

Course I : Counseling Skills

These are some of the most important counseling techniques you are likely to use in your counseling sessions.

Listening/Observing: Listening is one of the most valuable counseling skills in the therapeutic relationship. It can be used in three ways:

Attending: Attending is the ability to be physically present for the client. It means giving them your undivided attention and making appropriate eye contact, mirroring body language, and nodding. These attending behaviors show your client that you care. In fact, according to Kevin J. Drab, approximately 80% of communication takes place non-verbally [External link](#).

Active listening: Active listening occurs when you are listening with all of your senses. According to the Perinatal Mental Health Project [External link](#), active listening involves listening with your body, heart, ears, eyes, and mouth.

Verbal listening: This is a form of showing you are listening through the words that you use. These verbal cues are used to show attention and to encourage more exploration from the client. This can be as simple as ‘yes’, or ‘go on’. It can also be in the form of paraphrasing or repeating a word of emotion that the client has just said.

Asking Questions: Questions are helpful in the therapeutic environment because they allow you to learn more about your client. The type of questions that you ask will set the tone of the session and the entire counseling process. Questions occur in two forms.

Closed: A closed question is the practice of asking a question that can be answered as a ‘yes’ or ‘no’. Closed questions should generally be avoided in the counseling relationship, as they do not encourage deeper exploration.

Open: An open question is necessary to gather information. An open question is one that cannot be answered with a simple ‘yes’ or ‘no’ and it requires reflection or exploration on the client’s end. Every open question should be intentional and therapeutic. According to Susan Mills of the Nielsen Norman Group [External link](#), the best open ended questions begin with ‘how’ and ‘what’.

Reflection: Reflections are used in the counseling process to accurately describe the client’s state [External link](#) from their verbal or nonverbal cues.

Feelings reflections: Reflections allow clients to hear the feelings they have just expressed. Sometimes you have to look for the descriptive feeling in a client’s statement. It can also be helpful to look at a client’s nonverbal feeling cues.

Restating/Rephrasing: Restating and rephrasing can build a stronger client therapist relationship. Rephrasing a client’s statement allows you to better understand what a client has just said and to gain further clarity, if you have gotten it wrong.

Affirmation: Affirmation is a form of encouragement that is used to affirm behaviors or life choices. Affirmation is important for empowering clients [External link](#). A few common affirmations include affirming progress that a client has made toward a goal or encouraging a client to do what is important to them.

Empathy: Empathy is the ability to put yourself in someone else's shoes. It is much more than sympathy in that you are able to show your understanding of your clients feeling surrounding an experience.

Unconditional Positive Regard: Demonstrating unconditional positive regard External link is the idea of accepting your client for who they are. It is a means of expressing warmth and respect.

Counselor Self-Disclosure: This is a tricky counseling skill to maneuver. A general rule to follow is to only share personal information that is beneficial to the therapeutic process. It might also be used to help the counselor relate better with their client.

Genuineness: Begin genuine is creating congruence between yourself and your words. Every therapist is different and will provide a different therapeutic process. It is important to remain genuine in all counseling techniques and verbal and nonverbal cues.

Lecture II: Psychological Testing

Psychological testing, also called psychometrics, is the systematic use of tests that are written, visual, or verbal, to quantify psychophysical behavior, abilities, and problems, to make predictions about psychological performance, and to assess the cognitive and emotional functioning of children and adults.

Psychological testing is divided into four primary types:

- Clinical Interview
- Assessment of Intellectual Functioning (IQ)
- Personality Assessment
- Behavioral Assessment

In addition to these primary types of psychological assessment, other kinds of psychological tests are available for specific areas, such as aptitude or achievement in school, career or work counseling, management skills, and career planning.

The test user is generally considered the person responsible for the appropriate use of psychological tests, including selection, administration, interpretation, and use of results. Test user qualifications include attention to the purchase of psychological measures that specify levels of training, educational degree, areas of knowledge within the domain of assessment, certifications, licensure, and membership in professional organizations. Test user qualifications also require psychometric knowledge and skills as well as training regarding the responsible use of the test.

Course III : Conditional Clauses (zero, type1, type2)

How to form and use!

Conditional clauses are also called conditional sentences or if sentences. They always have two parts, a main clause and an if clause. These two parts are closely connected. The action in the main part can only happen if a certain condition is taking place. This condition has to be expressed in the if clause.

Example: If he comes to my party, I will be happy.

The condition is "If he comes to my party" and the consequence of this condition is "I will be happy". You can start a conditional clause with the main clause or the if clause: If I have a problem, Susan always helps me. or Susan always helps me if I have a problem.

Zero Conditional

The zero conditional is used with general statements, actions that are certainly happening and facts. We use it with things that are true. The present tense is used in both clauses. If there is a problem, I can always talk to Carol.

Present Tense ----- Present Tense

First Conditional - type I

It's possible that . . . We use the Conditional I to talk about future situations that are realistic to happen. We use the present tense in the if-clause and the will-future in the main clause.

Colin is an intelligent boy. It is April 15th. The exam is on April 23rd. He has enough time to learn for the exam - he can pass it. If he studies, he will pass the exam on April 23rd.

Present Tense ----- Will Future

Second Conditional - type II

It's possible, but not very probable . . . We use the Conditional II to talk about future situations that are unreal or nearly impossible to happen. We use the past tense in the if-clause and conditional present in the main clause.

Colin didn't learn. He played football. It's April 22nd. Tomorrow is the exam. It is possible, but not very probable that he will pass the exam. If he studied, he would pass the exam. *Past Tense ----- Conditional Present (would + infinitive)*