

# Module 0

Counseling Principles, Skills and  
Techniques



# Learning Objectives (1)

By the end of this unit, participants will be able to:

- Explain how personal beliefs and feelings can affect interactions with clients
- Identify psychosocial issues in lay counseling
- Define counselling
- Describe the 3 Rs of counseling
- Describe counseling ethics and values

# Learning Objectives (2)

- Explain the IMB model and how it applies to patient adherence
- Describe the importance of Egan's 3 Stage model in lay counselling
- Define communication
- List basic communication skills for lay counselors
- Explain 2 common pitfalls in lay counselling



# Understanding yourself: Self awareness



# Values survey

- A sense of accomplishment
- A comfortable life
- Freedom
- Happiness
- Social recognition and leadership
- An exciting life
- Self-respect
- Health
- Affection from immediate friends and family
- Inner harmony

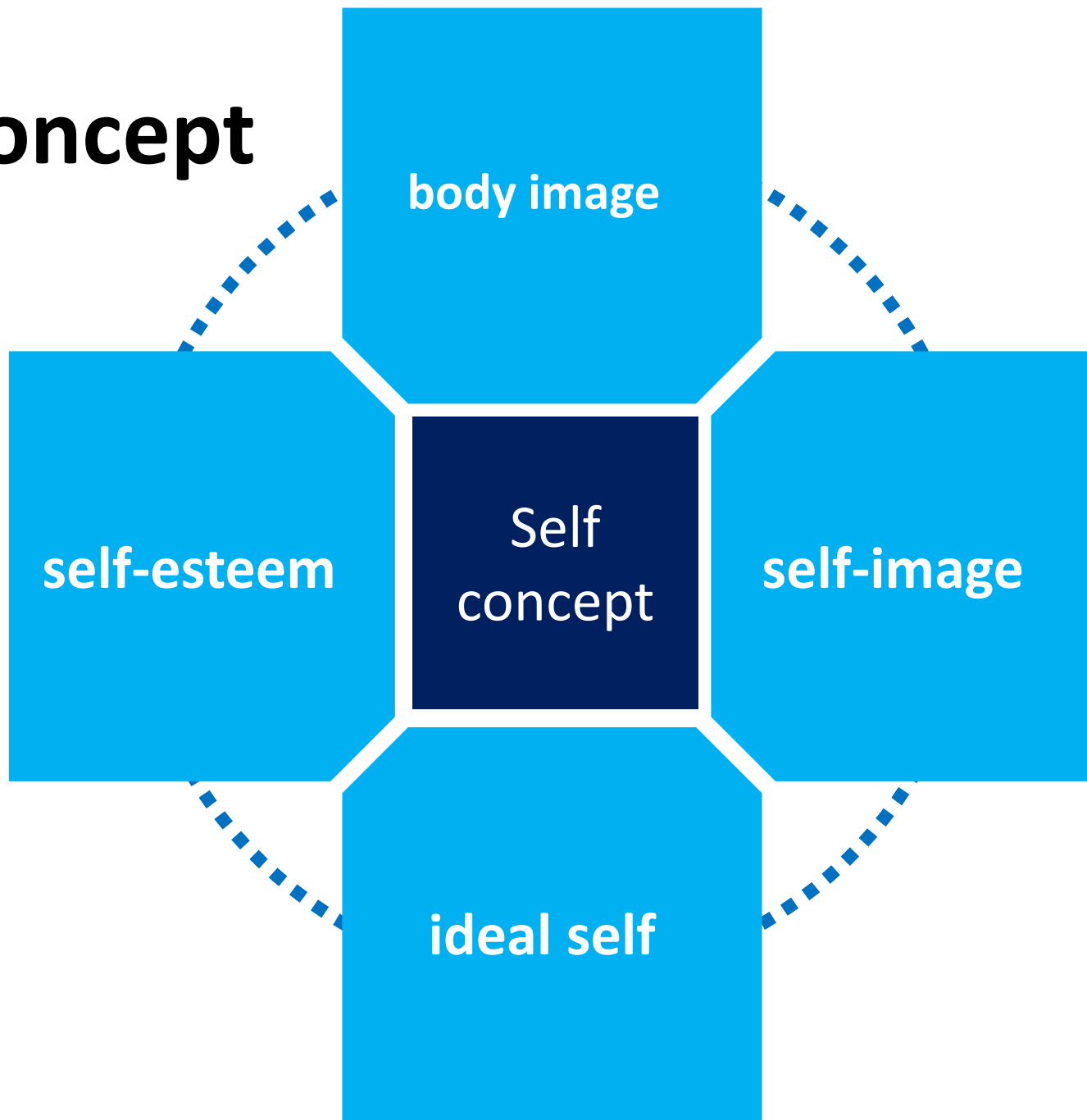


# Values, Attitudes and Prejudices

- **Values:** the importance we attach to a particular belief, practice, idea or object
- **Attitudes:** a tendency to respond or behave in certain ways.
- **Prejudices:** pre-judgments learned from our community



# Self Concept





# Understanding Your Client: Common Psychosocial Issues





# Reproductive Organs: Activity

- I am a \_\_\_\_.
- I am used for \_\_\_\_\_.



# Why do people have sex?

Why do some people adopt safer sex strategies  
and others don't?



# Quality Sex

- Group one (women only)
  - What makes good sex for you? How can women introduce the concept of quality sex to their partners? How might men react?
- Group two (men only)
  - What makes good sex for you? How can men introduce the concept of quality sex to their partners? How might women react?



# Quality Sex: Definition

- Quality sex is when both partners want sex. It happens between people old enough to know what they are doing, and it is pleasurable for both partners as well as free from the risk of infection or unwanted pregnancy.



# Gender and HIV

- Women 2X as likely to have HIV
- Biological factors
  - Design of a woman's body
  - Cells in the cervix allow easy entry
  - More likely to have undiagnosed STIs
- Social and Cultural factors
  - Tend to have less information about sex and less control in a sexual relationship
  - May have relationships w/older men

# Stigma and Discrimination

*What are some ways that you see people with HIV experiencing discrimination?*

*What groups tend to get stigmatized because of their HIV infection?*





# Counseling theories



# What is Counselling?

- Lay counselors aim to help others:
  - Understand their situation more clearly
  - Identify a range of options for improving the situation
  - Make choices that fit their values, feelings and needs
  - Make their own decisions and act
  - Develop life skills





# The 3 Rs of Counseling

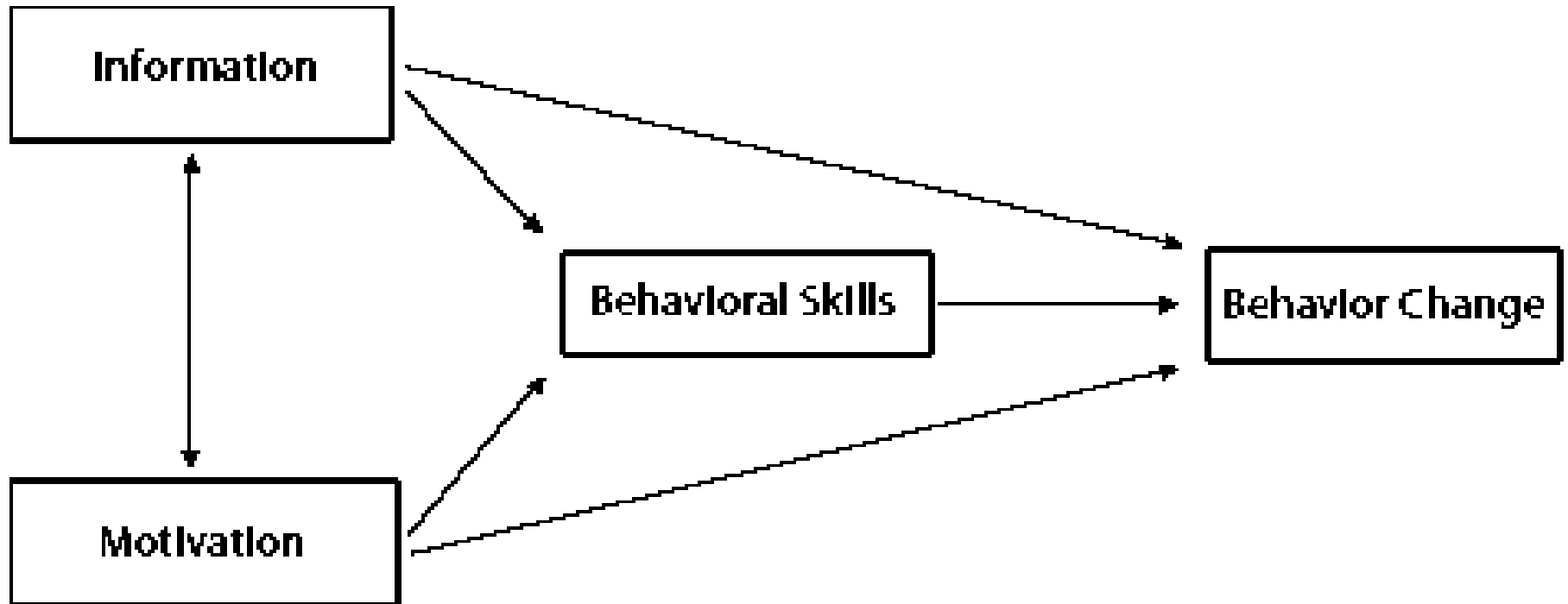
- **Be Respectful**
- **Be Responsive**
- **Be Real**



# Counselling Ethics & Values

- Acknowledge that clients are unique
- Allow clients to freely express feelings
- Be aware of the client/counselor relationship
- Show clients acceptance
- Show a non-judgmental attitude
- Acknowledge that clients are responsible for themselves
- Be aware of your own limitations as a counselor
- Ensure that confidentiality is maintained

# Information-Motivation-Behavioral Skills Model





# Behavioural Counselling Theory

- Everything we have learned, we learn from early experiences with others
- Behaviour can be learned and unlearned
- Helps clients identify specific actions to change their lives
- Deals with current behaviour, past is insignificant
- Emphasis put on clients responsibility for their own behaviour



# Egan's 3 Stage Model

## Stage 1:

Exploration

## Stage 2:

Understanding

## Stage 3:

Action

**Goals should be  
SMART**



# Communication with the client



# Counselling Skills and Techniques

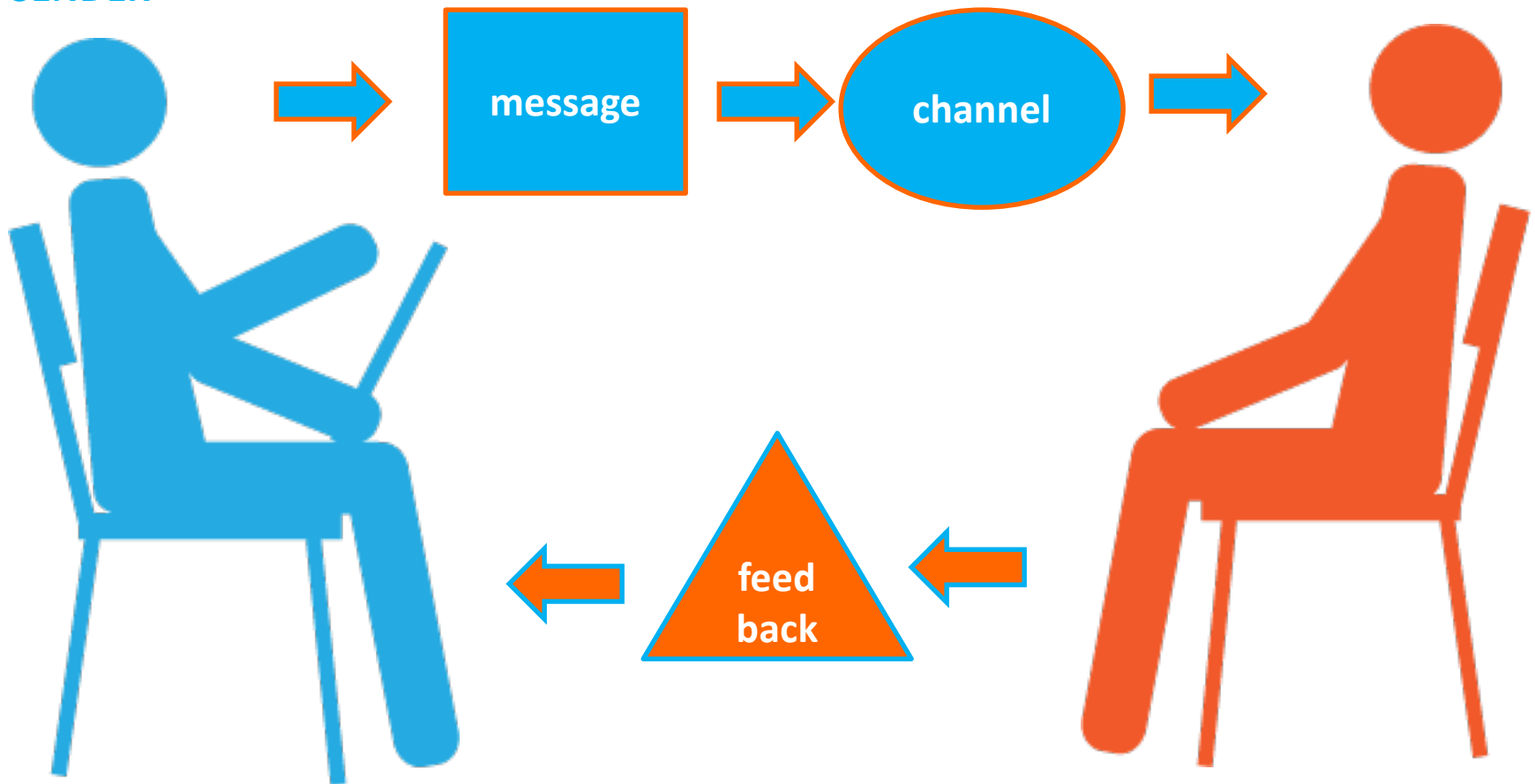


# Communication

There are 2 types: verbal and non-verbal

SENDER

RECEIVER







What are some common barriers to effective communication?

# Barriers to Communication (1)

- Moralizing
- Arguing
- Preaching
- Storytelling
- Blocking  
Communication



# Barriers to Communication (2)

- Shuffling papers
- Not looking directly at someone when (s)he is talking
  - Looking out through the window
  - Looking at your watch
- Dirty office
- Interruptions or distractions





# Communication Skills

## SOLER

- Active listening
- Questioning
- Paraphrasing
- Focusing
- Challenging
- Summarizing
- Working silence





# SOLER

- **S** - sitting squarely
- **O** - open posture
- **L** - leaning forward
- **E** - eye contact
- **R** - relatively relaxed



# Active Listening

- Actions that show you are listening
- These are important because:
  - It feels great when someone is listening
  - It feels humiliating when someone is not listening
- If your client thinks you are not listening, he/she may stop talking or think you disapprove
- *Activity: listening and not listening*



# Questioning

- Open-ended questions:
  - Encourage choice: How? What? When?
- Closed-ended questions:
  - Restrict choice, yes/no answers
- Leading questions
  - Lead to lay counselor-decided answers
- “Why” questions
  - Can sound interrogative, causes defensiveness



# Paraphrasing

- Restating the content of the message in similar, but fewer, words
- Shows understanding
- Provides reflection that is clearer than the original statements
- Begins with feelings, ends with facts





# Summarizing

- Making a brief statement bringing together the key points from a counselling session or a part of a counselling session



# Focusing

- Enables client to understand their issues in greater depth
- Helps move the client from the general to the specific



# Challenging

- Helpful in identifying contradictions in client's behaviour
  - Self-perception and behaviour
  - Verbal and non-verbal messages
  - Two verbal messages



# Working silence

- Maintaining silence as you allow a client to process and reflect on information
- Communicate presence in the session using minimal prompts such as nodding, maintaining eye contact, leaning forward



# Empty chair

- Used to explore client's relationships with themselves, with aspects of their personality, or other people in their lives
- Involves the client addressing the empty chair as if another person, or aspects of their personality, was in it



# 2 Common Pitfalls



Too much self-disclosure  
Giving advice





# Too much self-disclosure

- Lay counselor talks about his/her experiences, distracts from client's issues

**How might lay counselor self-disclosure harm clients?**

**Under what circumstances do you think self-disclosure would be ok?**



# Giving advice

- You should always have safe sex
- You must eat a good diet
- Now you are HIV positive, you have to use condoms
- You need to tell your wife about your test result
- You should reduce the number of your partners





What would you say if one of your clients asked if you are HIV positive?





# Key points (1)

- It is important that we be aware of our own values, attitudes and prejudices so that we can have an open mind with our clients
- We make changes—or don't make changes—largely as a result of the support we get from people around us

# Key points (2)

- Lay counselors aim to help others:
  - Understand their situation more clearly
  - Identify a range of options for improving the situation
  - Make choices that fit their values, feelings and needs
  - Make their own decisions and act
  - Develop life skills
- 2 common pitfalls of lay counselors include too much self-disclosure and giving advice