3. Gladding, S. T. (2009). Counselling - A Comprehensive Profession [6th Ed]. Dorling Kindersley: India.



11.9 ANSWERS TO 'CHECK YOUR PROGRESS'

Answer 1. Guidance is enabling clients make choices in life and counselling is about making changes in life.

Answer 2. First, identify client's basic feeling that is expressed verbally or non-verbally, then formulate a response that captures the essence of the feeling andfinally reflect this with the client.

Answer 3. Counsellor demonstrates that he/she is listening actively by nodding the head, making eye contact, being genuine and making the client feel relaxed.

Answer 4. Self-determination is helping clients recognize choices and by encouraging them to make independent decisions.



11.10 MODEL QUESTIONS

Q.1: Define counselling.

Q.2: Explain some of the non-verbal skills used in counselling.

Q.3: What are the steps to be followed in problem solving?

Q.4: What client's need to be empowered?

Q.5: Discuss the different stages of counselling.

Q.6: What are the important skills to be used in a counselling process?
