Counseling 101:
HELPING OTHERS TO GIVE THEMSELVES GOOD ADVICE
It is my practice to assume that each person who comes to see me already knows what they need to do. They feel the truth of what is necessary somewhere deep inside, but they are afraid to say it, or they are afraid of trusting what they know. I simply give them permission to name aloud what they secretly know is true. With as much gentleness and compassion as I can offer, I try to create a place of safety where they can freely admit what they already know.
Native American Adage

“You were given two ears and one mouth for a reason. It is the same proportion in which you should use them.”
Communication is total body way of conveying feelings, thoughts, commands or actions to someone else. In effective communication, we DO NOT communicate TO other people, we communicate WITH other people, which means being a good speaker AND listener. Communication is a two-way street. Being an active and good listener is just as important as being a thoughtful and clear communicator.
The core of the helping process is the development and maintenance of a positive relationship between the helper and the person being helped.

There must be acceptance and trust. If a person feels judged, they will not speak freely, and may be defensive.

The person must feel understood and valued as a person.

You must show and be interested, genuinely concerned and encouraging, and at the same time, objective.

As a educator, you must work to accept and understand the student’s problems, recognize the demands and the requirements of the situation, and help them examine alternatives and the potential consequences.

You must avoid telling the person what he or she should do. Only the individual can and will decide as he or she acts upon his or her feelings, insights, and/or understanding of self and the problem. The element of empowerment can only occur when people are supported in making their own decisions.
Blended Approach:
Person Centered Therapy and Solution Focused

- Theories represents a way of being rather than a set of techniques for doing therapy. It emphasizes understanding and caring rather than diagnosis, advice and persuasion. If focuses on what has and what can be done.
- Non-directive
- Focuses on the relationship
- Congruence
- Unconditional positive regard.
- Empathy
- We don’t give advice
- We are like railroad tracks, we keep the train on track and as the conductor, they decided which off-shoots we take.
- Socratic method of questioning
5 Ways We Communicate

1. Verbal
2. Body Language
3. Touching
4. Writing
5. Listening vs. Hearing
We tend to think about communication and counseling in terms of verbal communication, however nonverbal behavior is as, if not more important. Body posture, gestures, facial expressions, eye movements, and other reactions often express feelings and attitudes more clearly than do spoken words. It is often for this reason that certified peer counselors must be aware of their own feelings, attitudes, and responses as well as to those of the person being helped if he or she is to understand what is taking place and be of assistance.
<table>
<thead>
<tr>
<th>Non-Verbal Indicators</th>
<th>EYES</th>
<th>LIPS</th>
<th>HANDS</th>
<th>BODY</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANGER</td>
<td>increased contact</td>
<td>Tight</td>
<td>fists clenched</td>
<td>rigid</td>
</tr>
<tr>
<td>BOREDOM</td>
<td>Drooping</td>
<td>Slack</td>
<td>drumming</td>
<td>slumped</td>
</tr>
<tr>
<td>NERVOUSNESS</td>
<td>darting</td>
<td>Twitching</td>
<td>drumming</td>
<td>pointed to exit, tense</td>
</tr>
<tr>
<td>ENTHUSIASM</td>
<td>Alert</td>
<td>Open</td>
<td>extended</td>
<td>forward</td>
</tr>
<tr>
<td>DEFENSIVE</td>
<td>glancing, darting, sideways, darting</td>
<td>Pursed</td>
<td>fist clenched</td>
<td>arms and legs crossed</td>
</tr>
<tr>
<td>SUSPICIOUS</td>
<td>darting</td>
<td>closed, pursed</td>
<td>to mouth</td>
<td>holding back</td>
</tr>
<tr>
<td>ASTONISHMENT</td>
<td>Wide-open</td>
<td>Open</td>
<td>extended</td>
<td>tense</td>
</tr>
<tr>
<td>FRUSTRATED</td>
<td>staring</td>
<td>closed, possibly tight</td>
<td>palm to back of head</td>
<td>slumping</td>
</tr>
<tr>
<td>SUPERIORITY</td>
<td>looking down upon</td>
<td>Pursed</td>
<td>behind head, steeping</td>
<td>forward</td>
</tr>
<tr>
<td>EVALUATING</td>
<td>increased contact</td>
<td>closed, pursed</td>
<td>stroking chin</td>
<td>edge of chair</td>
</tr>
</tbody>
</table>
Key Tools And Tactics

- S-O-L-E-R
- C-A-B-S
- Questions and Types of Questions
S-O-L-E-R

- Sit squarely
- Open Posture
- Lean in (slightly)
- Eye Contact
- Relax
C-A-B-S

- Cognition
- Affect
- Behavior(s)
- Situation
Questions and Types of Questions

- Open vs Closed
  - After you ask a question, BE SILENT. Resist the urge to fill silence with noise (words). Let it sit there…count to ten in your head if you have to.

- 6 Types of Questions/Statements (C-SERVE…no particular order)
  1. Clarifying – builds rapport
  2. Summarizing – Is what allows you to keep everything in order
  3. Encouraging – Keeps them talking
  4. Restating – Communicates you are hearing them
  5. Validating – Affirming their experience
  6. Exploring – Trying to dig deeper
Digging Deeper: 6 Types of Encouraging Statements

1. Clarifying: “Let me see if I understand you correctly,” or “I believe what I hear you saying is…”

2. Summarizing: “So if I can summarize what you’ve shared…” Or “In a nutshell…”

3. Encouraging: “Tell me more.” Or “Then what happened?”

4. Restating: “So in other words, you are saying…” Or “The issues of concern are…is that correct”

5. Validating: “You have every right to feel that way.” Or “Anyone would react that way”

6. Exploring: “I hear the anger in your voice, is that what upset you?” Or “I can tell this is really upsetting you…say more”