

Part C Reflection Worksheet

For this part of the task you need to reflect on your use of communication techniques and counselling skills during each Interview with clients.

Techniques and Skills Applied

List the communication techniques and counselling skills you used and provide a brief explanation of when you used them and why you used them.

| | When Used | Why Used |
|---|--|---|
| Communication Techniques | | |
| Attending behaviours – active listening | Throughout all sessions | To get an understanding of the client's reasons for seeing a counsellor. |
| Reflection of content, summarising | Various times throughout the sessions, summarise at the end | To let the clients know that I am listening to, and care about what they have to say. |
| Questioning skills | Throughout the sessions | Used to get more information about a given topic discussed by the client. |
| Client observation skills | At the beginning of the sessions, and if there was a change in appearance during the session | To try to get some insights into what the client has been doing before the session and how they are currently feeling. |
| Noting and reflecting skills | Throughout the sessions | To keep track of what the client is saying. |
| Providing client feedback | At important points during the sessions | To reassure the client in what they are doing, or to suggest ways they could improve their situation (only if they want the suggestions). |
| Counselling Skills | | |
| Challenging | During Socratic questioning with Sui | Sui gave different answer to them same question that had been asked during a different though exercise. |
| Reframing | With Kate after she claimed that her friends and family didn't care about her | I reframed this to show Kate other reasons as to why her friends and family had not been spending as much time with her. I also challenged and confronted Kate to show her that it was she had not been making any effort to keep in contact with them. |
| Focussing | During Renee's second session | In Renee's second session we focussed on overcoming her anger and resentment to her ex-partner, and did not look at solutions to her housing problems. |

Evaluation

Assess whether your application of the various techniques used were effective. Briefly explain the reason for your assessment.

| | Effective/ Needs Work | Explanation |
|---|--------------------------|---|
| Communication Techniques | | |
| Attending behaviours – active listening | Effective | I heard what the client had to say and let them speak freely. |
| Reflection of content, summarising | Needs work | I don't think I reflected what the client's said during the counselling sessions frequently enough. |
| Questioning skills | Effective | I think I asked an appropriate amount of questions and always phrased them in a way that was easy to understand. I also only asked relevant questions. |
| Client observation skills | Needs work | As these counselling sessions were just roleplays and the clients were not professional actors, it was difficult to get an understanding of what they had been through just based on observation. |
| Noting and reflecting skills | Effective | I believe that I took clear and concise notes that were neat and easy to understand in the event that I would have to show them to someone not present during the counselling session. |
| Providing client feedback | Needs work | I don't think I used this technique frequently enough, and when I did it didn't come across as sincere as it should have. |
| Counselling Skills | | |
| Challenging | Needs work | I may have sounded too harsh when challenging which could cause a therapeutic rupture in a real scenario. |
| Reframing | Effective | It seemed that when I pointed out other ways to view different scenarios, the clients understood where I was coming from and accepted my explanations. However, that could have purely been for my benefit in the roleplay, and in a real counselling situation a client may not be so cooperative. |
| Focussing | Needs work | I think I tried to deal with every issue the clients presented rather than focussing on the most important one, and when I did focus on one issue it was perhaps not the most important or relevant one to deal with. |

Action

List the techniques and skills you feel need to be improved and identify what you can do to improve your ability to use these techniques. Add rows to the table if necessary.

| Technique/Skill | Improvement Methods |
|---|---|
| Challenging | Implement in later sessions once rapport has been better built. |
| Focussing | In future sessions I would not try to deal with everything at once and choose the most urgent/relevant problem to focus on. |
| Reflection of content | Reflect more frequently after important information has been given. |
| Client observation skills | Pay closer attention to client's physical appearance (clothing, facial expression, etc), as well as body language. |
| Providing client feedback | In further sessions I would give feedback more frequently, and have more genuine feedback for the client. |
| Allowing clients to write answers for the given exercises (not part of the evaluation but something I could improve on) | During the sessions I did not give clients the option to write their answers on the worksheets, instead I would copy down what they had to say. To improve on this, I would ask if the client would like to write down the answers, or if they would prefer to speak as I dictated what they said. This would give the client a greater sense of agency during the counselling process. |