

A close-up photograph of several white flowers with yellow centers, likely jasmine, set against a soft, out-of-focus green background.

BLOCK I

Counselling Psychology Crash Course

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A photograph of two women in a professional setting. The woman on the left, with dark hair pulled back, is wearing a pink patterned button-down shirt and is looking attentively at the other woman. The woman on the right has blonde hair and is wearing a blue and red plaid shirt; she is resting her head on her hand, appearing to be in a state of distress or deep thought. The background is a blurred office or classroom environment with shelves and a window. The text 'Introduction to Counselling' is overlaid in white in the center of the image.

Introduction to Counselling

Definition of Counselling

According to Harold Pepinsky and Pauline Pepinsky (1954):

“Counselling is an interaction which occurs between two individuals called a counsellor and a client, takes place in a professional setting, is initiated and maintained as a means of facilitating changes in the behavior of a client.”

Perez(1965) defined Counselling as “an interactive process conjoining the **counselee who needs assistance** and the **counselor who is trained and educated to give the assistance**”

Rogers (1952) describes counseling as “ The process by which the **structure of the self** is **altered** in the **safety of the clients relationship with the therapist** and **previously denied experiences are perceived and then integrated into an altered self**”

Both the American Counseling Association (ACA) and Division 17 of the American Psychology Association have defined counseling on numerous occasions. These definitions contain a number of common points, some of which are as follows:

- Counseling is a profession.
- Counseling deals with personal, social, vocational empowerment, and educational concerns.
- Counseling is conducted with persons who are considered to function within the normal range.
- Counseling is theory based and takes place in a structured setting.
- Counseling is a process in which clients learn how to make decision and formulate new ways of behaving, feeling and thinking.
- Counseling encompasses various subspecialties.

Key Characteristics of Counselling

- **Collaborative Nature:** Counseling is a two-way process involving active participation from both the client and counselor.
- **Professional Training:** Counselors are trained in specific skills, techniques, and ethical practices to provide effective support.
- **Exploration and Insight:** Counseling encourages clients to delve into their thoughts, emotions, and behaviors to promote self-awareness and understanding.
- **Evidence-Based Practice:** Effective counseling relies on research-backed methodologies from various psychological theories.
- **Goal Orientation:** Counseling helps clients identify and work towards personal, social, or professional objectives.
- **Ethical and Empathetic Approach:** The counselor fosters a safe, confidential, and non-judgmental environment, rooted in empathy and respect.

Five key elements in Counseling-William Cottle

1. **The Counseling Relationship:** The counselor demonstrates **empathy, genuineness, and unconditional positive regard**, which fosters a sense of security for the client.
2. **Exploration:** the counselor helps the client explore and understand their problems or concerns in depth. The counselor engages in **active listening** and uses various techniques (such as open-ended questions) to facilitate the client's exploration of their personal experiences.
3. **Insight:** helping the client gain **self-awareness** and insight into the causes. The counselor encourages the client to recognize **patterns** in their behavior, thoughts, and emotions that may have been previously unconscious or denied.
4. **Action:** involve setting goals, learning new coping mechanisms, changing negative thinking patterns, or adopting new behaviors.
5. **Termination:** Concluding the counseling process once the client has made significant progress in addressing their concerns and achieving their goals. This stage is important because it provides an opportunity to **review progress**, reflect on the journey, and ensure that the client feels confident in their ability to manage challenges independently.

What is not counselling ?

Counselling is not giving information.

Counselling is not giving advice and suggestions or recommendations.

It is not influencing the client's values, attitudes, beliefs, interests, decisions, etc.

Counseling relationship is not Friendship or Peer Support.

CHARACTERISTICS OF A COUNSELOR

- **Effective therapists have an identity.** They know who they are, what they are capable of becoming, what they want out of life, and what is essential.
- **Effective therapists respect and appreciate themselves.** They can give and receive help and love out of their own sense of self-worth and strength. They feel adequate with others and allow others to feel powerful with them.
- **Effective therapists are open to change :** They make decisions about how they would like to change, and they work toward becoming the person they want to become.
- **Effective therapists make choices that are life oriented.** They are aware of early decisions they made about themselves, others, and the world. They are not the victims of these early decisions, and they are willing to revise them if necessary.
- **Effective therapists are authentic, sincere, and honest.** They do not hide behind rigid roles or facades. They know Who they are in their personal life and in their professional work is congruent.

- **Effective therapists are able to maintain healthy boundaries.** Although they strive to be fully present for their clients, they don't carry the problems of their clients around with them during leisure hours. They know how to say no, which enables them to maintain balance in their lives.
- **Effective therapists possess effective interpersonal skills:** they strive to create collaborative relationships with others. They can respect another person's perspective and can work together toward consensual goals.
- **Effective therapists appreciate the influence of culture.** They are aware of the ways in which their own culture affects them, and they respect other cultures as well. They are sensitive to the unique differences arising out of social class, race, sexual orientation, and gender.
- **Effective therapists have a sincere interest in the welfare of others.** This concern is based on respect, care, trust, and a real valuing of others.
- **Effective therapists are passionate.** They have the courage to pursue their dreams and passions, and they radiate a sense of energy.

Qualities of a counselor in Counselling .

The **qualities of a counselor** are essential in establishing a safe and positive environment for the client. These qualities help create an environment where the client feels safe, understood, and empowered to explore their issues.

1. **Empathy:** Empathy is the ability to understand and share the feelings of another person.
2. **Non-judgmental Acceptance:** An empathetic counselor avoids criticism or judgment, offering unconditional positive regard to help the client.
3. **Active Listening:** An effective counselor listens attentively to what the client is saying, both verbally and non-verbally. Active listening means being fully present in the moment. Counselor also asks questions to clarify and reflect back or paraphrase what she/he heard is correct.
4. **Unconditional Positive Regard :** Counselor accepts the client as they are , irrespective of what they maybe divulged in.
5. **Genuineness (Congruence) :** A counselor must be authentic and true to themselves in their interactions with the client. This means being open, honest, and transparent without hiding behind a professional facade.

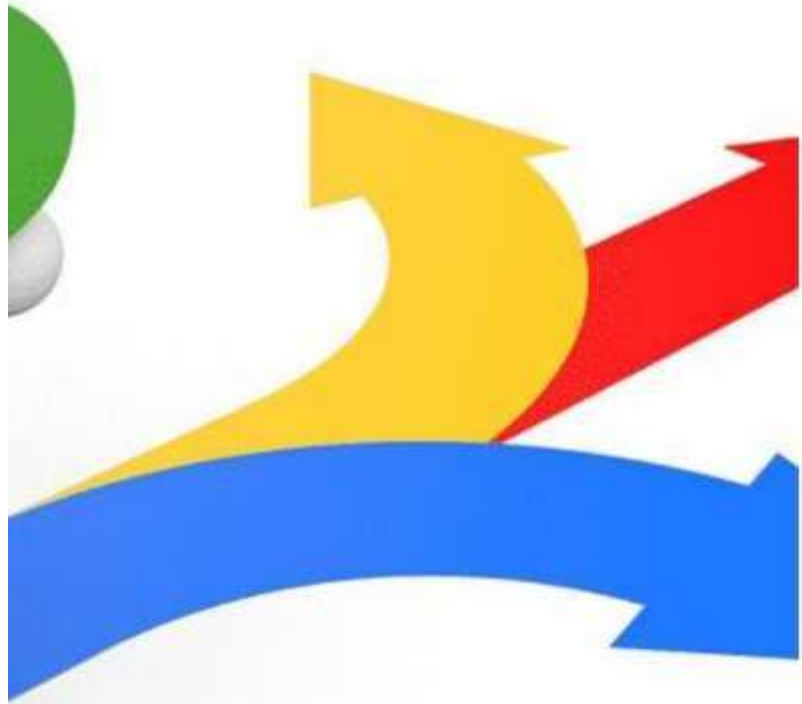
- **Respect for Boundaries: Setting Professional Boundaries:** A counselor maintains clear and professional boundaries to create a safe space for the client. This includes respecting confidentiality, limiting self-disclosure, and ensuring that the focus remains on the client's needs.
- **Maintaining Confidentiality :** The counselor must safeguard the client's personal information and ensure that any sharing of information is done ethically and with the client's consent.
- **Respecting Diversity:** A counselor must demonstrate awareness and respect for cultural differences and avoid stereotypical assumptions based on the client's race, ethnicity, gender, sexuality, or other personal factors.
- **Managing Personal Emotions:** A counselor should be emotionally stable, able to manage their own emotions in a professional manner, especially when working with clients who may express difficult or intense emotions.
- **Competence and Knowledge: Skilled and Knowledgeable:** An effective counselor is well-trained and knowledgeable in therapeutic techniques, mental health issues, and counseling practices. They should also invest in upgrading their skills via continued learning.

Qualities of a Client in Counselling

- The qualities of a **client** in the counseling relationship also play a significant role in the success of the therapeutic process.
- The client's engagement, attitude, and willingness to be open are equally important for achieving positive outcomes.
- **Openness**: A client needs to be willing to open up about their thoughts, feelings, and experiences, even if they are difficult to talk about. This involves sharing personal and sometimes painful aspects of their life.
- **Honesty**: The client should be honest about their issues, emotions, and the challenges they face.
- **Self-awareness** helps the client recognize their emotions, behaviors, and thought patterns. Clients who are self-aware are better able to engage in the counseling process and make meaningful connections between their experiences and their behavior.

- The client must be open to **reflecting on their experiences** and the role they may play in their own difficulties, understanding how past experiences may shape current behavior.
- **Commitment to Change:** A client must have a genuine desire for personal growth, improvement, Without the motivation to change, progress in therapy can be limited.
- **Active Participation:** A client who is motivated and committed is more likely to actively participate in counseling sessions and use the insights from the sessions in daily life.
- **Building Trust in the Counseling Relationship:** The client must trust the counselor and feel that they are in a safe, non-judgmental space.
- Clients should **believe that counseling is helpful** and that they can work through their issues with the support of the counselor.
- The client must be willing to **expose their vulnerabilities, fears, and insecurities during counseling**. This can involve confronting past traumas, mistakes, or painful emotions that the client has been avoiding.
- **Openness to Emotional Expression:** Clients who can express their emotions openly (anger, sadness, joy, etc.) help facilitate deeper exploration and self-understanding.

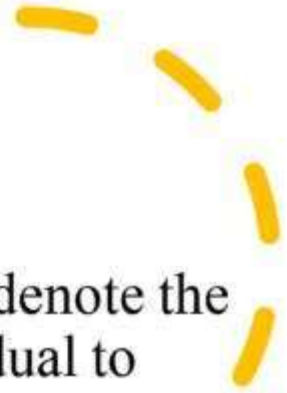
- Effective clients are **open to receiving feedback and insights from the counselor**, even if it may be challenging or uncomfortable. They are willing to explore new perspectives and be receptive to suggestions for change.
- A client who is capable of **self-reflection** can take the feedback they receive and use it to deepen their understanding of themselves and their issues.
- Clients who take **ownership of their own healing process** are more likely to succeed in therapy. This means accepting responsibility for their thoughts, emotions, and behaviors and taking proactive steps toward improvement.
- **Realistic expectations:** A client with realistic expectations understands that therapy is a process that involves both progress and setbacks.
- A client who is willing to be **accountable for their own progress** holds themselves responsible for making the changes they desire. This includes being committed to doing the work outside of sessions, such as completing exercises, practicing new skills, or reflecting on their experiences.
- **Engaging in Homework or Assignments:** Many counselors assign tasks between sessions to reinforce what has been discussed.
- **Self-Control:** Clients who have some ability to regulate their emotional responses and actions can engage more effectively in the work of counseling, without being overwhelmed by intense feelings.



Guidance

“Guidance is a term used to denote the process of helping an individual to gain self understanding and self direction (self decision making) so that he can adjust maximally to home, schools or community environment.” (Biswalo, 1996).

Guidance is giving leadership, supervision, direction, or professional guidance for future actions.





Guidance is more information oriented and addresses the developmental issues. On the other hand, counseling is more remedial in nature, aimed at helping the person deal with the problems and conflicts in his life.

Differences

Counselling

- counseling is a deeper, emotionally engaged process aimed at healing, personal growth, and resolving psychological issues.
- It is a post problem, which means people usually seek counselling after an issue occurs.
- Focus: Deep emotional or psychological issues.
- Collaborative, therapeutic, and supportive relationship.
- Therapeutic methods (e.g., CBT, talk therapy)
- Often long-term, depending on needs
- High emotional involvement

Guidance

- Guidance has more to do with something that you need the assistance of someone who is familiar with such tasks or problems.
- It is pre-problem, which means no specific problem has been identified.
- **guidance** is more about providing practical advice and support to help individuals make decisions .
- Focus on Practical advice, career, education, etc.
- Advisory , less supportive relationship.
- Advising, mentoring, providing information
- Typically short-term, focused on specific issues
- Less emotional involvement, more practical

What is Psychotherapy?

- **Psychotherapy** and **counseling** are both forms of talk therapy aimed at improving mental health, but they differ in several key areas, including their scope, methods, duration, and the types of issues they typically address.
- **Psychotherapy** is a type of therapy used to treat emotional, psychological, and behavioral issues through talking and communication between a therapist (psychotherapist) and a client.
- It involves the use of psychological techniques and methods to help individuals understand and address their thoughts, emotions, and behaviors that may be causing distress, interfering with daily functioning, or contributing to mental health problems.
- Psychotherapy is used to treat a wide range of psychological issues, such as Anxiety, depression, mood disorders, Personality disorders etc.
- It encompasses a wide range of therapeutic approaches, such as: Cognitive Behavioral Therapy (CBT), Psychodynamic Therapy etc.
- Psychotherapy may be short-term (focused on specific issues) or long-term (involving deeper exploration and ongoing personal growth). The duration depends on the individual's needs, the issues being addressed, and the chosen therapeutic approach.

Psychotherapy consists of a whole range of **psychologically based treatments** by which trained practitioners **help people who have psychological problems**. It involves a collaborative process where the therapist and client(s) work together to identify problems, set goals, and develop strategies for change or coping.

There are many **different approaches to psychotherapy, including cognitive-behavioral therapy (CBT), psychodynamic therapy, humanistic therapy, and family therapy, among others**. The specific approach used depends on the therapist's training and the needs of the client.

Psychotherapy can help people with a **wide range of concerns, including depression, anxiety, trauma, relationship issues, grief, and more**. It can be short-term, focusing on specific issues, or long-term, addressing more complex problems or providing ongoing support. Overall, the goal of **psychotherapy is to improve mental health and well-being by promoting self-awareness, insight, and positive change**.

Psychotherapy emphasizes the following:

- The past more than the present
- Insight more than change
- The detachment of the therapist
- The therapist's role as an expert
- Detachment does not mean emotional coldness or indifference; rather, it involves a therapist's ability to maintain **boundaries, objectivity, empathy without fusion, and self-awareness.**

Psychotherapies are procedures in **which persons with mental disorders interact with a trained psychotherapist who helps them change certain behaviors, thoughts, or emotions so that they feel and function in a better way.**

It consists of a series of techniques for **treating mental health, emotional, and some psychiatric disorders and helps the individuals understand what helps them feel positive or anxious, as well as accepting their strong and weak points.**

Psychotherapy

- Psychotherapy is generally **longer-term** and is used to treat **deeper psychological issues** and **mental health disorders**.
- Psychotherapy addresses **deeper psychological issues** such as mental disorders, anxiety, mood disorders etc.
- Psychotherapy often involves **deeper therapeutic techniques**. E.g. **CBT, DBT, Existential therapy etc.**
- Licensed mental health professionals (psychologists, psychiatrists, etc.)
- Long-term (months or years)

Counselling

- Counseling is often **short-term** and focuses on addressing **specific problems** or challenges, such as **life transitions**, relationship issues, stress, career concerns, or **grief**.
- Counseling is typically used for more **specific, short-term issues** such as relationship concerns, Stress management, loss etc.
- Counseling tends to use **more practical, goal-oriented methods such as** Solution-Focused Brief Therapy (SFBT), **Behavioral Therapy** (focused on changing behaviors) etc.
- Trained counselors, therapists, or social workers.
- Short-term (weeks or months)

Educational Qualifications of a Counselor

- Education and training requirements for counselors are often very detailed in the Western countries and vary by State and specialty, but a master's degree is usually required to become a licensed counselor.
- Individuals interested in pursuing counseling typically need to pursue a **master's degree** in a related field, such as: **Master of Arts (MA) in Psychology** or **Master of Science (MSc) in Psychology**, **Master of Social Work (MSW)**, **Postgraduate Diploma in Counseling** or **Psychological Counseling etc.**
- In addition to formal degrees, counselors often complete specialized **certification or diploma courses** in counseling. Some common certifications include: **Postgraduate Diploma in Guidance and Counseling**, **Diploma in Counseling Psychology**, **Diploma in Career Counseling**, **Certificate Programs in Marriage Counseling** or **Family Therapy etc.**
- **Internships** and **practical training** are often an essential part of counseling programs, as they provide real-world experience. This training helps prospective counselors develop skills such as **active listening**, **empathy**, and **therapeutic techniques**.

A person wearing a grey sweater is sitting at a table. Their hands are clasped together, and their fingernails are painted with colorful, intricate designs. In front of them is a white notebook with a black pen resting on it. The background is a bright, out-of-focus indoor setting.

Process of Counselling Unit II

COUNSELLING PROCESS

Counselling Process refers to refer to what the counselor does with the client as well as how change occurs within the client.

There is a **natural progression** that takes place within the context of the helping relationship.

It enables the counselor and the client to build a relationship, assess the situation, set goals and come up with a plan to bring about the desired results.

This progression is known as the **counseling process**.



Characteristics of the Counselling Process

- Goal is established by the client.
 - Explore the experiences and problems faced by the client.
 - To identify any fears or challenges that may prevent client from achieving their goals.
 - An active process, within the counselling session as well as outside as the client starts working on the suggestions and insights from the session in their daily lives.
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- Success of Counselling depends on Client's commitment to help themselves.
- Client should be willing to receive help.
- Attend Scheduled sessions.
- Engage in new ways of thinking and acting outside of the counseling setting.
- Counselling is a process with a beginning, a middle and an end.
- Counsellor offers support and facilitation on the basis that client has decided what she/he feels and have made commitment to change and has taken personal responsibility.

Stages of Counselling

1. Identify the need for counselling

2. Prepare for counselling.

3. Conduct counselling.

4. Follow up.

Counselling Process Followed by Counsellors

- 1) Background information collection
- 2) Identification of core issues
- 3) Case formulation
- 4) Goal setting for the therapeutic process
- 5) Implementation of intervention
- 6) Evaluation of intervention
- 7) Closure

Procedure / Steps in Counseling Process

Marjorie Nelson (2001) has given the following nine steps in the counselling process:

- 1) **Establish a safe, trusting environment.**
- 2) **Clarify:** Help the person put their concern into words.
- 3) **Active listening:** find out the client's agenda.
 - a) paraphrase, summarize, reflect, interpret
 - b) focus on feelings, not events
- 4) **Transform problem statements into goal statements.**
- 5) **Explore possible approaches to goal.**
- 6) **Help person choose one way towards goal**
- 7) **Make a contract to fulfill the plan** (or to take the next step)
- 8) **Summarize** what has occurred, clarify, get verification
- 9) **Get feedback and confirmation**

Stages of Counselling Process

Effectiveness of Counselling depends on the success of the counselling Process.

It starts with rapport building, Problem Identification, goal setting, Intervention & Follow up.

- 1. Developing a relationship**
- 2. Working in a relationship**
- 3. Terminating a relationship**

Stage 1 : Developing a Relationship

- The counsellor wins by creating an atmosphere where the client is comfortable about sharing thoughts and feelings.
- Counselor should work on creating a safe space for clients to explore their problems without any fears.
- Work on laying the foundations of trust.

The counselor should work on the below during the stage of Developing a relationship.

1) Developing Rapport and Building Trust

2) Create core conditions necessary for counselling

1) Developing Rapport and Building Trust

- ***Predictability & consistency*** Counsellor schedules an appointment to meet the client at a certain time, it's crucial to keep it. If unable to do so, keep the client informed well in advance.
- ***Testing*** : Client might test the counsellor by not reaching for a scheduled meeting to see how the counsellor will react. They wanted to see whether the counsellor genuinely cares for them.
- ***Establish confidentiality*** : The counsellor should let the client know that whatever he or she wants to share with the counsellor will remain confidential.
- ***Goal setting***
- *Set at least one achievable goal together for the relationship.*
- *What do the client and counsellor want to get out of this relationship?*
- *Help the client set personal goals.*
- *Client may not know how to set goals, and this will provide them with the opportunity to set goals and work toward achieving them*

2) Core Conditions for Successful Counselling

Carl Rogers (1957) originally proposed core conditions needed in building a relationship:

- i) Empathetic understanding:** Empathy promotes rapport and relationship.
- ii) Unconditional positive regard:** Considering Client as person of worth, and is separate from actions.
- iii) Congruence:** Showing Genuine self in client interaction.

STAGE 2: Working in a Relationship

The successful outcome of any counselling process depends on a working relationship between counsellor & the client.

- **Changing Perceptions:** Counsellors can help clients change their distorted or unrealistic perceptions by offering them an opportunity to explore thoughts within a safe, and non judgmental atmosphere. Then Clients could reframe.
- **Leading :** Changing client's perceptions requires a high degree of persuasive skill and some direction from the counselor. Such input is known as leading.
- **Accurate Empathy:** Two Components of Empathy are:
 - a) **Empathic rapport.** This refers to accurately sensing and being able to see the client's world the way they do.
 - b) **Communicative attunement.** This refers to verbally sharing one's understanding with the client.

Self - Disclosure ; Self disclosure is an important way to let clients know the counsellor as a person. Self- disclosure at a moderate level is seen more positively by clients than disclosure at a high or low level (Edwards & Murdock, 1994).

Self-disclosure refers to the act of revealing personal information, thoughts, feelings, experiences, or beliefs to another person. In the context of counseling or therapy, self-disclosure involves the counselor or therapist sharing relevant personal information with the client to build trust, provide insight, or create a more open and empathetic therapeutic relationship.

Positive Regard

Client revelations must be protected from counsellor's "personal reactions," especially rejection or disdain. The counsellors should express appreciation of the client as a unique and worthwhile person.

Responding Styles of the Clients

- 1) Affective Responding.** This focuses on feelings;
- 2) Behavioral Responding.** This focuses on actions and behaviors;
- 3) Cognitive Response.** This focuses on thoughts and cognitions. The counsellor will balance these throughout the session with a client.

Immediacy

This involves a counselor's understanding and communicating of what is going on between the counsellor and client within the helping relationship.

There are 2 types of immediacy

- 1) Relationship immediacy. (Between client & counsellor);
- 2) "Here & Now" immediacy focuses on some particular event in the session.

Humor : Humor can have a positive effect on the counselling process when used properly.

It must be used with sensitivity and timing.

Confrontation: not skill at putting the client down for doing something wrong. This is an invitation to the client to look more closely at behavior that is not working or interfering with growth, change, or healthy functioning.

Transference and Counter-transference

Transference and counter-transference are issues that affect all forms of counselling, guidance, and psychotherapy.

Transference: This is the client's projection of past or present feelings, attitudes, Process of Counseling or desires onto the counsellor.

It can be direct or indirect and will cause the client to react to the counselor as they would in the past or present relationship.

Counter-transference: This is the counsellor's projected emotional reaction to or behavior towards the client.

It can take on many forms, from a desire to please the client, to wanting to develop a social or sexual relationship with the client.

When this happens, supervision or counseling for the counsellor is called for.

Stage 3: Terminating a Relationship

- Termination is the end of the professional relationship with the client when the session goals have been met.
- It is a phase of counselling that can determine the success of all previous phases and must be handled skillfully.

A formal termination serves three functions:

- Counselling is finished and it is time for the client to face their life challenges.
- Changes which have taken place have generalized into the normal behavior of the client.
- The client has matured and thinks and acts more effectively and

Timing of Termination

Questions the counselor may wish to ask concerning termination include:

- Have clients achieved behavioural, cognitive, or affective goals?
- Can clients concretely show where they have made progress in what they wanted to accomplish?
- Is the counselling relationship helpful?
- Has the context of the initial counselling arrangements changed?

Resistance to Termination

- Clients and Counsellors may not want counseling to end.
- In many cases this may be the result of feelings about the loss and grief or insecurities of losing the relationship.
- For clients, this is something to process. For counsellors, this is an issue for supervision.

Premature Termination

- **Client**
- Many clients may end counselling before all goals are completed. This can be seen by not making appointments, resisting new appointments etc.
- It is a good idea to try and schedule a termination/review session with the client so closure may take place.
- At this time a referral may be in order.
- **Counsellors**
- At times, counsellors have to end counselling prematurely. a summary session is in order and referrals are made, if appropriate, to another counsellor.

Referrals

- A referral is a formal recommendation from one professional to another.
- It is made when a Client needs expert advice or care on a specific problem.

Reasons for the Referrals

- Note specific behaviors or actions that brought the need for a referral.
- Have the names of several other counselors ready for a referral.
- It is important to remember that the counselor cannot follow up with the new
- Counselor to see if the client followed through (Confidentiality issue).

Follow Up

Follow-up may be scheduled for various reasons including evaluation, research, or checking with the client. The steps taken by a Counselor to help a client with any ongoing problems or new symptoms that may occur.

It needs to be scheduled so as to not take the responsibility of change away from the client.

FACTORS INFLUENCING COUNSELLING PROCESS

- **Structure**
- **Initiative**
- **Setting**
- **Client Qualities**
- **Counsellors Qualities**

Structure

Structure in counseling is defined as the “joint understanding between the counselor and client regarding the characteristics, conditions, procedures, and parameters of counseling” (Day & Sparacio, 1980, p.246). The structure is provided throughout all stages of counseling but is especially important at the beginning.

- Provide direction and clarity to the counsellor-client relationship.
- Protects the rights, roles & and obligations of the Counselor & and the client.
- Provides practical guidelines including time limit of the session, action limits to prevent destructive behavior, role limits, and procedural limits.
- Counseling moves forward when the client and counselor know the boundaries of the relationship and what is expected

Initiative

It is the motivation to change. Clients who come involuntarily usually lack initiative. In such cases, counselors may become impatient and give up. A reluctant client is one who has been referred by a third party and is not motivated to seek help. Such clients may terminate counseling prematurely or not show up.

Counselors could help such clients by doing the following:

- Role reversal exercise to understand their mental state, anger, and frustration.
- Anticipate the anger, frustration, and defensiveness that some clients display.
- Acceptance, patience, and understanding as well as non-judgmental attitude.
- Persuasion & confrontation.

Setting

A good physical setting is key to success in counseling.

Below are the prerequisites for a good setting.

- Comfortable room with soft lighting, quiet colors, an absence of clutter, and harmonious and comfortable furniture.
- It should be a place of Privacy, Confidentiality, Quiet, and Comfort.
- Counselor should send a message that he/she is listening. This is done by being attentive both verbally and nonverbally. A distance of 30 to 39 inches is the average range of comfort between counsellor and clients of both genders both genders.
- The counselors should not be interrupted during sessions.

SOLER ***Technique***

SOLER is an acronym which serves to remind the counselors how to listen:

- S:** Face the client squarely; that is, adopt a posture that indicates involvement.
- O:** Adopt an open posture. Sit with both feet on the ground to begin with and with your hands folded, one over the other.
- L:** As you face your client, lean toward him or her. Be aware of their space needs.
- E:** Maintain eye contact. Looking away or down suggests that you are bored or ashamed of what the client is saying. Looking at the person suggests that you are interested and concerned.
- R:** As the counselor incorporates these skills into the attending listening skills, relax.

Theoretical Approaches to Counselling



Psychoanalytic Approach

The psychoanalytic approach developed by Sigmund Freud in the early 1900s involves analyzing the root causes of behavior and feelings by exploring the unconscious mind and the conscious mind's relation to it.

View of Human nature

Unconscious Mind: A significant portion of human behavior is driven by unconscious thoughts, feelings, and desires. These are often hidden and can manifest as defense mechanisms or symptoms of psychological distress.

Psychic Determinism: Every thought, feeling, or behavior has an underlying cause, often rooted in past experiences or unresolved conflicts.

Early Childhood Experiences shape present behavior.

Conflict and Defense Mechanisms: Internal conflicts, particularly between the id (instinctual drives), ego (rational self), and superego (moral conscience), can lead to anxiety. Defense mechanisms, such as repression or denial, are employed to manage this anxiety.

Goals of Psychoanalytic Counseling

- Through the client-therapist relationship, clients **acquire insights** into the workings of their unconscious processes.
- The primary goal is to **create awareness of and insights into repressed material** (memories and painful wishes) are the basis of the analytic growth process.
- Clients come to understand the **association between their past experiences and their current behavior**.
- The psychoanalytic approach assumes that without this dynamic **self-understanding**, there can be no substantial **personality change** or resolution of present conflicts.
- A second major goal is to help a client work through a developmental stage, not resolved in the primary goal. If accomplished, clients become **unstuck** and can live more productively.
- Psychoanalysis stresses **environmental adjustment, especially in the areas of work and intimacy**.
- A final goal is helping clients cope with the demands of the society in which they live.

Role of a Counselor

- Counselors who practice psychoanalysis play the role of experts.
- They encourage their clients to talk about whatever comes into their mind, especially childhood experiences.
- The role of the analyst is to let the clients gain insight by reliving and working through the unresolved past experiences that come into focus during sessions.
- The development of transference is encouraged to help clients deal realistically with unconscious material.

Techniques Used in Psychoanalytic Counseling

- **Free Association:** Clients are encouraged to speak freely about whatever comes to mind, without censorship or judgment.
- **Dream Analysis:** Dreams are viewed as expressions of unconscious desires and conflicts. The counselor helps the client interpret the symbols and content of dreams to uncover hidden meanings.
- **Transference and Countertransference:** **Transference:** The client projects feelings or attitudes from past relationships onto the counselor.
- **Countertransference:** The counselor becomes aware of their emotional reactions to the client, which can provide insights into the client's issues.
- **Interpretation:** It includes **identifying, clarifying, and translating the client's material.** Counselor points out, explain, and teach the meanings of whatever is revealed. Counselors must carefully time the use of interpretation, if not the client might reject it.
- **Catharsis:** Encouraging emotional release or expression of repressed feelings to alleviate psychological distress.

Existential Approach

The existential approach can be described as a philosophical approach that is **not designed to cure people** but instead helps the client reflect and **search for value and meaning in life.**

Frankl (1963) observed and personally experienced the truths expressed by existential philosophers and writers who hold that we have **choices in every situation.**

This model stresses building therapy on the basic conditions of human existence, such as **choice, accepting freedom and responsibility to shape one's life, and discovering one's own identity.** It focuses on the **quality of the person-to-person therapeutic relationship.**

View of human condition, according to the existential approach

- (1) **the capacity for self-awareness (ability to perceive and understand the things that make you who you are as an individual, including your personality, actions, values, beliefs, emotions);**
- (2) **freedom and responsibility**
- (3) **creating one's identity and establishing meaningful relationships with others**
- (4) **the search for meaning, purpose, values, and goals**
- (5) **Anxiety as a condition of living** (6) **awareness of death and nonbeing**

Role of a Counsellor

- Existential counselors are focused on helping the client achieve and expand their self-awareness. This shall help the client find new ways of dealing with problems and accept responsibility for doing so.
- The role of the counselor is to facilitate *the client's encounter with himself or herself*.
- The counselor is concerned about what matters most to the client and to avoid imposing her judgments, and to help the client to elaborate on his perspective.
- The counselor's responsibility is to be aware of his or her own biases and prejudices (preconceived opinions that is not based on reason).
- The counselors' goal is to understand the client's meaning rather than their own and recognize the client's assumptions and underlying life themes.
- The counselor must be sensitive to and help the client explore his weaknesses, limitations, and responsibilities as well as his strengths, opportunities, and freedoms.

Goals

- The goal of this technique is ***not to cure people of disorders***. It is to help them **become aware of what they are doing and encourage them to act, make life-changing decisions, etc.**
- To enable people to become more truthful with themselves.
- To help the clients to reflect upon and understand their existence.
- To increase self awareness and authentic living.
- To take responsibility for decisions.
- To encourage clients to find their own meanings and truths.
- To help people examine roots of some of their anxieties and learn how to better cope with them.
- To get the person to believe to experience life and to live more fully in each moment

Techniques

- Existential therapy is not a technique-oriented therapy, Subjective understanding of the client is the primary technique.
- It is free to draw techniques from other orientations.
- The use of the counselor's self is the core of therapy and the most effective and powerful technique counselors have is the relationship with the client.
- Existential counselors borrow some techniques such as imagery exercises, confrontation, awareness exercises, goal setting activities etc., from other models.
- Self-Awareness and Reflection: Counselors help clients reflect on their existence, their choices, and the implications of those choices.
- Exploration of Freedom and Responsibility: Clients are guided to examine how they exercise their freedom and take ownership of their choices rather than blaming external circumstances.
- Counselors encourage clients to face these anxieties rather than avoid them, viewing them as opportunities for growth.
- Clients are guided to explore what gives their lives meaning, even amidst suffering or uncertainty.

Person-Centered Approach

In the person-centered approach, founded by Carl Rogers in the 1940s, is based on the belief that people have the capacity and the right to move toward self-actualization. This approach views the client as their own best authority on their own experience, and the client is fully capable of fulfilling their growth potential.

The belief in the client's capacity for self-healing is the most powerful agent that lead to change.

View of Human Nature

- Rogers believed that people are essentially good
- People are born with an innate ability to reach their full potential but early experiences may cause them to lose connection to self.
- The self-concept we develop in response to our early experiences may tend to alienate us from our true self.
- Rogers views the individual from a phenomenological perspective and his ideas are often referred to as "Self - Theory".
- The self is an outgrowth of what a person experiences, and an awareness of self helps a person differentiate him or herself from others.

Goals

The goals of person-centered counseling consider the client as a person, not his or her problem.

Rogers emphasizes that people need to be assisted in learning how to cope with situations.

The client moves towards the goals of realization, fulfilment, autonomy, self-determination, and perfection by becoming more realistic in their perceptions.

The aim is to make clients more confident, more self-directed, more positively valued by themselves, and less likely to be upset by stress.

Clients should be healthier, integrated, and well-functioning persons in their personality structure.

Role of a Counsellor

- To promote a climate in which the client is free and is encouraged to explore all aspects of self.
- Clients are prepared to be open to the experience of counseling, to have trust in themselves, to evaluate themselves internally, and to pursue a willingness towards continued growth.
- Rogers emphasized the attitudes and personal characteristics of the therapist and the quality of the client–therapist relationship as the prime determinants of the outcome of the therapeutic process.
- Creating a Safe and Supportive Environment: establishes a non-judgmental and trusting relationship where the client feels free to express themselves.
- Providing Core Conditions for Growth: Unconditional Positive Regard, Congruence and Empathy.
- **Promoting Self-Acceptance and Self-Awareness:** The counselor helps clients accept themselves as they are, which is critical for personal growth.
- **Encouraging Autonomy and Empowerment:** The counselor empowers the client to take ownership of their choices and actions. This helps clients realize their inner resources and capacity for self-healing.

Core Techniques in Person-Centered Counseling

Active Listening : The counselor listens attentively to the client, focusing fully on what they are saying without interruption or judgment.

Empathy: The counselor works to understand the client's experiences and emotions from the client's perspective, without judgment.

Unconditional Positive Regard: The counselor accepts the client completely, without judgment or conditions, regardless of what they share.

Congruence (Genuineness): The counselor is authentic and transparent with the client.

Open-Ended Questions: Counselors use open-ended questions to encourage clients to explore their thoughts and feelings in depth.

Clarification: The counselor asks clarifying questions or rephrases what the client has said to ensure understanding and help the client articulate their thoughts more clearly.

Encouragement of Self-Exploration The counselor encourages the client to reflect on their experiences, thoughts, and feelings.

Gestalt Therapy

Gestalt therapy is an *existential, phenomenological, and process-based approach created on the premise that individuals must be understood in the context of their ongoing relationship with the environment.*

Fritz Perls was the main originator of Gestalt therapy, was influenced by psychoanalytic concepts but valued examining the

present situation instead of intrapsychic conflicts.

Awareness, choice, and responsibility are cornerstones of practice.

The initial goal is for clients to expand their awareness of what they are experiencing in the present moment.

The term was first used as the title of a book, written by Fritz Perls, et.al (1951), “Gestalt,” a German word meaning “whole”.

It operates as a therapy by keeping the person in what is known as the here and now.

The Gestalt approach to counseling and therapy, developed by Fritz Perls, focuses on helping individuals become aware of and take responsibility for their thoughts, feelings, and behaviors.

Goals

- **Promote Awareness:** Help the client become fully aware of their thoughts, emotions, sensations, and behaviors. Recognizing how they feel physically or emotionally when discussing a particular issue.
- **Live in the Present:** Encourage clients to focus on the *"here and now"* rather than dwelling on the past or worrying about the future.
- **Integration of the Self:** Help them reconcile unresolved issues and create a sense of wholeness.
- **Increase Responsibility:** Empower the client to take ownership of their choices, actions, and emotions.
- **Resolve Unfinished Business:** Address unresolved emotions, conflicts, or situations from the past that may still be impacting the client. Expressing feelings about a past loss or unresolved relationship.

View of Human Nature

- Gestalt views individuals as holistic, integrated systems where the mind, body, and emotions are interconnected. Gestalt emphasizes living in the "*here and now*."
- People are seen as capable of fully engaging with the present moment, which is where true change and awareness occur.
- Awareness is a core concept in Gestalt. Lack of awareness or avoidance leads to dysfunction and stagnation.
- Human nature often involves carrying unresolved issues from the past (referred to as *unfinished business*), which can interfere with present functioning.
- These unresolved emotions, such as guilt, anger, or grief, must be addressed for the individual to move forward.
- Human nature includes polarities (e.g., love vs. hate, dependence vs. independence, control vs. surrender).
- Gestalt emphasizes recognizing and integrating these opposing aspects of the self to achieve balance and wholeness.

Role of Counselor

- Gestalt counselor can help their client to both work through and move beyond their painful emotional blocks (range of experiences related to feeling obstructed emotionally)
- The counselor must pay attention to clients' awareness, to clients' body language, nonverbal language, and inconsistency between verbal and nonverbal messages (e.g., anger and smile).
- The counselors must create an atmosphere that promotes growth.
- The counselor is exciting, energetic, fully human, and personally involved.

Techniques

Exercises are ready-made techniques such as the enactment of fantasies, role-playing, and psychodrama .

Empty chair: The therapist encourages dialogue between the empty chair and the person in therapy to engage the person's thoughts, emotions, and behaviors

I take responsibility: in this exercise clients make statements about perceptions and close each statement with the phrases "and I take responsibility for it". To repeat again & again and louder and louder the important remarks is the technique. Benefits of these games is not demonstrated empirically

- I take responsibility for,,,
 - I am excluded and lonely..I take responsibility for....
 - I do not know what to say now... I take responsibility for....
 - I am angry... I take responsibility for....

Exaggeration. Clients accentuate unwitting movement or gestures.

May I feed you a sentence: The counselor asks if the client will say a certain sentence (provided by the counselor) that makes the client's thoughts explicit?

Locating feelings

Reversal technique;

- Situation: when a person tend to disown a side of his/her personality – excessively nice person - ---deny negative feelings towards others
- Practice : select a trait and assume the opposite characteristic as possible

Rational Emotive Therapy

Early in 1955, Albert Ellis developed an approach to psychotherapy that he called rational therapy and later rational

emotive therapy, now known as rational emotive behavior therapy (REBT).

A basic assumption of REBT is that people contribute to their psychological problems, as well as to specific symptoms, by the rigid and extreme beliefs they hold about events and situations.

View of Human Nature

- RET assumes that we all are born with a potential for both rational and irrational thinking.
- There is a biological and cultural tendency to think crookedly and to needlessly disturb ourselves.
- Humans are self-talking, self-evaluating, and self-sustaining (able to continue to exist without help from anyone).
- There is a tendency to invent disturbing beliefs and keep ourselves disturbed through our self-talk.
- Humans can change their cognitive, emotive, and behavioral processes.

Role of a Counselor

- Counselors are active and direct in this approach. They act as instructors who teach and correct client's cognitions.
- They must listen carefully for illogical and faulty statements from the clients and challenge their beliefs
- The counselor focuses on the thoughts and beliefs of the client trying to identify those, which create problems.
- *Goals*
- The primary goal of RET is to focus on helping people realize that they can live more rational and productive lives.
- (REBT is based on the premise that we learn irrational beliefs from significant others during childhood and then re-create these irrational beliefs throughout our lifetime.)
- To change the way clients think by using their automatic thoughts to reach the core schemata
- To introduce the idea of schema restructuring.

Techniques

Disputing Irrational Beliefs (DIBs): this involves identifying and challenging irrational beliefs that lead to distress.

Cognitive Restructuring: Clients are guided to replace irrational beliefs with rational, logical, and constructive thoughts.

Behavioral Experiments: Clients are encouraged to test their beliefs through real-world experiences.

Rational Emotive Imagery (REI): Clients are asked to vividly imagine distressing situations and then practice changing their emotional reactions by replacing irrational beliefs with rational ones.

Thought Records: Clients document their thoughts, emotions, and beliefs to identify patterns and triggers.

Behavioral Assignments: Clients are given tasks or homework to practice new behaviors and beliefs outside therapy.

Role-Playing: Clients act out scenarios to practice new ways of thinking and behaving.

Unconditional Self-Acceptance: Clients are taught to accept themselves unconditionally, regardless of their mistakes

BEHAVIOURAL APPROACH

- This approach focuses on how environmental interaction influences behavior with no consideration of internal mental states.
- Primary learning comes from experience and applies learning principles to the elimination of unwanted behaviors. The initial concern is to help the client analyse behavior, define problems, and select goals.
- All behaviors are learned through conditioning that occurs through interaction with the environment.
- The goal is to help the *individual learn new, positive behaviors which will minimize or eliminate the issue.*

View of Human Nature

- Humans are neither good nor evil; they are **shaped by their environment.**

- People can control their behavior and can learn new behaviors.

- People can influence the behavior of others as well as be influenced by the behavior of others.

- This approach deals only with **observable behaviors.**

- All behaviors are learned, whether it is adaptive or maladaptive.

- Learning and development occur in one of three ways: **classical conditioning, operant conditioning, and social modeling**

Role of a Counselor

The counselor functions as a consultant, teacher, advisor, and facilitator.

The behavior counselor tries to help the individual to learn new and more adaptable behaviors and to unlearn old non-adaptable behaviors.

The behavior counselor focuses **attention on the individual's ongoing behaviors and their consequences.**

He /She tries to restructure the environment so that more adaptable patterns of behavior can be learned and non-adaptable patterns of behavior can be unlearned.

An effective behavioral counselor operates from a broader perspective and involves **the client in every phase of counseling.**

Key Goals of Behavior Therapy

Eliminate

- Eliminate Maladaptive Behaviors and Develop Adaptive Behaviors

Increase

- Increase Self-Control over their actions, emotions, and thoughts.

Modify

- Modify Environmental Triggers; Identify and change environmental factors or triggers that reinforce undesirable behaviors.

Teach

- Teach new skills or behaviors that enhance daily life and relationships. e.g. Social Skills learning

Help

- Help clients learn to manage and respond to their emotions in healthier ways.

Equip

- Equip clients with problem-solving strategies to address challenges effectively

Increase

- Increase the frequency of desired behaviors through positive reinforcement.

Techniques

Modelling

Aversion therapy

Systematic
desensitization

Flooding

Choice Theory /Reality Therapy

Developed by William Glasser in the 1960s, reality therapy (also known as choice therapy)

Glasser became convinced that it was of paramount importance that clients **accept personal responsibility for their behavior**

The essence of reality therapy is that **we are all responsible for what we choose to do.**

We are internally motivated by current needs and wants, and we control our present behavioral choices.

Clients choose their behaviors to cope with unsatisfying relationships (depressing, obsessing, and worrying).

Reality therapists believe the underlying problem for most clients is the same: they are either involved in a present unsatisfying relationship or lack what could even be called a relationship.

Many client problems are caused by their inability to connect, to get close to others, or to have a satisfying or successful relationship with at least one significant person in their life.

Glasser (2003) maintained that clients should not be labeled with a diagnosis except when it is necessary for insurance purposes.

Characteristics of Reality Therapy

- Emphasize Choice and Responsibility
- Reject Transference
- Keep the Therapy in the Present
- Avoid Focusing on Symptoms
- Challenge Traditional Views of Mental Illness

Goals

The primary goal of the reality technique is to make their clients psychologically strong and rational.

They must learn to be responsible for their own
Behavior that affects themselves and others

2) The second goal is to help clients in knowing what they want in life. It is vital to know the goals of life if we want to act responsibly.

3) Other goals are to help clients to get connected or reconnect with people they have chosen to place in their quality world.

4) To teach clients choice theory and to teach clients to behave in more effective ways.

Techniques

Reality therapy is an action-oriented technique. Some of its more effective and active techniques are:

- teaching,

- humor

- confrontation

- Role-playing

- involvement and contracts.

The Phenomenological (Adlerian) Approach

Along with Freud and Jung, Alfred Adler was a major contributor to the initial development of the psychodynamic approach to Therapy.

Adler resigned as president of the Vienna Psychoanalytic Society in 1911 and founded the Society for Individual Psychology in 1912.

Adler saw people as both the creators and the creations of their own lives; that is, people develop a unique style of living that is both a movement toward and an expression of their selected goals. In this sense, we create ourselves rather than merely being shaped by our childhood experiences.

Alfred Adler attempts to view the world from the client's subjective frame of reference e.g. how life is in reality is less important than how the individual believes life to be.

View of Human Nature

- Adler abandoned Freud's basic theories because he believed Freud was excessively narrow in his emphasis on biological and instinctual determination.
- Adler believed that the individual begins to form an approach to life somewhere in the first six years of living.
- He believed that an individual's interpretation of early events continued to influence that person's present behavior.
- Humans are motivated primarily by social relatedness rather than by sexual urges; behavior is purposeful and goal-directed; and consciousness, more than unconsciousness, is the focus of therapy.
- Adler stressed choice and responsibility, meaning in life, and the striving for success, completion, **and perfection.**
- Adler emphasized that genetics and heredity are not as important as what we choose to do with the abilities and limitations we possess. Freud viewed people as being fixed by their early experiences, whereas Adler believed people could change through social learning.

Striving for Significance and Superiority

Adler stressed that the recognition of inferiority feelings and the consequent striving for perfection or mastery are innate (Ansbacher & Ansbacher, 1979)

To understand human behavior, it is essential to grasp the ideas of basic inferiority. **According to Adler, the moment we experience inferiority, we are pulled by the striving for superiority.**

Adler believed that birth order had a significant and predictable impact on a child's personality and their feeling of inferiority.

The oldest child receives more attention, the spoiled, center of Attention.

Second of only two, behave as if in a race, often opposite to the first child.

Middle often feels squeezed out.

The youngest is being considered as the baby.

Only - does not learn to share or cooperate with other children, learns to deal with adults.

Role of Counselor

- Adlerian counselors function primarily as diagnosticians, teachers, and models in the equalitarian relationships they establish with their clients.
- They try to assess why clients are oriented to a certain way of thinking and behaving.
- The counselor assesses by gathering information on the family constellation and the client's earliest memories.
- The counselor then shares interpretations, impressions, opinions, and feelings with clients
- The client is encouraged to examine and change a faulty lifestyle by developing social interest.

Goals

The goals of Adlerian counseling revolve around helping people develop healthy lifestyles.

The four major goals of the therapeutic process:

- Establishment and maintenance of an egalitarian counseling relationship.
- Analysis of a client's lifestyle.
- Interpretation of client's lifestyle in such a way that promotes insight.
- Re-orientation and re-education of the client with accompanying behavior change.

Techniques

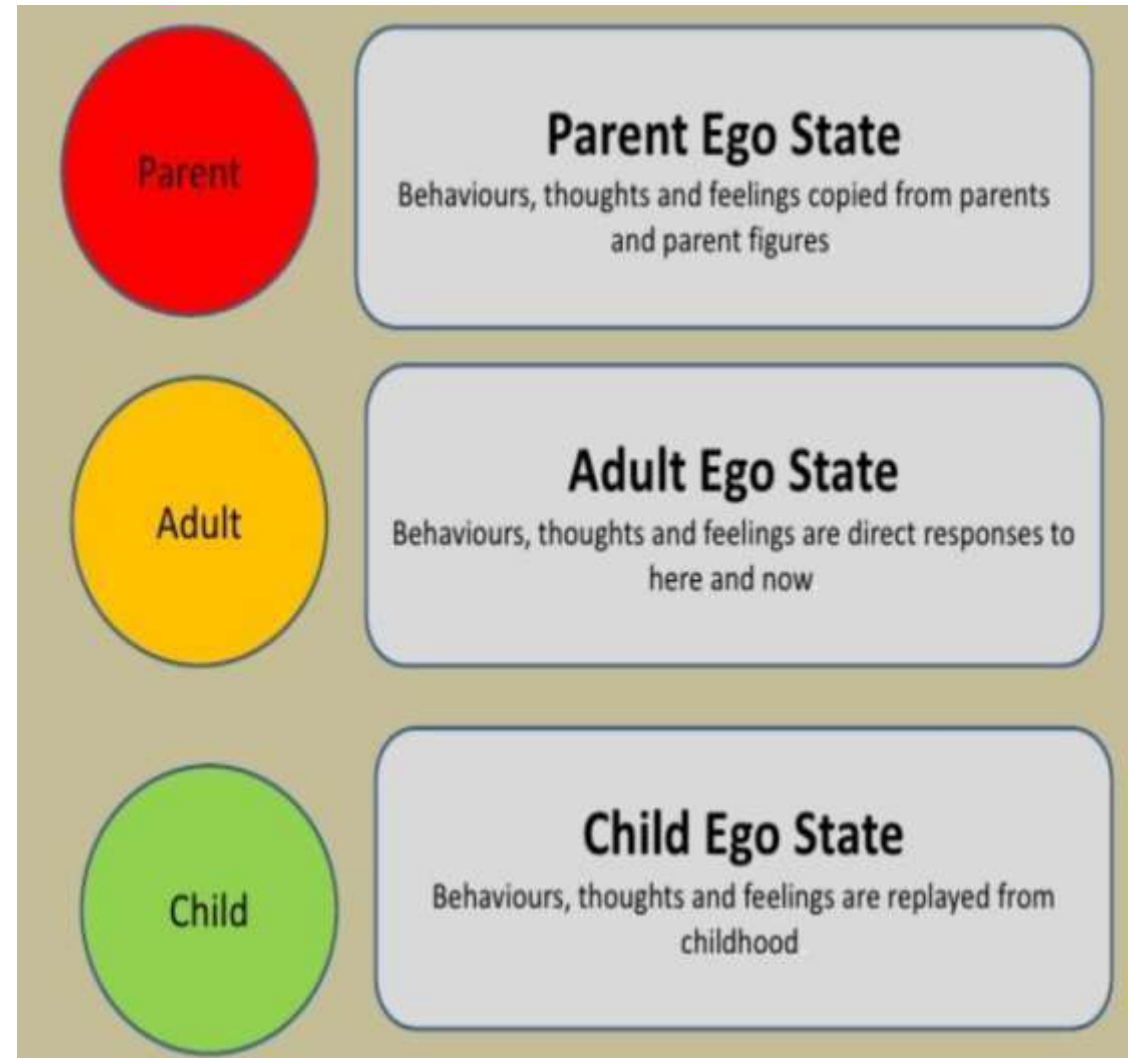
- 1) **Confrontation:** The counselor challenges clients to consider their own private logic. When clients examine this logic, they often realise they can change it and their behaviour.
- 2) **Asking the question:** The counselor asks, “what would be different if you were well?” The question is often asked during the initial interview, but it is appropriate any time.
- 3) **Encouragement:** Counselors encourage their clients by stating their beliefs that behaviour change is possible. It is the key to make productive life style changes.

- 4) Acting “as if”: Clients are instructed to act as if they are the persons they want to be.
- 5) Task Setting: Clients initially set short term range, attainable goals and eventually work up to long term and realistic objectives.
- 6) Catching oneself: Clients learn to become aware of self destructive behaviours or thoughts. At first counselor may help in this process, but eventually this responsibility is taken over by clients.
- 7) Push Button: Clients are encouraged to realise that they have choices about what stimuli in their lives they pay attention to. The technique is like pushing the button because clients can choose to remember negative or positive experiences.

Transactional Analysis

- Transactional analysis, developed by **psychiatrist Eric Berne**, is a form of modern psychology that examines **a person's relationships and interactions**.
- It is a **psychoanalytic theory and method of therapy developed by during the 1950s**.
- Berne took **inspiration from Sigmund Freud's theories of personality, combining them with his observations of human interaction to develop transactional analysis**.
- Berne developed his own observable ego states of Parent, Adult, and Child, following Freud's proposal of the existence of the Id (emotional and irrational component), Ego (rational component), and Superego (moral component) as different and unobservable factions of personality.

- Transactional analysis is the method used to analyze this process of transactions in communication with others.
- **Transactional Analysis (TA) Transactions refer to the communication exchanges between people.**
- Berne believed that our childhood experiences, particularly how we are parented, affect the developmental formation of our three ego states (Parent, Adult, and Child).
- **It requires us to be aware of how we feel, think, and behave during interactions with others.**
- **An ego state is a way in which we think, feel, and behave, making up our personality at a given time.**
- **The Parent, Adult, and Child ego states and the interaction between them form the foundation of transactional analysis Theory.**
- **He believed that there were three states of mind in all humans, no matter how old they were, called the ego states.**



Functional Ego States



Critical Parent

- moralistic
- judgemental
- authoritarian



Nurturing Parent

- reassuring
- caring
- encouraging
- supportive
- understanding

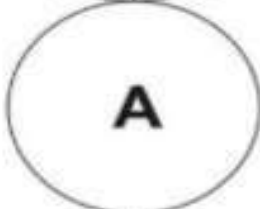


Rebellious Child

- defiant
- complaining

Adapted Child

- compliant
- passive



Adult

- non-judgemental
- open-minded
- interested
- confident
- reality based



Free Child

- curious
- energetic
- fun-loving
- spontaneous



He believed that a lot of people get stuck in one ego state more than the other two and that this may be due to early childhood experiences.

In childhood, we have a life position assigned to us, because of the experiences we have from birth onwards.

Four possible life positions:

I'm not OK, You're OK;

I'm not OK, You're not OK;

I'm OK, You're not OK;

I'm OK, You're OK.

Views of Human Nature

- Transactional analysis is an optimistic theory based on the assumption that people can change despite unfortunate events of the past.
- It focuses on four methods of understanding and predicting human behavior:
 - Structural analysis: understanding what is happening within the person.
 - Transactional analysis: describing what happens between two or more people
 - Game analysis – understanding transactions that lead to bad feelings
 - Script analysis – understand a person's life plan

Goals of TA



To learn the language and concepts underlying Transactional analysis.

To learn to analyze relationships with one another in terms of TA,

To develop our ability to engage in straight, effective communication with one another daily.

Role of a Counsellor

The counselor initially plays the role of a teacher.

The counselor helps the client obtain the tools necessary for change in the present.

Counselors work on solving “here and now” problems and focus on creating productive problem-solving behaviors.

Using transactional analysis, counselors establish an egalitarian, safe, and mutually respectful working relationship with their clients. This working relationship provides tools that the clients can utilize in their day-to-day functions to improve the quality of their lives.

Techniques

- The most common are structural analysis, transactional analysis, game analysis, and script analysis.

Other techniques include:

- Treatment Contract
- Interrogation
- Confrontation
- Explanation
- Illustration
- Confirmation
- Interpretation
- Crystallization (clarity and certainty of a person's self-beliefs, 'what is me and what not is me')

Ethics in Counselling

Ethics are the **moral principles** (foundation for a behavior) that govern **a person's behavior** or the **conducting of an activity**.

Ethics are **normative** (considered to be a part of certain standards) in nature and focus on principles and standards that govern the relationship between counselors and clients.

Morality involves judgment and evaluation of action. It is associated with such words as good, bad, right, wrong, ought (indicating correctness), and should (Brandt, 1959).

Counselors are guided in their thoughts and actions by moral values, professional and personal ethics, and legal precedents and procedures.

Reasons for Ethical Codes

Van Hoose and Kottler(1985) offer three reasons for the existence of ethical codes:

1. **Ethical standards protect the profession.** They allow the profession to regulate itself and function autonomously.
2. **Ethical standards help control internal disagreement and bickering (arguing over unimportant things),** thus promoting stability within the profession.
3. **Ethical standards protect practitioners from the public.** Especially in malpractice cases. These provide clients with some protection from incompetent counselors.

ETHICAL PRINCIPLES OF COUNSELING

Kitchener (1984) has identified five moral principles which often help to clarify the issues involved in a given situation

1. Being trustworthy (fidelity):

- Practitioners who adopt this principle: act by the trust placed in them.
- Honor their agreements and promises.
- Regard confidentiality as an obligation arising from the client's trust
- Restrict any disclosure of confidential information about clients

2. Autonomy

- The essence of this principle is allowing an individual the freedom of choice and action
- Emphasizes the importance of developing a client's ability to be self-directing within therapy.
- Encourage clients, when appropriate, to make their own decisions and to act on their values

3. Beneficence

- Acting in the best interests of the client based on professional assessment.
- This reflects the counsellor's responsibility to contribute to the welfare of the client.
- Working strictly within one's limits of competence and providing services based on adequate training or experience.

4. Non-maleficence


- It is the concept of not causing harm to others.
- Non-maleficence involves avoiding sexual, financial, emotional, or any other form of client exploitation; avoiding incompetence or malpractice; not providing services when unfit to do so due to illness, personal circumstances, or intoxication.

5. Justice:

- Requires being just and fair to all clients and respecting their human rights and dignity.
- Practitioners must strive to ensure a fair provision of counseling and psychotherapy services, accessible and appropriate to the needs of potential clients.
- If an individual is to be treated differently, the counselor needs to be able to offer a rationale



PROFESSIONAL CODES OF ETHICS

- The American Counseling Association (ACA) is a non-profit professional and educational organization dedicated to the growth and enhancement of the counseling profession.
 - **Founded in 1952, ACA is the world's largest association representing professional counselors** in various practice settings.
 - **ACA** is instrumental in **setting professional and ethical standards** for the counseling profession.
- 

ACA Code of Ethics: Purpose

The ACA Code of Ethics serves five main purposes:


- i) The Code enables the association to clarify to current and future members, and to those served by members, the nature of the ethical responsibilities held in common by its members.
- ii) The Code helps support the mission of the association.
- iii) The Code establishes principles that define ethical behaviour and best practices of association members.
- iv) The Code serves as an ethical guide designed to assist members in constructing a professional course of action that best serves those utilising counseling services and best promotes the values of the counseling profession.
- v) The Code serves as the basis for processing of ethical complaints and inquiries initiated against members of the association.

Rehabilitation Council of India Code of Ethics for Counsellors

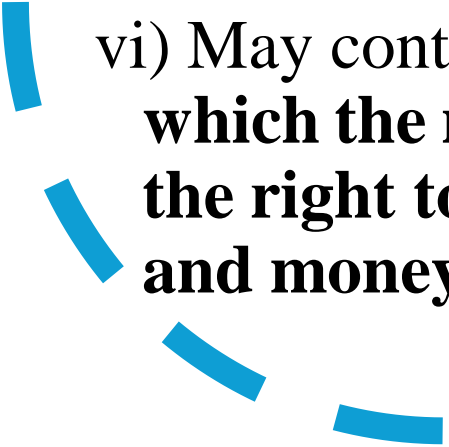
Obligations to the Client

Members and registrants shall **conduct themselves in a way that brings credit to themselves**, their employers, and their **profession and uphold the behavioral standards** described below:

- I. Shall **preserve the confidence of his/her client or employer and serve each professionally** and competently.
- II. Shall exercise **unprejudiced (opinion that is not based on reason or actual experience) and unbiased judgment** and conduct when performing all professional services
- III. **Shall practice only in his/her area of competence**
- IV. Shall decline **any activity or employment, avoid any significant financial or other interest, and decline any contribution** if it would reasonably appear that such activity, employment, interest, or contribution could compromise his or her professional judgment or conduct, or prevent him/her from serving his or her professional judgment or conduct, or prevent him/her from serving the best interest of his/her client or employer, **without making full disclosure to the client and obtaining the client's consent.**



V. Shall neither **offer nor make any payment or gift to any public official, private client, or industry representative with the intent of influencing that person client or industry representative with the intent of influencing that person's judgment or decision in connection with an existing or prospective project in which the member/registrant is interested.**




vi) May contribute **his services or anything of value to those endeavors which the member deems worthy.** Further, a member or registrant has **the right to participate in the political process and to contribute time and money to political campaigns.**

Obligations to the Public

Members and registrants should uphold the spirit of **ethical standards** governing their professional affairs and should consider the full impact of their actions on the community at large.

Thus, a member or registrant shall:

- i) Engage only in **accurate, appropriate, and truthful promotion of his/her practice**
- ii) Be **respectful of the rights of others in obtaining professional work or employment**
- iii) Make only **accurate, truthful, and appropriate statements or claims about his/her professional qualifications, experiences or performance.**

- 
- Counselors have a code of ethics to guide them in the practice of helping others.
 - Counselors generally consult the ethical standards of ACA when they face ethical dilemmas.
 - Counselors must become well informed regarding ethics for their as well as their client's welfare.
 - Counselors should have academic and working knowledge of ethics.
 - By accepting this statement of ethics, members of the American Counseling Association are committing themselves to engaging with the challenge of striving to be ethical, even when doing so involves making difficult decisions or acting courageously.

MAIN SECTIONS (8) OF ACA

Section A: The Counseling Relationship

Section B: Confidentiality, Privileged Communication, and Privacy

Section C: Professional Responsibility

Section D: Relationships with Other Professionals

Section E: Evaluation, Assessment, and Interpretation

Section F: Supervision, Training, and Teaching

Section G: Research and Publication

Section H: Resolving Ethical Issues