

Counselling and Personal Reflection

Reflecting on and monitoring one's work

- Self-reflection in the session
- Reviewing
 - › General impression of both client and therapist
 - › The therapist's view of progress
 - › The clients reservations about any aspect of therapy, disappointments, misunderstanding, need for clarification, etc
 - › Any impasses that are evident and how they might be addressed (Leiper and Kent, 2001)
 - › Both parties' views on the relationship between them, its therapeutic value, any obstacles evident
 - › Possible alternatives to current therapy (e.g referral elsewhere)
 - › Any newly emerging issues or goals
 - › Anything related to structure, arrangements, fees, possible termination

- Using supervision
- Preparation:
 - › *Identification*
 - › *Antecedents*
 - › *Presenting concerns*
 - › *Questions for supervision*
 - › *Ethical and professional issues*
 - › *Focus on content*
 - › *Focus on process*
 - › *Critical incident analysis*
 - › *Convert communication*

- Self-monitoring
 - › Moment to moment awareness of all that may transpire consciously and unconsciously within the session
 - › Insights, hunches; anomalous, intermittent or persistent internal reactions; hypotheses and conjectures
 - › Consciously withheld thoughts, feeling, responses, to be noted, further developed and/or taken to supervision
 - › Observations about one's own occasional lapses, errors, skill deficits or recurrent 'own material' to be taken to supervision or own counselling
 - › Awareness of times when fatigue, illness, emotional difficulties may amount to an impairment affecting competency to practice
 - › Tape recording or written notes to be studied, analysed and learned from
 - › Alternative, formal means of self, evaluation, such as a personal audit of skills, knowledge, issue of congruence or counter transference
- Conclusion

Giving Feedback Effectively

- Number one rule: Try to make it a positive process and experience
- Be timely

Tip: the exception to this is if the situation involved is highly emotional. Then, wait until everyone has calmed down before you engage feedback. You can't risk letting yourself get worked up and risk saying something you will regret later.

- Make it regular
- Prepare your comments
- Be specific
- Criticize in private
- Use "I" statements
- Limit your focus
- Talk about positives too
- Provide specific suggestions
- Follow up

Coaching skill for leaders:

PART A

- Guidelines for delivering feedback
- Focus your feedback on behaviour
- Describe the behaviour factually and specifically
- Explore ideas and alternatives
- Choose a time and place for giving personal feedback

PART B

- Improving your effectiveness through rapport
- Pacing to create rapport
 - > Speed
 - > Voice
 - > Facial expression
 - > Mood/emotion
 - > Appearance
 - > posture

Who needs to have professional supervision?

- All practising counsellors
- Any person whose job has a large component that involves them dealing with people in crisis
- Most professionals who work in the human service industry
- Any person who believes it could be advantageous
- Professional supervisors

How often do you need to have Professional Supervision

- They recommend industry standard is 1 hr of supervisions for every 20 hrs of client contact time.
- For those in the Human Services industry not practising counselling it is suggested that 1 hr per week is adequate in many cases.

Basic Personal counselling

- Introduction
- Confidentiality
- The need to keep records
- Requirements of the counsellors own supervision
- The need to protect others
- Working in conjunction with other professionals
- Educational training programs, conferences, workshops and seminars
- Where the law requires disclosures of information
- Respecting the clients right to privacy
- Professional ethics
- Respect for the client
- Limits of the client-counsellor relationship
- Responsibility of the counsellor
- Counsellor competence
- Referral
- Termination of counselling
- Legal obligations
- Self promotion
- Learning summary