy** is best suited for situations in which individuals cannot or do not want to involve other family members in the treatment.
- **Strategic Family Therapy** is brief and direct. The therapist takes the position of power which allows other family members who may not usually hold as much power to communicate more effectively.

Goals of Family Therapy

- To work together to heal any mental, emotional, or psychological problems tearing the family apart.
- To aid family members in improving communication, solving family problems

APPROACHES TO COUNSELLING

Dr.Saroj Arya

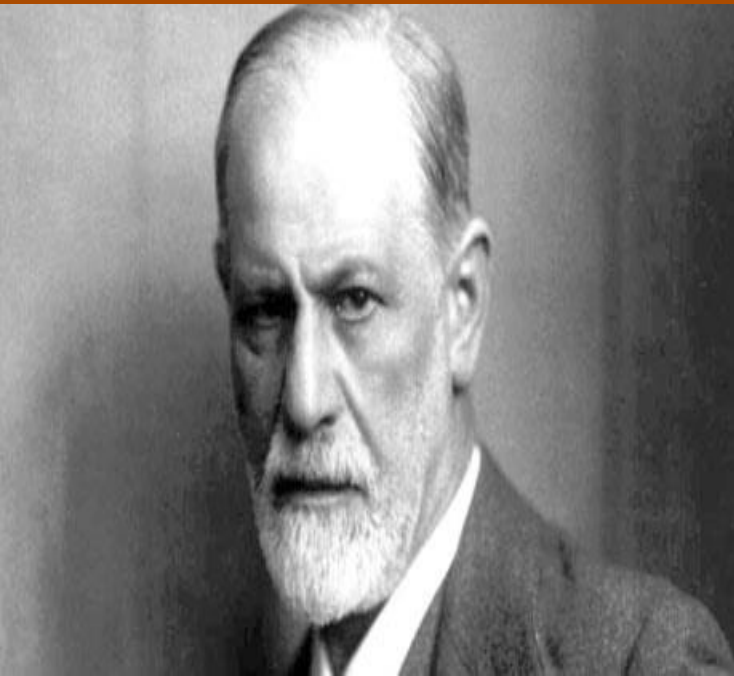
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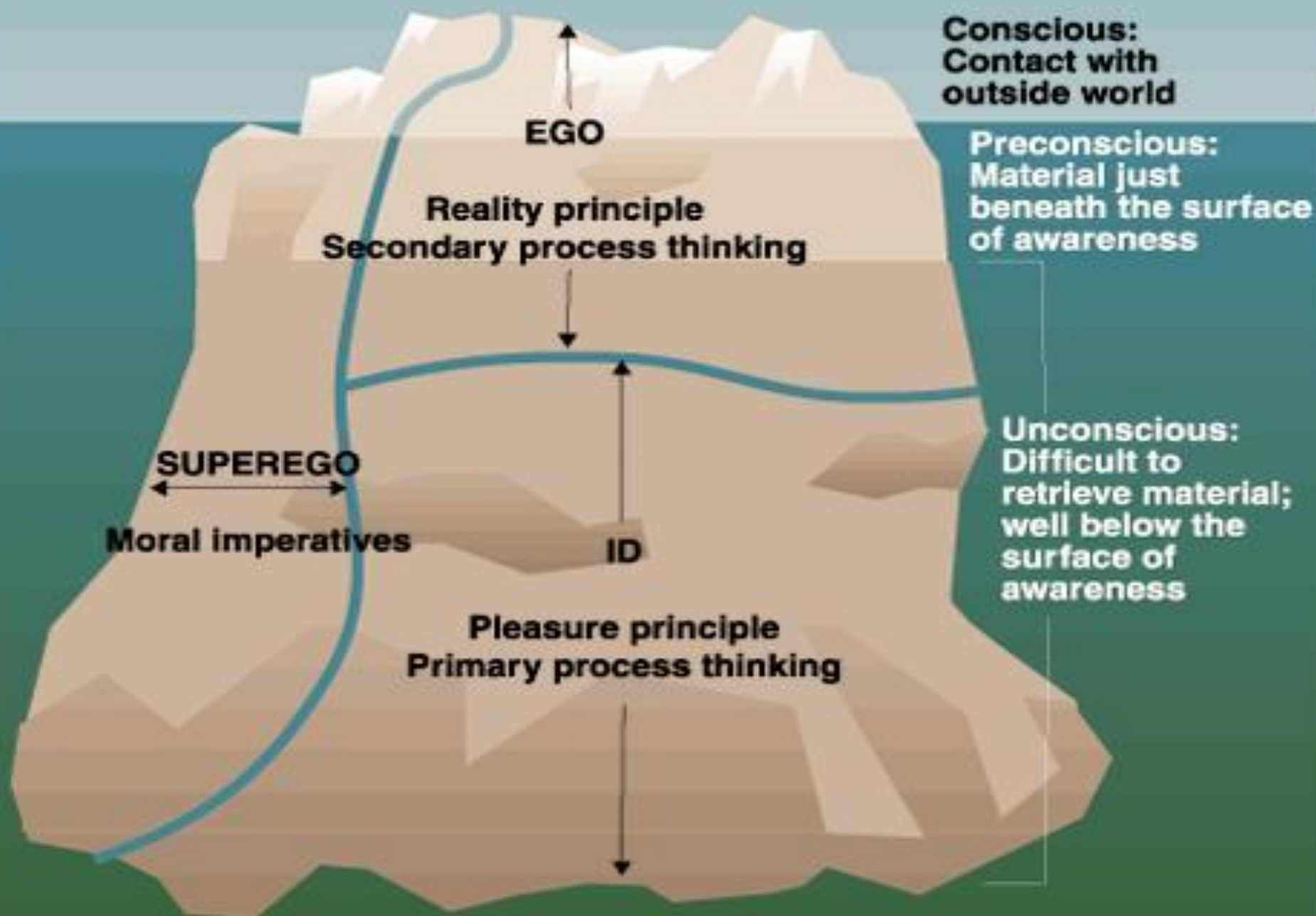


APPROACHES TO COUNSELLING

Psychoanalytic Approach to Counselling



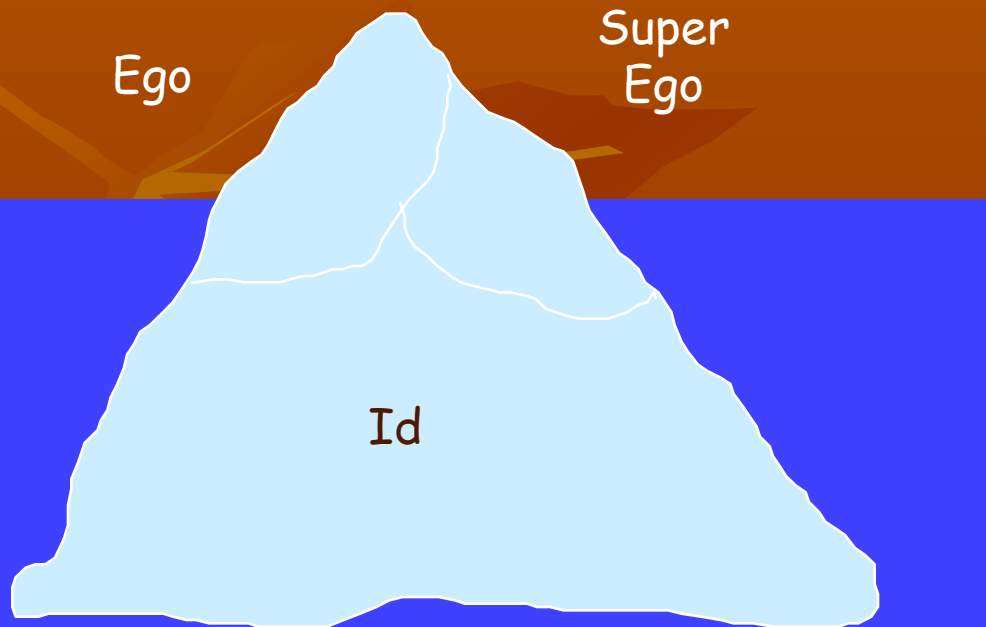
Sigmund Freud



Freud & Personality Structure

Id - energy constantly striving to satisfy basic drives
Pleasure Principle

Ego - seeks to gratify the Id in realistic ways
Reality Principle



Super Ego
- voice of conscience
that focuses on how
we *ought* to behave

The Psychosexual Stages of Development

Stage	Age Range	Erogenous zone	Consequences of Fixation
Oral	0-1 years	Mouth	Fixation at this stage may result in passivity, gullibility, immaturity and manipulative personality
Anal	2-3 years	Bowel and bladder elimination	Anal retentive :Obsession with organization or excessive neatness Anal expulsive: Reckless, careless, defiant, disorganized
Phallic	4-6 years	Genitals	Oedipus complex (in boys only according to Freud) Electra complex (in girls only, later developed by Carl Jung)
Latency	7-10 years	Dormant sexual feelings	People do not tend to fixate at this stage, but if they do, they tend to be extremely sexually unfulfilled
Genital	11+ years (	Sexual interests mature	Frigidity, impotence, unsatisfactory relationships

Psychoanalysis

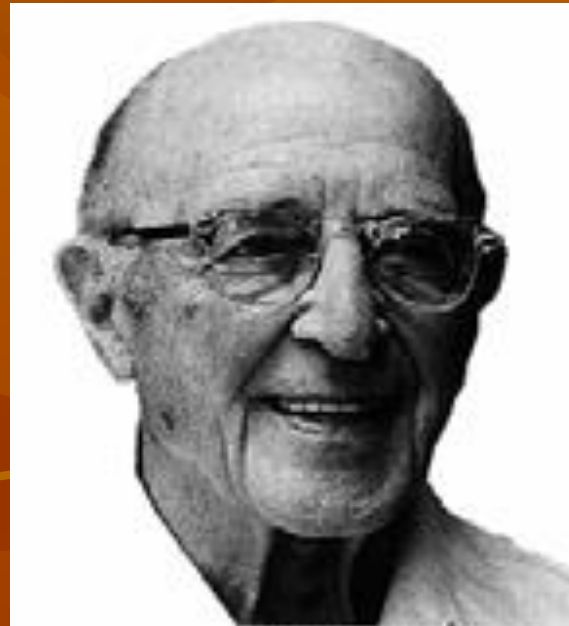
- Psychoanalysis is a process to surface underlying conflicts, impulses and wishes repressed through defensive forgetting.
- People act out unconscious conflicts with mate
- Selective forgetting is selective remembering.
- The goal of psychoanalysis to dissolve the defenses and confront the unconscious in a therapeutic relationship and bring the unconscious to conscious.

Techniques

- Free Association
- Dream Analysis
- Analysis of transference
- Analysis of resistance
- Interpretation
- Insight

Humanistic Approach

Client Centered Counselling



Carl Rogers
Relocating the “Center”

Assumptions About Human Nature

- ❑ Human beings are innately good
- ❑ Value of life is in present
- ❑ Human beings are purposive & goal-directed
- ❑ Basic human need: Deep human relationships, unconditional positive regard from others
- ❑ The most innate tendency of humans is a drive towards *self-actualization*

Necessary Conditions for Change

- Congruence—genuineness, one's behavior congruent with emotions
- Empathy—accurate ability to view the world from client's perspective
- Unconditional Positive Regard—acceptance, caring

Therapeutic Process

- Basic premise is that every individual has the ability to understand and solve their problems.
 - Intelligent, creative, good natured and potential
- CCC is releasing of an already existing capacity or potential in an individual.
- This potential is released in a psychological environment of warmth, acceptance, empathic understanding provided by the counselor.
- Outcome : Fully functioning **SELF** will be developed.

Cognitive Approach

Beck and Albert Ellis

We are what we think

All that we are arises with our thoughts

With our thoughts we make the world

Buddha

**"There is nothing either good or bad
but thinking makes it so"**

William Shakespeare

Cognitive Therapies

Cognitive Therapy is psychotherapy aimed at changing way of thinking.

Characteristics of CT :

- 1. Thoughts cause Feelings and Behaviors.**
- 2. Directive & Educative**
- 3. Emphasis on dysfunctional thoughts**

Five common irrational or dysfunctional ideas:

- ❖ “Life isn’t fair.”
- ❖ “It’s awful.”
- ❖ “I can’t stand it.”
- ❖ “I must get what I want.”
- ❖ “I’m incompetent.”



Self



World



Future

Cognitive Triad

Behavioural Approach

- Behavioural approaches include counselling strategies which involve learning principles.
- All behaviours are learnt, good or bad

**We learn a behaviour when it is followed by
a pleasant consequence or
termination of unpleasant consequence**

**Reinforcement is anything that increases the
likelihood of a response**

**Rewards which maintain the
problem behavior are:**

Attention Seeking

Tangible Reward

Escape

Self Stimulatory

- **Behaviour modification refers to bringing about change in behaviour based on learning principles.**

Behavioural techniques are designed to alter maladaptive behaviour and to strengthen desirable behaviours.

Behavioural techniques are :

- ❑ Restructuring the Environment**
- ❑ Extinction / Ignoring**
- ❑ Time out**
- ❑ Physical Restraint**
- ❑ Shaping**
- ❑ Token Economy**

Supportive Counselling & Crisis Counselling

- **Aims**
 - **To restore emotional equilibrium**
 - **To get rid of emotional disturbances and neurotic problems.**
 - **To reconstitute homeostatic balance – “here & now” problems.**
 - **Support is the central technique**

- **Supportive Counselling is indicated in:**

- **Crisis Management**
- **Psychiatric emergencies**
- **Drug and alcoholism**
- **Suicide prevention**
- **Hot line services**

Techniques :

Relaxation training

Social skills training

Interpersonal skills

Assertive training

Music therapy

Psychodrama

Biofeedback

SELF – ANALYSIS

“Make it thy business to know thyself, which is the most difficult lesson in the world.”

MIGUEL DE

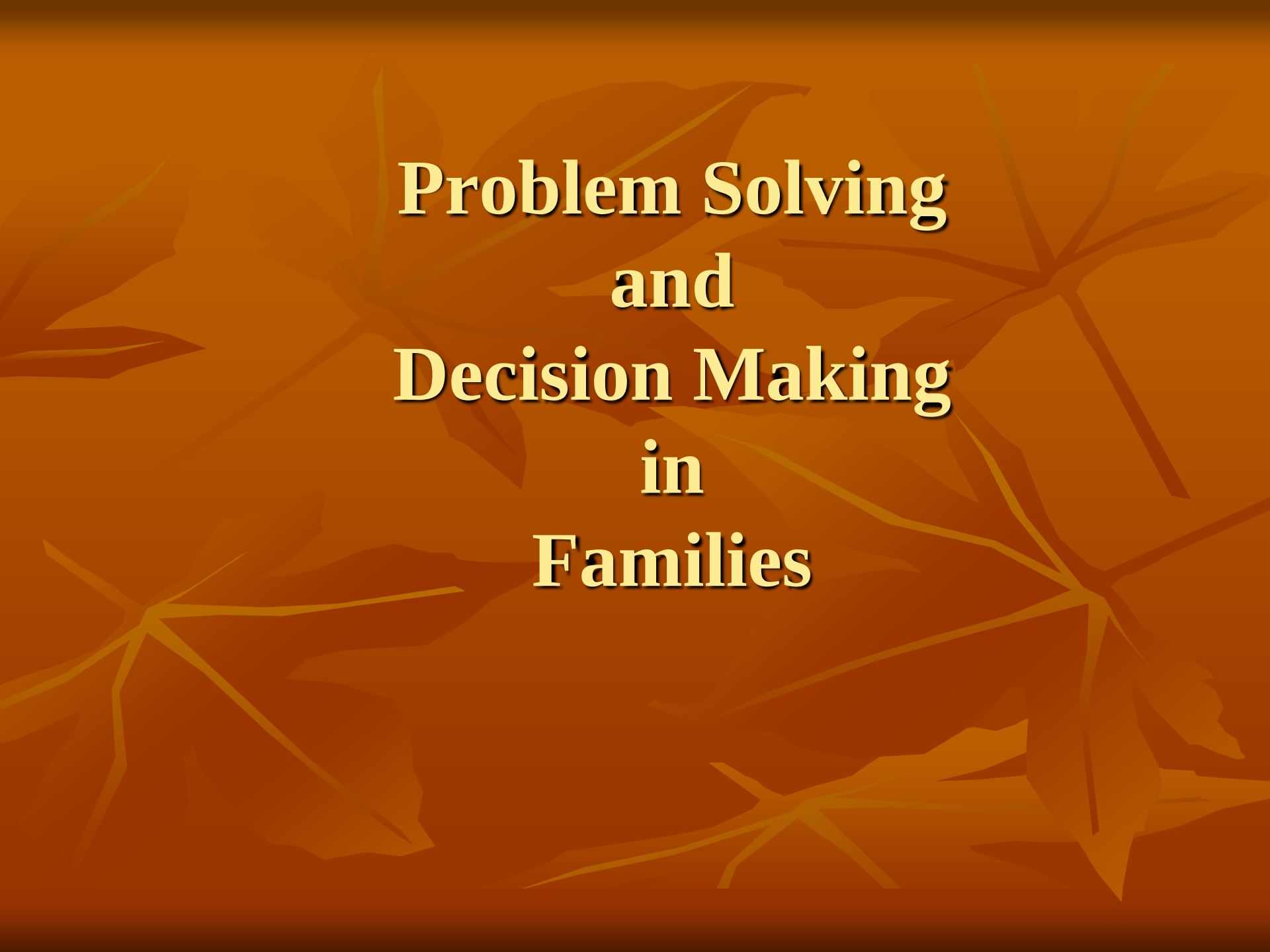
Self-awareness is a central characteristic of the successful professional or person.

JOHARI WINDOW

- **A MODEL FOR SELF-AWARENESS AND PERSONAL DEVELOPMENT.**
- Based on a four-square grid
- Like a window with four 'panes'



The Johari Window Model



Problem Solving and Decision Making in Families

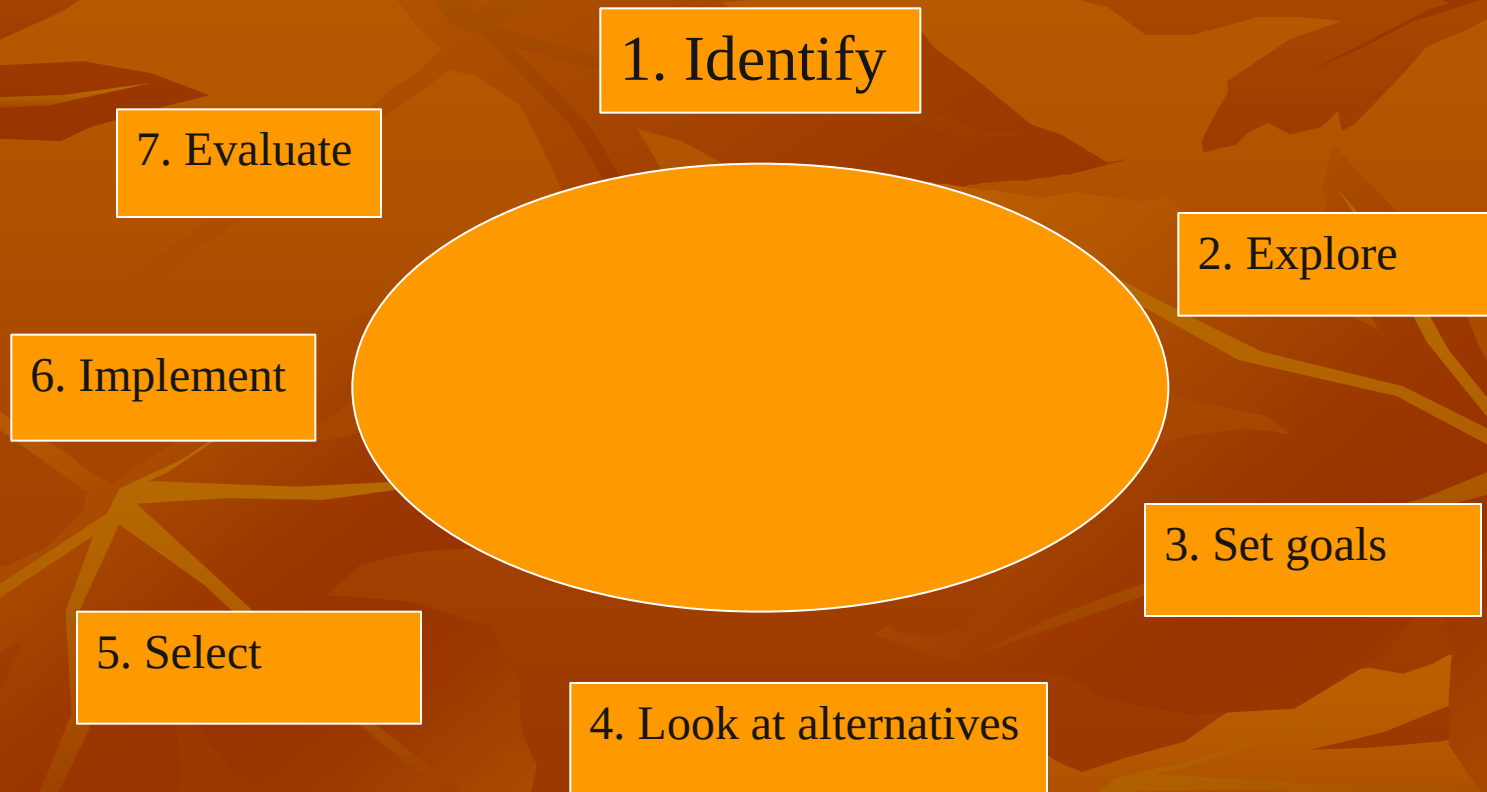
■ **Problem solving is**
a tool
a skill
a process.

Problem solving is a tool to achieve the goal.

It is a skill as once we have learnt it we can use it repeatedly. Ex : Riding a bicycle, adding numbers.

It is a process because involves taking a number of steps

7 – Step Method of Problem Solving



Quality Control Problem Solving

- **Quality Control Problem Solving Approach (PDCA)**

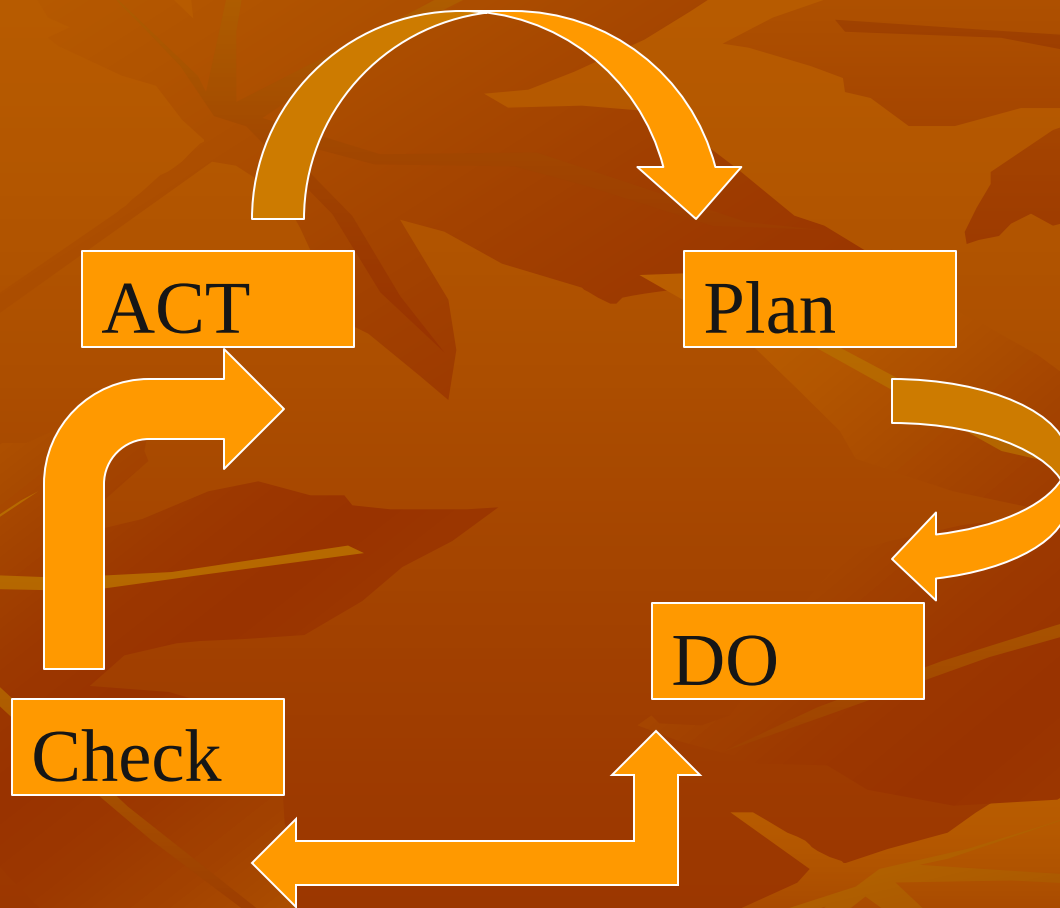
P – Plan

D – Do

C – Check

A - Act

Problem Solving Cycle



Decision Making in Families

- Life constantly demands decision
- The activities of problem solving and decision making are closely intertwined.
- Decision making involves evaluating and making choices.
- Whenever we encounter any problem we have to employ problem solving skills and make the decisions accordingly.

Techniques

- **FORCE FIELD ANALYSIS**
- **CRAVE ANALYSIS**

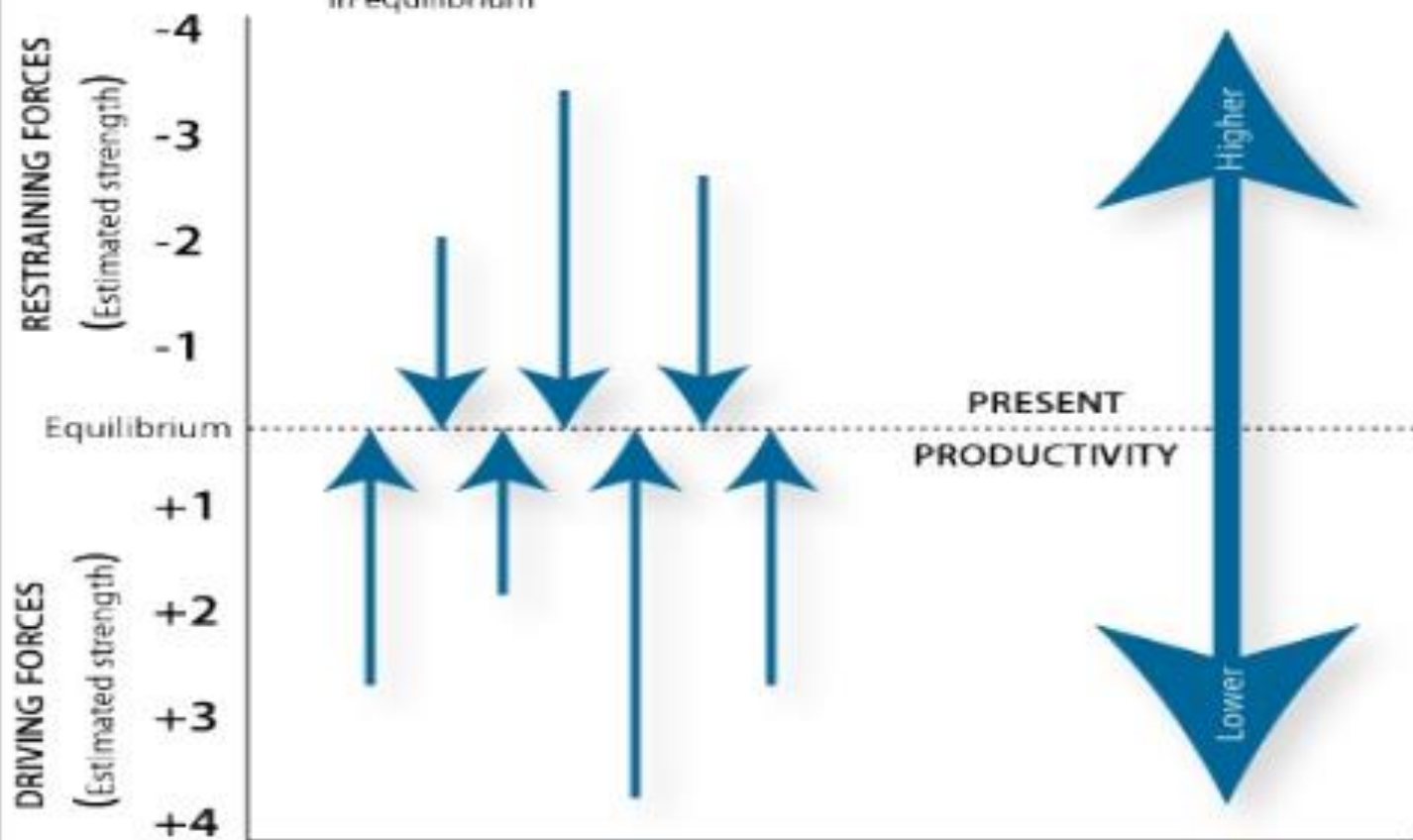
FORCE FIELD ANALYSIS

- Force Field Analysis is a useful technique for evaluating forces for and against a decision.
- It is a specialized method of weighing pros and cons.
- There are both **driving** and **restraining** forces that influence any change.
- Equilibrium is reached when sum of driving forces equals to sum of restraining forces.



Force Field Analysis Model

Driving and restraining forces
in equilibrium



CRAVE ANALYSIS

- **CRAVE** is an acronym used to find out whether a given situations is useful, realistic and applicable.
- **Control** : to what degree do I have control over the course of action?
- **Relevancy** – to what degree will it be appropriate in helping me to accomplish my goal?
- **Attractiveness**: to what degree it is of my interest?

- **Values – to what degree it is ethical ?**
- **Environment – to what degree it is realistic?**
- **With the help of CRAVE analysis, the counsellor can help the client engage in constructive change of behaviour.**

Rating Programme Possibilities (Course of Action)

Possibility	Control Resources	Relevancy	Appeal	Values	Environment

Specialized Areas of Counselling

- Career Counselling
- Vocational Counselling
- Health Counselling
- Trauma Counselling
- HIV Counselling
- Disaster Counselling
- Counselling Women & Elderly

Benefits of Counselling

- Feel better about yourself
- Feel more at peace in your daily activities
- Feel more successful and joyful
- Feel connected to others
- Reduce stress
- Understand your own thoughts, feelings and actions
- Work towards great self-fulfillment

Ethics for Counselling

- ***Fidelity -honouring the trust placed in the counsellor***
 - ethic of relationship
 - trustworthiness, boundaries, confidentiality, mutual respect
- ***Autonomy - respect for client's right to be self-governing***
 - Informed consent
 - Reject manipulation for beneficial social ends

- ***Beneficence*** - promoting client's well-being
- ***Non-maleficence*** - avoidance of harm
- ***Justice*** - fair and impartial treatment of all clients and the provision of adequate services
respect for human rights and dignity
fairness and avoidance of discrimination
- ***Self-respect*** - fostering the counsellor's self-knowledge and care of self



THANK YOU