

Centre for Continuing Education

Mastering counselling skills

Loretta Ginnivan / Kevin Norton

This first level course explains the basic counselling skills used to help clients to clarify issues, examine options and solutions, and then develop strategies to achieve goals. Practical issues are discussed and there is a brief introduction to the Enneagram (personality typing).

- 9.30 Welcome, introductions, objectives, expectations
 - Ice-breaker
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- What is counselling? What counselling is not
 - An example of counselling – **role play**
 - An example of bad counselling – **role play**
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- Typical stages of the counselling process
 - Qualities of a good counsellor – **working in teams**
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- Reasons the counselling process opens up the client's presentation
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- Establishing rapport
 - Empathy not sympathy
 - Non-judgemental
 - Following not leading
 - Listening – the lynchpin
 - Non-verbal communication
 - Questioning
 - **Practical** listening exercises
 - Am I a good listener?
 - Personality types (Enneagram)
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- Can counselling skills be used in other situations? – **pairs**
 - Client focus – e.g. staff feedback, post an interview
 - **Group open discussion**
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"The views expressed in this course/activity are those of the presenter and do not necessarily represent the views of The Australian National University"

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- **Some practical issues** – note-taking, length of sessions, confidentiality, counsellor experiences, counsellor anxiety
- Common questions and answers
- Tips exchanged, expectations check, thank you; present certificates; constructive, specific course feedback.

NB. Please bring refreshments for the day. Lunch will be from 12.30pm to 1.05pm

Kevin is a qualified teacher, trainer, and public speaker. He has studied psychology and counselling, and has a special interest in communication skills. He has conducted courses in related areas such as self-esteem, confidence, assertion, managing shyness and listening skills.

Loretta has a Masters in Theological Studies and a Graduate Diploma in Community Counselling. She possesses specialist knowledge in personality types and has presented internationally.

DATES/TIMES: 9.30am – 4pm Saturday 12 September

FEE: \$145 *no discount*

COURSE LOCATION: The venue for this course can be found on your tax invoice/receipt (under "Course Information"). Please allow enough time to locate your course venue on the day.

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