

# Counselling Skills

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# What is Counselling?

- Way of working with people in which one tries to understand how they **feel** and **help them decide** what to do.



# Counselling Skills

## Listening and Learning

- Non Verbal Communication
- Ask open questions
- Use responses and gestures which show interest
- Reflect back
- Empathize
- Avoid judging words

## Building Confidence and giving Support

- Accept what a mother thinks and feels
- Recognise and praise
- Give practical help
- Give a little, relevant information
- Simple language
- Make one or two suggestions, not commands

Role play

# Listening and Learning

## Skill 1: Helpful Non-verbal Communication

- Smiling face
- Keep head level
- Appropriate distance
- Pay attention
- Remove barriers
- Give enough time
- Appropriate touch

### IMPROVE YOUR LISTENING WITH **NON-VERBAL SKILLS**



Pay close attention to what the person says.



Maintain comfortable eye contact. Don't avoid eye contact, but do avoid staring.



Maintain an open body position. Don't cross your arms over your body, as this may appear defensive.



Sit down, even if the person is standing, as this seems less threatening.



It's best to sit alongside and angled toward the person rather than directly opposite him or her.



Do not fidget.



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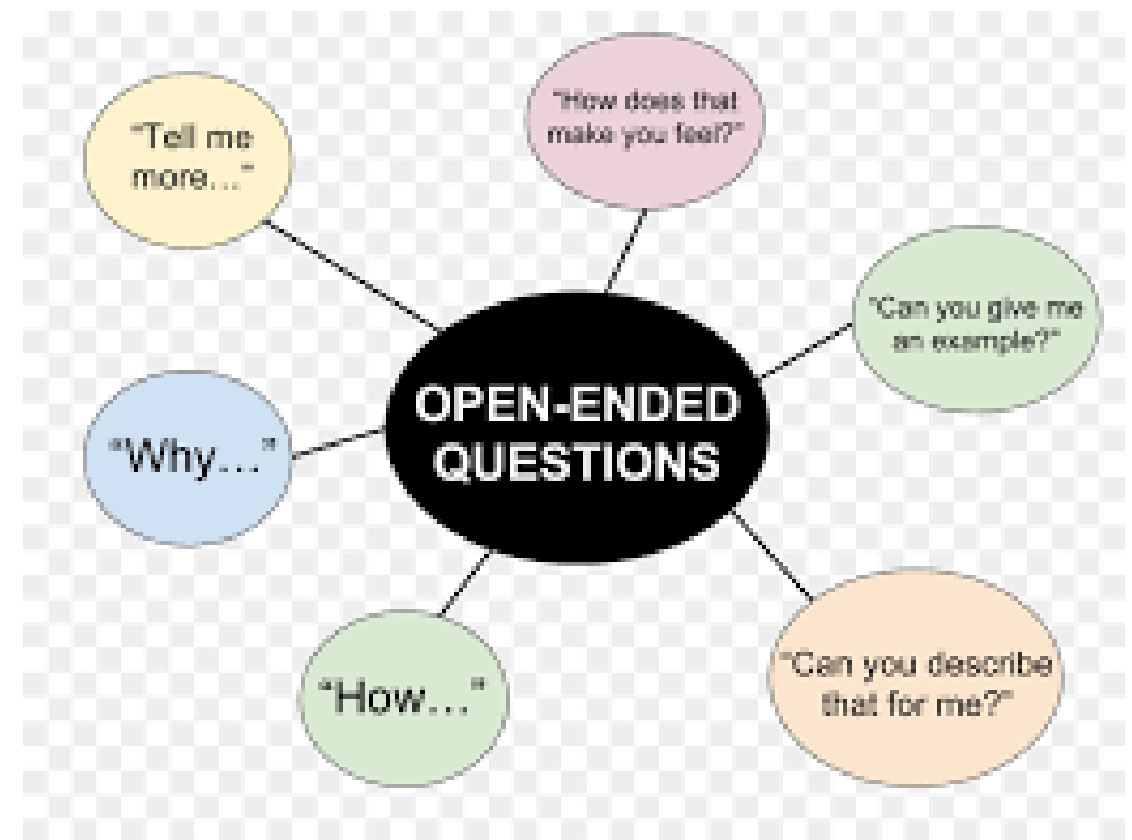
Nonverbal communication and body language express a great deal. Good nonverbal skills show you are listening, while poor nonverbal skills can damage the rapport and negate what you say. Keep these nonverbal cues in mind next time you have a conversation with someone who may need help.



# Listening and Learning

## Skill 2: Ask Open Questions

- Open questions usually start with **Wh**: What/ When/ Where/ When/ How
- Closed questions yield Yes/No as answers



# Listening and Learning

Skill 3: Use gestures and responses which show interest

Skill 4: Reflect back

Skill 5: Empathize, not sympathize

# Listening and Learning

## Skill 6: Avoid judging words

- Avoid words like right – wrong, good-bad, enough, less, properly etc.
- Examples:
- Is your baby feeding **normally**?
- Do you have **enough** breastmilk?
- Has he gained weight **well**?

Role play

# Building Confidence and giving Support

## Skill 1: Accept what a mother thinks and feels

Use listening and learning skills

- Responses and gestures showing interest
- Reflect back
- Empathize

## Skill 2: Recognise and praise

This has 3 benefits

- Builds mother's confidence
- Encourages her to continue good practices
- Makes it easier to accept suggestions

# Building Confidence and giving Support

Skill 3: Give Practical help

Skill 4: Give a little, relevant information

Skill 5: Use simple language

Skill 6: Give one or two suggestions, not commands

Role play