PROCESS AND SKILLS
Process, Phases and Skills
'So you think you are a 20 watt light bulb! Not very bright, are you?'
Mizan & Halimahtun (1995) ciri-ciri proses

- Proses kaunseling mempunyai suatu jangkamasa untuk membolehkan klien berubah.
- Proses kaunseling diikuti dengan kaedah atau langkah tertentu.
- Proses kaunseling mementingkan perhubungan terbuka antara pembimbing atau pengamal kaunseling dan klien. Kaunseling memerlukan pemahaman tentang ilmu psikologi.
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 maintenance of learning and referral.
Process – as progress

- Attending
- Rapport
- Listening
- Understanding
- Problem solving
- Decision making
- Action
- Termination
Problem Management Process (Egan, 1998)

- Client becomes aware of an issue
- A sense of urgency develops
- Clients begin to look for remedies
- The cost of pursuing different solutions begin to emerge
- A more serious weighing of choices take place
- An intellectual decision is made to accept some choice
- The heart joins the head in the decision
Egan Model

The Egan model aims to help the client address 3 main questions:

- 'What is going on?'
- 'What do I want instead?'
- 'How might I get to what I want?'
Egan Model

Stage 1 : Current Scenario

Stage 2 : Preferred Scenario

Stage 3 : Action Strategies
Stage 1

Current Scenario

What's going on?
What's really going on?
Focussing/prioritising
STAGE 1

WHAT IS GOING ON?

- The helper encourages the speaker to tell their story, and by using good active listening skills and demonstrating the core conditions, helps them to explore and unfold the tale, and to reflect.

- Skills: active listening, reflecting, paraphrasing, checking understanding, open questions, summarizing.

- Useful Questions:
  How do/did you feel about that? What are/were you thinking? What is/was that like for you? Keep them open! What else is there about that?
What’s really going on?

- Useful Questions:
- How do others see it/you?
- Is there anything you've overlooked?
- What does he/she think/feel?
- What would s/he say about all this?
- What about all of this is a problem for you?
- Any other way of looking at it?
Focussing and Prioritising

Skills: Facilitating focusing and prioritizing an area to work on.

Useful Questions:

- What in all of this is the most important?
- What would be best to work on now?
- What would make the most difference?
- What is manageable?
STAGE 2: DEVELOPING THE PREFERRED SCENARIO

WHAT DO YOU WANT INSTEAD?

Useful Questions:

- What do you ideally want instead?
- What would be happening?
- What would you be doing/thinking/feeling?
- What would you have that you don't have now?
- What would it be like if it were better / a bit better?
Reality Checking

Skills: facilitating selecting and reality checking with respect to internal and external landscape.

- Useful Questions:
  - What exactly is your goal?
  - How would you know when you've got there?
  - What could you manage/are you likely to achieve?
  - Which feels best for you?
  - Out of all that, what would be realistic?
  - When do you want to achieve it by?
Moving forward

Skills: facilitation of exploring costs and benefits, and checking commitment to goal.

Useful Questions:

- What will be the benefits when you achieve this?
- How will it be different for you when you've done this?
- What will be the costs of doing this? Any disadvantages/downsides to doing this?
Stage 3 – ACTION STRATEGIES
How will I get there?

- Skills: **Facilitation of brainstorming**
- Useful Questions:
  - How many different ways are there for you to do this?
  - Who/what might help?
  - What has worked before/for others?
  - What about some wild ideas?
Skills for Stage 3: Facilitation of selecting and reality checking.

Useful Questions:
- Which of these ideas appeals most?
- Which is most likely to work for you?
- Which are within your resources/control?
Skills: Facilitation of action planning.

Useful Questions:
- What will you do first? When?
- What will you do next? When?

Stage 1: Attending

Stage 2: Exploration

Stage 3: Understanding

Stage 4: Action

Stage 5: Termination
Process of Counseling


Stage 1: Relationship Building
Stage 2: Problem Identification and Exploration
Stage 3: Planning Problem Solving
Stage 4: Solution Application
Stage 5: Termination
Maznah, Zainal (2002)

- Pre session and relationship building
- **Problem exploration and goal setting**
- Deciding on strategy and action plan
- **Termination**
- Follow up
Gibson & Mitchell (2008)

- Relationship Establishment
- Problem Identification and Exploration
- Planning for Problem Solving
- Solution Application and termination
Gladding (2004)

Stage 1  Building a relationship
Stage 2  Working in a relationship
Stage 3  Termination of relationship
“FINISHED FILES ARE THE RESULT OF YEARS OF SCIENTIFIC STUDY COMBINED WITH THE EXPERIENCE OF YEARS”.

- Now count aloud the F's in that sentence. Count them **ONLY ONCE**; do not go back and count them again
Factors that influence the counselling process (Gladding, 2004)

- Structure
- Initiative
- The physical Setting
- Client Qualities
- Counselor qualities
Before the session

- Preparation
- Helper
  Attitude, worldview
  Theory, skills, limitation
- Physical environment
  Conducive, safe, quiet, privacy, recorder
- Documentation
  Case report, questionnaire, etc
Think carefully and then tell yourself about me.

Reverse Psychology
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
Relationship Building

- Welcome the client
- Tell the client he or she is here for a counseling session
- Explain the counseling process
- Design to relieve tensions and open communication
- Invite client to talk
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
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!)
Non verbal

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

Helper – provides working envt
  clarify process
  Attend to client and self
  Observes, listen, accept
Middle stage

- Exploration
- Know and understand the problem
- Tree not branches
- Developing goal
- Stating the goal
Problem Identification and Exploration

- Understand of a client
- Exploration
- Integrate the information
- Identify mental disorders (IF ANY)
- Identify the REAL problem
- Question that embarrass, challenge, or threaten the client are avoided
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
MIRROR, MIRROR ON THE WALL...
WHAT?! THOSE FLABBY THINGS? SORRY, I CAN'T LIE ABOUT 'EM.

TELL ME ABOUT MY BEAUTIFUL BICEPS!
YOU'D MAKE ME LAUGH, BUT LOOKING AT YOU JUST MAKES ME YAWN.

BANG!
WHAAAAAA!
CRRRR...

HA-HA!
PULL!

Reflecting on this, I realize what a stinker I am!

End
Planning for Problem Solving

- Define the problem
- Identify and list all possible solutions
  “have you also thought of------?”
- Explore the consequences of the suggested solutions
- Prioritize the solutions
End of middle stage

- Generating alternatives or choices
- Problem solving
- Decision making
- Tentative action plan
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
'My Wife's therapist doesn't understand me.'
"I can handle her numerous affairs, but I just can't stand the noise she makes when she eats a boiled egg."
"My husband wouldn't come, so I brought his friend Marvin instead - he's stupid, too."
Yes, I once swore my love for him - now I just swear at him.
Ending

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

  Issue: When to terminate?
  Client initiated, session completed
  Terminate relationship
Solution Application

- Take action
- Encourage client’s acting on his/her determined problem solution
- Counselor often maintain contact as a source of follow-up, and support
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
Termination

- Discussion of the end of counseling
- Review of the course of counseling
- Closure of the counselor-client relationship
- Discussion of the client’s future post-counseling plans
- Plan B – as contingency
- Ending
- All this process usually stretched to several session
- But can also done in one session
- Brief counselling
- Single session
Process of Counseling


Stage 1: Relationship Building
Stage 2: Problem Identification and Exploration
Stage 3: Planning Problem Solving
Stage 4: Solution Application
Stage 5: Termination
Client- Helper process

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

Helper: Help complete process, assess readiness for ending, affirm, feedback, follow up
1. The average woman would rather have beauty than brains, because the average man can see better than he can think.

2. Smart man + smart woman = romance  
   Smart man + dumb woman = pregnancy  
   Dumb man + smart woman = affair  
   Dumb man + dumb woman = marriage

3. A man will pay $2 for a $1 item he needs. A woman will pay $1 for a $2 item that she doesn't need.

4. A woman has the last word in any argument. Anything a man says after that is the beginning of a new argument.
Ever since I can remember, if I kissed a girl, it made her cry. I'm telling you, doc, it's enough to give a guy a complex...

Georgie Porgie gets therapy
PROSES KAUNSELING

PROSES KAUNSELING 3 TAHAP:

- **TAHAP 1 : SITUASI MASALAH**
  - MENEROKA DAN MEMAHAMI ISU @ MASALAH

- **TAHAP 2 : SENARIO YG DIHARAPKAN**
  - MENJANA HALA TUJU KLIEN

- **TAHAP 3 : PLAN TINDAKAN**
  - MEMBINA LANGKAH PENYELESAIAN
# Nota SK2

## Proses Kaunseling 4 Tahap

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TAHAP 1 DAN 2

- MEWUJUDKAN HUBUNGAN ANTARA KAUNSELOR-KLIEN
  - KAUNSELOR MELAYAN KLIEN UTK RASA SELESA DAN DILAYAN

- MEMBAWA KLIEN MENEROKA ISU ATAU PERMASALAHAN DIRI
  - MEMBANTU KLIEN MENEROKA PERISTIWA, PEMIKIRAN, PERASAAN DAN TINDAKBALAS KLIEN
TAHAP 3 SESI KAUNSELING

● MEMBAWA KLIEN MEMAHAMI
  ● SITUASI DIRI
  ● SITUASI PERMASALAHAN
  ● CARAGAYA BERFIKIR, BERPERASAAAN DAN BERTINDAK
  ● SENARIO PERSEKITARAN MELIBATKAN SETING TEMPAT KERJA, FAMILI, JIRAN TETANGGA DAN KOMUNITI
TAHAP 4

● MENGAJAK KLIEN MEMBINA PLAN TINDAKAN

● KLIEN DIJANA UTK MENGARISKAN STRATEGI TINDAKAN

● KLIEN DIBANTU MENYUSUN LANGKAH-LANGKAH KECIL DAN BESAR
PROSES KAUNSELING
7 TAHAP

1. MEMBINA HUBUNGAN
2. PERANCANGAN PELAN TINDAKAN
3. PENAMATAN
4. PENSTRAKTURAN
5. MEMILIH ALTERNATIF
6. PENEROKAAN
7. MENGENAL PASTI MASALAH
MEMBINA HUBUNGAN

- Menyediakan suasana yang sesuai dan kondusif seperti bilik dan tempat duduk yang selesa
- Peringkat permulaan hubungan antara kaunselor dan klien
- Klien harus merasa selesa dan selamat dalam perhubungan ini
- Kaunselor mengamalkan sikap empati dan menerima tanpa syarat agar klien rasa dihargai dan dihormati
- Wujudkan kepercayaan yang teguh agar klien yakin bahawa kaunselor benar-benar ingin membantu
PENSTRUKTURAN (BAGI KAUNSELOR)

- Penstrukturuan bertujuan untuk mendefinisikan jenis kaunseling, batasan dan matlamat sesi kaunseling
- Membincangkan peranan/komitmen kaunselor dan klien
- Menyatakan tentang batasan etika dan masa yang akan diambil bagi sesuatu sesi dan keseluruhan proses

Bagi kaunseling berpendekatan tingkah laku, kontrak mungkin diperlukan bagi memastikan klien melakukan tugasana
PENEROKAAN

- Merupakan peringkat penerangan klien tentang masalah yang dihadapi
- Lazimnya klien akan bercerita dengan mudah. Tetapi ada masanya klien mungkin kurang kerjasama terutamanya jika dirujuk
- Kaunselor perlu membimbing klien bercerita dengan jelas dan tentang perkara yang berkaitan sahaja
- Adakalanya memerlukan masa yang agak lama, oleh itu kaunselor harus bersabar dan mendengar dengan teliti
PENEROKAAN (samb.)

- Klien mungkin sama ada:
  - i) tidak sedar tentang punca masalahnya
  - ii) keliru dengan situasi yang menimpanya atau
  - iii) tidak dapat memikirkan cara mengatasi masalahnya dengan jelas

Penerokaan dilakukan daripada segala aspek isi (pengalaman) dan perasaan/cara pemikiran/tingkah laku klien.

Pemahaman yang mendalam akan memudahkan kaunselor mengenal pasti masalah sebenar yang dihadapi oleh klien.
MENGENAL PASTI MASALAH

- Kaunselor akan menggunakan kemahiran untuk mengenal pasti masalah sebenar klien
- Ada kalanya masalah yang diketengahkan pada awal sesi bukan masalah sebenar kerana klien adakalanya suka mereka cerita atau tidak tahu dari mana hendak memulakan
- Selepas penerokaan barulah cerita sebenar dikenal pasti dan masalah didefinisikan
MEMILIH ALTERNATIF

- Klien diajak / digalakkan memikirkan sendiri alternatif yang dirasakan sesuai dan terbuka untuknya.
- Kaunselor boleh menimbulkan celik akal bagi mewujudkan alternatif baru yang mungkin tidak difikirkan oleh klien.
- Pilihan alternatif bukan paksaan kerana klien perlu tahu risiko setiap alternatif yang dipilihnya.
- Alternatif disusun mengikut keutamaan agar mudah dilaksanakan.
PERANCANGAN PELAN TINDAKAN

- Setelah alternatif dipilih, bincangkan langkah-langkah yang sesuai untuk menjalankannya. Perancangan haruslah teliti agar kemungkinan berjaya adalah tinggi.

- Klien diajak memikirkan risiko yang mungkin berlaku (positif dan negatif).

- Perancangan yang berkesan ialah perancangan yang jelas tetapi flesibel iaitu boleh diubah suai mengikut keadaan.
PERANCANGAN PELAN TINDAKAN(samb.)

i) Kaunselor mungkin perlu mengajar klien tingkah laku baru atau pemikiran baru kepada klien.

ii) Klien diharapkan akan menjalankan tindakan yang telah dirancang semasa di luar sesi.

Ramai klien gagal mengambil tindakan kerana halangan peribadi. Ada yang takut situasi menjadi lebih buruk, takut untuk mencuba atau lebih selesa berserah dan mengharapkan situasi berubah dengan sendiri tanpa berusaha.
Perancangan sesi susulan:

Bermaksud kaunselor dan klien bertemu semula di sesi yang lain untuk membincangkan semula alternatif atau kesan daripada tindakannya.

3 kemungkinan senario yang dibawa klien:

a) Klien gagal / tidak mengambil tindakan
b) Klien mengalami kesan negatif daripada tindakan
c) Klien mengalami kesan positif daripada tindakan
PENAMATAN

i) Sesi tidak boleh diberhentikan secara tergesa-gesa.

ii) Penamatan mungkin berlaku kerana:
   i) Matlamat telah dicapai
   ii) Klien tidak mahu meneruskan sesi
   iii) Matlamat tidak dapat dicapai dan perlu buat rujukan kepada kaunselor lain

Rumusan tentang apa yang dibincangkan perlu dibuat.

Kaunselor juga perlu menilai keberkesanan sesi dengan berbincang dengan klien.
Psychiatrists say that 1 of 4 people are mentally ill. Check 3 friends. If they're OK, you're it.