

Counseling Skills



OVERALL OBJECTIVE

The **Counseling Skills** Module aims to equip participants with the ability to plan, conduct, and evaluate a counseling session, to increase the effectiveness of each counseling relationship by creating an enabling counseling environment and to actively listen, show empathy, respect, genuineness, and congruence.

OUTCOMES

The participants will be able to:

- Increase the effectiveness of each counseling relationship
- Communicate and relate more effectively during counseling service delivery
- Actively listen, show empathy, respect, genuineness and congruence
- Give and receive feedback appropriately
- Determine the actions for creating an enabling environment for counseling to effectively take place
- Use change concepts to advantage
- Enable others to make it happen

CONTENT

Plan for a Counseling Session

- Gain self-insight and draw on own strengths
- Determine pre-work required
- Construct pre-session communications
- Know how to create a counseling outcome plan

Conduct a Counseling Session

- Formulate norms (optimum behaviors) within a counseling relationship
- Enhance feedback skills
- Practice active listening skills, empathy, and congruence
- Learn how to bring in change concepts when required
- Use effective responses and guided questioning
- Interface effectively with different personalities
- Enhance note taking
- Know how to successfully bring a session to conclusion

Evaluate a Counseling Session

- Conduct follow up with the counseled individual
- Keep records of sessions
- Create a counseling evaluation format
- Go through the Do's and Don'ts of counseling
- Receive feedback on your practice session