Counselling as process

- The concept of process is widely used in discussions of the experience of what actually happens in counselling.
- Process refer to a sense of change, movement and activity within the counselling session.
- Three broad phases: beginning, middle and end.
- Some of the key factors in the opening phase of counselling are the negotiation of expectations, assessment of the client and the formation of a therapeutic relationship.
- The middle phase of counselling is the stage where most learning and change occurs.
- The key processes at the ending phase of counselling are dealing with loss, maintenance of learning and referral.

Stage 1: Attending

Stage 2: Exploration

Stage 3: Understanding

Stage 4: Action

Stage 5: Termination
Maznah, Zainal (2002)

- Pre session
- First session
- Middle session
- Final session
Process – as progress

- Attending
- Rapport
- Listening
- Understanding
- Problem solving
- Decision making
- Action
- Termination
Before the session

- Preparation
- Helper
  - Attitude, worldview
  - Theory, skills, limitation
- Physical environment
  - Conducive, safe, quiet, privacy, recorder
- Documentation
  - Case report, questionnaire, etc
Intake interview

- Done by staff
- What information you want to know
- To tell more about client
- Such as demographic information
- For statistic
- In certain case, no intake interview
The first session/initial stage

- Welcome – energy
- Opening statement – ‘I feel good to have you’
- Initiate interview process
- Invite helpee/client to talk
  - Tell me something about you?
  - What brings you here?
  - Information or relationship orientation
- Attending skills
- Structuring
Helper

- Attractiveness
- Punctuality
- Attending to client – comfortable assertiveness
  - verbal: “ASM, apa khabar dan selamat datang, saya ....
  - Physical: Draw closer, shake hand
  - Psychological: eye contact, smile
Middle stage

- Exploration
- Know and understand the problem
- Tree not branches
- Developing goal
- Stating the goal
End of middle stage

- Generating alternatives or choices
- Problem solving
- Decision making
- Tentative action plan
Ending

- A final action plan
- Plan B – as contingency
- Ending
- Termination

Issue: When to terminate?

Client initiated, session completed

Terminate relationship
All this process usually stretched to several session
But can also done in one session
Brief counselling
Single session
Attending: Communication skill

- **Verbal**
  Clearly state what you want to know or what you understood
  Counselling microskills – paraphrase, reflection, etc

- **Non verbal**
  Unspoken action to communicate what is not said (but is there!)
Egan (1988) SOLER

S - face the client squarely

O - adapt an open posture

L – leaning forward

E – Eye contact

R - Relax
Understanding non-verbal

- Facial expression
- Voice quality
- Gestures and movements
- Helper and helpee
Client- Helper process

- Client/Helper
  - Check out procedure
  - Test relationship
  - Is cautious
  - States concerns
  - Present Problem

Helper – provides working envt
clarify process
Attend to client and self
Observe, listen, accept
Client- Helper process

- Client / Helpee
  Begins to explore, less defensive,
  Problem gets clearer, aware of feelings,
  more self disclose

Helper: Establish trust, show concern
and caring, empathy, respect, warmth, feedback, summarizes
Client- Helper process

- Client/ Helpee
  
  Take responsibility of problem, strengthen commitment, develop insight, understand problem

  Helper: Help personalize problem, confronts, advanced empathy, probes. direct, interprets
Client- Helper process

● Client / Helpee
  Put idea into action,
  clarify thought and feelings,
  set goals, implement t plan,
  evaluate

Helper: Help generate,
  evaluate alternatives,
  help client decide, encourage,
  feedback
Client- Helper process

- Client/ Helpee
  - Evaluates gains, acknowledge changes, plans contingency

Helper: Help complete process, assess readiness for ending, affirm, feedback, follow up