



Internet research

Find out more about living and working in either Japan, the UK or the USA.

eWorkbook

Now watch the video for this unit.

Glossary PAGE 152

body language
bounce back
echo
headache
open question
outlook
paraphrase
perspective

Roleplay

6 Work in groups of three. Take turns being the problem holder, the counsellor and the observer.

Problem holder

Problem holder A: turn to page 114.

Problem holder B: turn to page 118.

Problem holder C: turn to page 120.

Use the information given to respond to the counsellor.

Counsellor

Guide the problem holder through the three phases of counselling in Exercise 2. Use the counselling skills in the checklist in Exercise 4 to help the problem holder find solutions to their problems.

Observer

Observe the counselling session and take notes. Use the checklist in Exercise 4 to note which counselling skills the counsellor uses and how well they use them. At the end of the session, give the counsellor feedback to help them improve their skills.

Writing

7 Work with a partner. You are on a placement in a foreign country.

- Write an email to your partner explaining the problems you are having.
- Exchange emails with your partner. Write a reply, giving your advice. Use some of the expressions in the box to show that you understand your partner's problems and to encourage them to think positively.

I can see exactly what you mean about ... It can't be easy to ... when / if you ...
You must be feeling very ... I know just how you feel. It's perfectly normal to feel that way.
You have to keep things in perspective. I'm confident you'll be able to find a solution.
I'm sure you'll bounce back.