

1 Corporate culture

- ▶ counselling skills
- ▶ exploring problems
- ▶ written advice

1.6 Case study Counselling

Discussion

1 What kind of personal problems can interns or employees experience when working abroad? With a partner, brainstorm a list.

Listening for detail

2  **1:13** Listen to an extract from a lecture on counselling skills and complete the handout.

COUNSELLING

Counselling = helping someone _____ a personal problem using their own _____

COUNSELLING SKILLS

listening helping assisting solving (for them)
 manipulating persuading exploring problems
 talking telling reassuring

THE THREE PHASES OF COUNSELLING

Phase one = _____ Phase two = _____ Phase three = _____

3 With a partner, describe a situation when you helped someone with a problem, or when someone helped you. Did your experience correspond to what you heard in the lecture?

Counselling language

4 Match each phrase in the box with a counselling skill on the second handout below.

How did you feel? Why not start by *-ing ...*? What's your first priority?
 You were surprised? What would happen if (+ past tense)? Right.
 So, to sum up, ... So you're saying that ...? What are the options?

COUNSELLING SKILLS CHECKLIST

Counselling skill	Description of skill	Useful phrases or body language
1 Asking open questions	Ask <i>who, why, what, where, how</i> , etc. to get them talking about the issues.	
2 Paraphrasing	Clarify your understanding by rephrasing what they said, and feed it back to them.	
3 Paying attention	Use positive body language to show that you are really listening.	look person in the eye, smile, nod head
4 Encouraging	Show you're interested by nodding and saying <i>Uh-huh, Mmm, Yeah, I see</i> , etc.	
5 Echoing	Encourage them to tell you more about a topic by repeating a key phrase or word.	
6 Summarizing	Show you have understood all they said by pulling it all together in two sentences.	
7 Establishing options	Get ideas from them on possible alternatives to resolve the problem.	
8 Asking hypothetical questions	Encourage the problem holder to think through the implications of their suggestions.	
9 Prioritizing	Establish which of the possible options the problem holder chooses to tackle first.	
10 Action-planning	Suggest a clear first step they can take to help them manage their problem.	

5 Add one more phrase of your own to each counselling skill in the handout in Exercise 4.