

Reviewing Skills – Lecture 1

Slide 16 – Reflecting Meaning

- So what is reflecting meaning? This intervention in particular helps the client “go deeper” to potentially connect their thoughts with feelings and emotions.
 - Feeling scared due to more frequent fights with partner, could mean that the relationship will end and you will be alone.
- This helps explore the situation more deeply and how they may benefit from making meaning of the experience.
- There are a few potential challenges, because the meaning is based on each person’s worldview and can be difficult to detect.

Slide 17 – Tips for Reflecting Meaning

- Continue to connect with the emotional parts of what the person is saying.

Slide 18 - Paraphrasing

- Paraphrasing focuses on the cognitive part of the message, with the client’s key words and ideas communicated back in a rephrased way to communicate the concerns in a fresh or different perspective.
 - It can be important to use clarifying statements to check whether you are paraphrasing correctly – “is that correct”, “it sounds like...”
- Summarizing uses longer paraphrases to condense or solidify the essence of what the person is saying or feeling. This typically is used in the closing of a session or during goal-setting. We will talk about this more in a bit!

Slide 19 – Why Paraphrase?

- Paraphrasing communicates a few things – it lets them know you are listening, checks for understanding, can clarify any confusion, and can check your own perceptions of the client or situation. Ultimately it shows that you are attending to the client.

Slide 20 - Immediacy

- Okay, so now we’ll talk a little bit about immediacy. This skill uses statements to address what the client is saying, what you are noticing, and key concepts or themes to help challenge defensiveness or increase awareness of themselves.
 - Choosing when to address the behavior is dependent on the situation and client-therapist relationship.

Slide 21 – Immediacy Pros and Cons

- There are of course pros and cons to immediacy – you can increase rapport through this type of intervention, but you could also be wrong or it could derail the session.

Slide 22 – Immediacy Rationale

- A few things to keep in mind when using immediacy – consider the situation you are in. Can this address the lack of progress or direction in therapy? It can be used to acknowledge the client’s emotional response, or even address tension between the

therapist and client or the family and couple. It also may be beneficial to acknowledge cultural differences.

Slide 23 - Summarizing

- Okay, back to summarizing. This is similar to a paraphrase but is used during specific times. A few of those include the beginning of a session, during the session to bring the focus back to the topic, after a long narrative from the client, and to connect themes across multiple sessions.
- Using this at the end of session is important when reviewing or modifying goals

Slide 24 - Silence

- Silence can be one of the more challenging things to in counseling, as it can feel much longer than it actually is! Personal story?
- Silence initiated by the counselor can help control the dialogue or encourage the client to collect their thoughts, reflect, and speak. It can also be used to show the end of a conversation.
- Silence initiated by the client may represent difficulty gathering their thoughts, are waiting for your thoughts, or are done communicating their thought. It may be a time of reflection or they could be upset or embarrassed by something that was said.

Slide 25 - Empathy

- Empathy can be described as the ability to sense other's emotions, along with the ability to imagine what the other person is thinking or feeling.
- There are three parts of empathy – cognitive empathy is the thinking part of empathy – trying to put yourself into another person's shoes to better understand their perspective or what they are thinking or feeling.
- Emotional empathy is feeling – being connected with the person in their experience, to be alongside them. Mirror neurons are key for this – they pick up on other's emotions to help us experience the same sadness and feel empathy.
- Compassionate empathy is where emotional and cognitive empathy collide. How we can understand and share someone's emotions without taking them on as your own. This includes curiosity while acknowledging and validating emotions in the safety of the therapeutic relationship.

Slide 26 – Open Ended Questions

- Open ended questions have multiple uses. They can be used to initiate a session, to help clarify information that was shared, to help bring the session back on track or to bring the session to the immediate moment.
- They can also be used to define goals or to make a connection during session such as what is being discussed and what is being felt. This can be particularly important for motivating the client to action – 'what would help you overcome this barrier to making a change?'

Slide 27 – Pitfalls of Questions

- Be careful! Too many questions in a row can feel bombarding as though they are being interrogated. When you can, reflect the question in a statement, reflection, or probe.

- Example – instead of saying ‘what are you feeling in this moment’, perhaps say ‘it seems as though you are frustrated with your partner’s response’.

Slide 28 – Challenging/Confrontation

- The sometimes dreaded skill – confrontation. Those of us who are using a more Gestalt-based model may have difficulty with this skill.
 - Why do you think it’s difficult? Use the chat – personal experience?
- Humor can be helpful, but be mindful! This can harm a therapeutic relationship if it hasn’t been used at other times.
- Point out their own internal conflict ‘on the one hand....on the other hand’– knowing exercise is good for them but also don’t want to do it. ‘How does that feel for you?’
- This is a logical step in the listening process. Can a person grow or change without being challenged or confronted at some point?

Slide 29 – Keep Calm and Let’s Practice

- Okay, so now we are going to go into our breakout rooms – check the teams channel, you should be able to see Prof McCord and Prof Taylor listed under general. As a reminder, Kalonda, Rebekah, Derrick, Avery and Amy are with Professor McCord and Bethany, Jesus, Nicole, Haley, Savannah, and Briana are with me.

Okay – now that we have transitioned into the small group – I want to give just a quick opportunity for any questions or clarification I can provide.

We are going to practice! I know this can be intimidating, so I want to make this a semi-fun experience. We’re going to use a ‘pass the baton’ type group dynamic. I will be the client, and each of you will have a chance to be the counselor. Use the skills we’ve been talking about, and I will popcorn each of you into the counselor spot. So be listening! Use the group chat to encourage the counselor or provide some suggestions. We’re here to learn together!