Workbook 2

Communication and the counselling interview

The functions of interpersonal communication

1. Through interpersonal communication we attempt to meet our social/psychological needs
2. Through interpersonal communication we attempt to achieve goals
3. Through interpersonal communication we develop a sense of self
4. Through interpersonal communication we acquire information.
5. Through interpersonal communication we influence and are influenced by others

Interpersonal communication components

- Context
- Physical context
- Social context
- Historical context
- Psychological context
- Cultural context
- Message formation
- Meaning
- Symbols
- Encoding and decoding
- Channels
- Noise
- Internal noise
- Semantic noise

Ethics of interpersonal Communication

1. Ethical communicators are truthful and honest
2. Ethical communicators act with intergrity
3. Ethical communicators behave fairly
4. Ethical communicators demonstrate respect for the ideas, opinion and feelings of others
5. Ethical communicators are responsible.

The 12 barriers to communication:

Judging
1. Criticizing
2. Name calling
3. Diagnosing
4. Praising evaluatively

Sending Solutions
5. Ordering
6. Threatening
7. Moralizing
8. Excessive/inappropriate questioning
9. Advising

Avoiding other's concerns
10. Diverting
11. Logical argument
12. Reassuring

All interviews use micro skills and strategies and they often follow a sequence of states from beginning to end:

1. Initial the session – rapport and structure
2. Gathering the data – drawing out stories, concerns, problems, or issues
3. Mutual goal setting – what does the client want to happen?
4. Working- exploring alternatives, confronting client incongruities and conflict re-storying.
5. Terminating – generalising and acting on new stories.

The communication process

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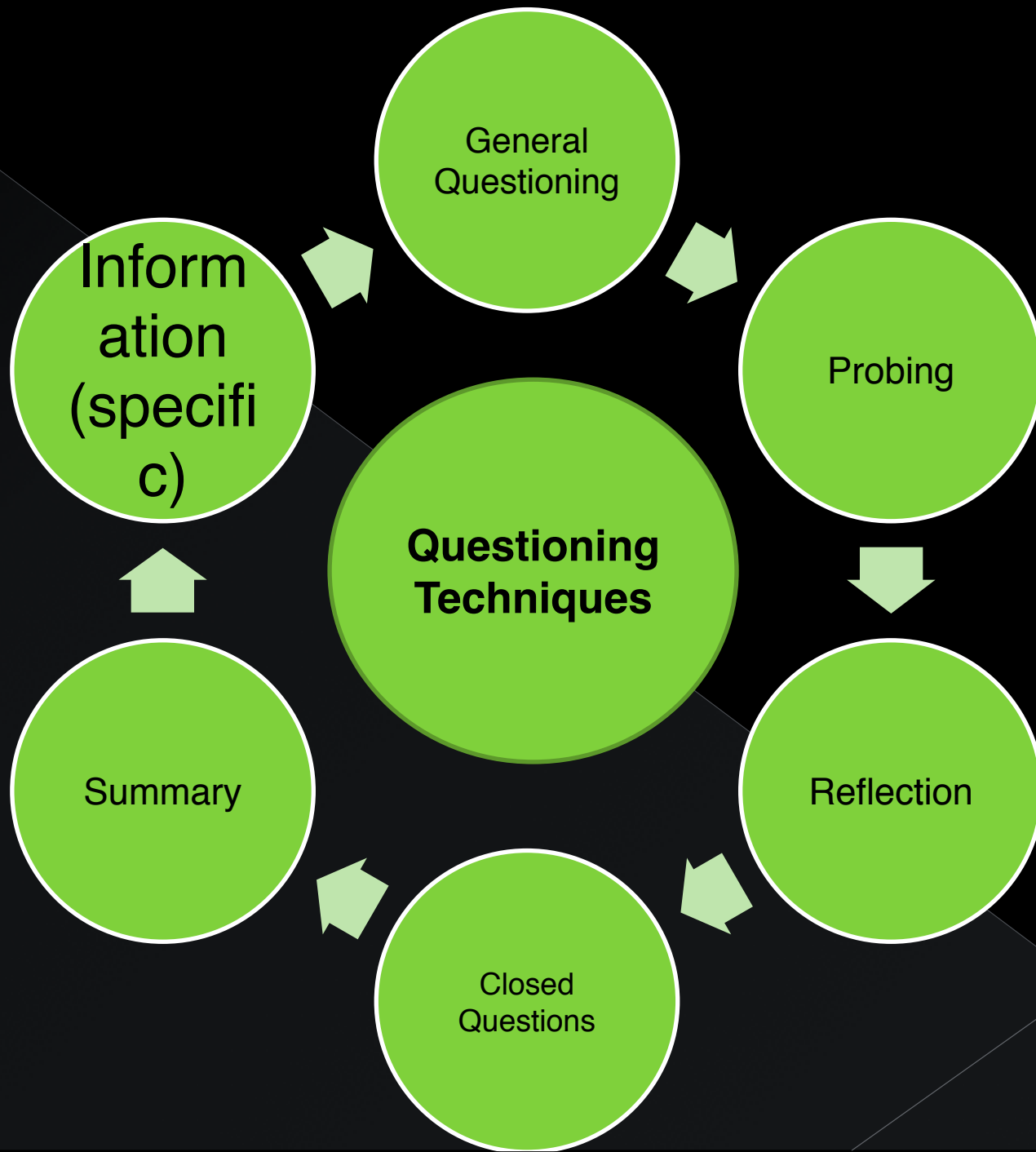r

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The importance of attention

- Attending to others
- Listen
- Focus on the client
- Quieten your inner voice
- Internal psychical blocks
- Physical barriers to good listening
- Listening on the telephone

Awareness of body language

- Ways to communicate Non-Verbally
  - The face and facial expressions
  - Eye contact
  - Body movements and gestures
  - The distance between two people talking
  - The use of touch
- Awareness of your own body
- Facial expressions
- Eye contact
- Body movement
- Distance and touch
- Feedback within communication
- Social and cultural trends

Questioning Techniques

- General Questioning
- Probing
- Reflection
- Closed Questions
- Summary
- Information (specific)

Using verbal communication well

- The words – the tone of your voice, the rhyme of how you speak and the volume
- Use of language in helping – the longer you stay silent the harder it becomes to interrupt the client's monologue
- Encouraging sounds and words – 'aha' or 'mmm'
- Paraphrasing and summarising – 'you're really upset at the way you're been treated'
- Open ended questions
- A range of languages- keep your language simple
- A positive approach
- Three way communication – use eye contact

Skills for identifying and clarifying problems

Identifying and clarifying problems skills contain elements of stepping outside or going beyond clients internal viewpoints. These skills help clients elaborate and therefore more fully understand their internal viewpoints.

Structuring skills

- Objectives of structuring
- too much or too little structure
- Same structuring skills
- Verbal message skills
- Voice and body messages

Types of questions

- Clarification questions

- Elaboration questions

- Challenging questions

- Specific detail questions

- Request for example questions

- Eliciating personal meaning questions

- Ask establishing agenda and tranisation questions

- Intersperse reflective responding with questions

- Ask follow on questions
- Encourage clients to do their own work
- Carefully observe how questions are answered
- Use good voice and body messages.

Confronting skills- counsellors can use confronting skills to challenge the following:

- Confronting inconsistence
- Confronting possible distortions of reality
- Confronting by reframing
- Confronting not acknowledging

How to confront

1. Start with reflective responding
2. Where possible help client to confront themselves
3. Do not talk down
4. Use a minimum amount of muscle
5. Avoid threatening voice and body messages
6. Leave the ultimate responsibility with the clients
7. Do not over do it

Intentional listening

1. Minimal response
2. Brief invitation to continue
3. Non-verbal behaviour
4. Voice
5. Silence

Reflection of feelings

"It seems to me that clients who have moved significantly in therapy live more intimately with their feelings of pain, but also more vividly with their feeling of ecstasy; that anger is more clearly felt, but so also is love; that fear is an experience they know more deeply, but so is courage"

Carl Rogers

Why use reflection of feelings?

Often we ignore, deny, distort or repress our feelings because we have been tod that they are unacceptable. We need to return to out emotions and allow ourselves to feel them because only then can we decide what we want to do about them.

Examples include:

'You feel angry at your partner for not taking care of your children;

'You seem pleased that your told your boss that you didn't want to work late'

- Benefits of reflection of feelings: are ideal interventions for enabling clients to enter into their internal experiences, especially if they are delivered with concern and empathy
- How reflection of feelings relates to empathy: some authors have equated reflection of feeling to empathy. We disagree wit this stance; we believe that it is too narrow to define empathy as just a reflection of feeling

- Caveats: sharing feelings has positive benefits in that clients can experience relief from tension, come to accept their feelings and feel proud that they had the courage to express and face their feelings.

How to reflect feelings:

- Format of reflection of feelings

- Identifying feeling words

- Sources of reflection

- Client's expression of feeling

Thank you for watching this video and good luck with workbook 2.

Bye for now 🐰