

Model, Needs, Pitfalls, Supervision

The helping skills model is a **three-stage model** 1. *exploration* involves helping the client examine his or her thoughts and feelings. 2. *insight* helps clients understand the reasons for these thoughts and feelings. 3. *action* involves the client making changes.

Counselor needs: need to control, to be correct, to rescue, to be important, to feel and receive affection, create tension, make money

beginning counselor concerns: failure and pitfalls *Failure:* premature termination could be due to small/large mistakes, poor fit, or a clients need to sabotage *Pitfalls:* trying to do too much too soon, teaching instead of relating, being overly accommodating, attributing counseling problems to inexperience, assuming a counseling personality vs wearing them, ruminating vs evaluating

using supervision effectively: confidentiality(discuss limits), recognize your limits, educate clients about the helping process, focus on the clients needs, avoid harmful dual relationshipsdevelop appropriate boundaries, beware of your own values, ethical behavior related to culture, understand biases prejudices and areas of discomfort, act virtuous, self-care, respond fully, terminate appropriately, evaluate therapeutic effectiveness, counselors responsibility to self

best exploration tool for most clients is reflection of feelings. Emotional arousal seems necessary for change to occur and provides a strong awareness of feelings.

Positive Qualities and Obstacles

self-knowledge/awarenes (obstacle: *defenses*), wholeheartedness(*complacency*), good psychological health(*let client fulfill your needs*), trustworthiness(*distractions*), honesty(*need to be liked/stress-free*), strength(*need to be agreeable*), active responsiveness(*fear*), warmth(*intellectualized approach*), patience(*need to be successful*), sensitivity(*self-consciousness*), holistic(*insecurity/lack of humility*) and cultural awareness(*need to be expert/fear/etc*), freeing(*thinking you know whats best*)

ABCDE Working Through Ethical Dilemmas

Assessment (A): identify the situation, ethical and legal guidelines, client's resources, therapist's values, feelings, reactions

Duty (D): evaluate to whom a duty exists

Benefit (B): what is likely to benefit the client, the therapy relationship, the client's loved ones

Education(E): review dealing w/ similar dilemmas

Consequences & Consultation (C): evaluate the ethical, legal, emotional, and therapeutic consequences of possible actions

the Hill Model

Focus of the model is to help clients: Explore their concerns, Come to a greater understanding of the problem, Make changes in their lives

3 stages: exploration, insight, action *Exploration influenced by PCT(Rogers)

Person Centered Therapy: *conditions of worth (COWs)* keeps clients from accessing/trusting their inner thoughts/feelings to guide behavior.

Counselors should have facilitative attitude (being genuine, provide unconditional positive regard, have empathy for clients) and manifest this using exploration skills.



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the Hill Model (cont)

Skills include: open/closed questions, immediacy, interpretation, restatement, reflection, disclosure

Insight Influenced by psychodynamic and interpersonal theory (Freud, Bowlby, Kohut)

chair work technique originates from Gestalt Theory and involves acting things out rather than just talking.

Two chair: conflict between two opposing sides *Empty chair:* feelings towards another person that has not or cannot be expressed

Action steps are important to help clients consolidate change. Influenced by behavioral & cognitive-behavioral theories (Bandura, Ellis, Beck, Skinner)

Exploration

Attending, listening, observing, which includes (Consider cultural norms; adaptation to style to fit client): Eye contact, facial expressions, head nods, body posture, movements, touch, grammatical style, silence, encouragers, approval-reassurance

Exploring thoughts and narratives, which includes: Open questions about thoughts, restatements of content, closed questions about thoughts, disclosure of similarities

Encouraging expression & experiencing of feelings, which includes: Reflection of feelings, disclosure of feelings, open questions about feelings, focusing

Insight

Challenges of Discrepancies: Signs of unresolved issues, ambivalence, or suppressed/repressed feelings. Discrepancies/contradictions may be between: 2 verbal statements, words & actions, words & nonverbals(sarcasm), 2 feelings or behaviors, values & behaviors, values & feelings, ideal (false) self & real self, perception of self & experience therapist & client opinions.

Challenges of Thoughts: Goal is to help clients recognize faulty thinking and change it. Challenging through chair work (Gestalt, empty chair or two chair)

Facilitating Insight Immediacy: Question or probe that invites client to think about deeper meanings

Interpretations: Direct statement that gives client new understanding, *Info for interpretations comes from* Client verbal statements, past experiences, interpersonal patterns, defenses, culturally appropriately developmental stage, existential or spiritual issues, and unconscious sources.

Disclosure of Insight: Helper reveals an understanding s/he has learned about self and uses it to facilitate client understanding of thoughts, feelings, behaviors, or issues

Action Stage

Choose Skills to Match Goals: Best tool for deep exploration is reflection of feelings, If clients don't respond to reflections, alternate with open questions. Use restatements to focus or clarify, Use open questions and probes to maintain session's flow. Follow open questions with reflections/restatements to show understanding

The primary use of process advisement in the action stage is to use behavioral exercises such as role-playing

Direct guidance is often used during the action stage to promote change

Six Basic Ethical Principles

Autonomy (the right for the client to make decisions), **beneficence** (preventing or removing harm), **nonmaleficence** (do no harm, must weight risks and benefits), **justice** (impartial/fair), **fidelity** (loyalty/ faithfulness), and **veracity** (honesty)

Readiness for Change (Prochaska et al.)

Precontemplation, Contemplation, Preparation, Action, Maintenance



Readiness for Change (Prochaska et al.) (cont)

Precontemplation: Not yet acknowledging that there is a problem behavior that needs to be changed

Contemplation: Acknowledging that there is a problem but not yet ready, sure of wanting, or lacks confidence to make a change

Preparation: Getting ready to change
Action: Changing the behavior

Maintenance Maintaining the behavior change

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